

Evaluation of Online-Based Services at The Population and Civil Registration Office of Tomohon City

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Abstract

This research aims to analyse, describe and find out the evaluation of online-based services at the Tomohon City Population and Civil Registration Service. This research was carried out using qualitative research methods. The number of informants in this research was seven people. Data collection used observation, interview and documentation techniques. Data analysis through data reduction, data presentation and drawing conclusions. The results of this research show an evaluation of online-based services at the Tomohon City Population and Civil Registration Service using the E-dukcapil application which aims to make things easier for the community and can be used by all residents of Tomohon City. In the use of this application, there has been a decline in users of this online-based service, as will happen in 2022, where there will be a decline in the use of this online-based service. This occurs due to a lack of attention from officers to make more efforts to promote online-based services for the Tomohon E-dukcapil application and people who prefer manual services even though the existence of this service is to make it easier for people who do not need to directly process population documents at the office. Tomohon City DUKCAPIL Service. This is also related to the online-based service process carried out by employees at the DUKCAPIL Service, the services provided by existing employees and their implementation.

Keywords:

evaluation; online based service; population civil registration

Introduction

Di era yang semakin maju atau era digital ini pemanfaatan teknologi merupakan hal yang akan berguna dan The Office of Population and Civil Registration utilises these technological advances to assist its population administration services and to improve the quality of population administration services at the Office of Population and Civil Registration. One of them is using online services through applications such as those at the Tomohin City Population and Civil Registration Office, namely the E-dukcapil Tomohon application. [1]

Innovation of the Tomohon City Regional Population and Civil Registration Office. The process of managing population administration can be done online starting from filing to printing population documents which can be done independently through the E-dukcapil application. Services in the application such as Child Identity Cards (KIA), making deeds, Identity Cards (KTP) and moving letters with the process as specified [2].

According to Permendagri No. 7 of 2019 concerning Online Population Administration Services explains, to be able to create an effective-efficient government system, it is necessary to

develop the latest population administration service system (Peraturan Mendagri, 2019) Article 1 Paragraph 2 Permendagri No. 7 of 2019 concerning Online Population Administration Services explains, Online Population Administration services are the stages of taking care of population documents where the delivery of the required files is carried out electronically on an online basis that applies science and technology.[3]

With online services through this application, the public can register online such as choosing what to make and sending supporting documents that are requirements for file management with this E-dukcapi application and monitor the status of service progress online using their electronic devices.

Regarding the quality of online services through the Edukcapil application, there are several things that can affect it, namely making it easier for people who are far from the office to take care of documents online and processing documents that have been made easier and do not have to come to register manually at the office anymore. It is also important that the online registration continues to function properly and is consistently available by the office. The community also needs to have good knowledge about this online registration so that there is no mistake in registering using this application and registration can be done properly and correctly based on existing procedures and conditions so that the documents to be processed can be processed by existing officers.

Based on the author's observations at the Tomohon City Population and Civil Registration Office and based on the data above regarding the course of online services through the Tomohon E-dukcapi application from 2020-2022 at the Population Service Office if seen in 2022 there is a decrease in users of this application which is thought to be caused by the existence of problems, namely residents who no longer use this application and prefer direct services because they feel they lack the technological skills to use this application and there are some people who still don't know about this E-dukcapi application. The Tomohon Population and Civil Registration Office is still trying to improve the quality of online registration so that the objectives of the E-dukcapi application can be achieved.

Therefore, an evaluation is needed to see how the use of the E-dukcapi application is going so that it can measure the level of success during its use and whether it has been successful or not and can find out what factors have caused a decrease in users of this application so that it can be corrected or find solutions to be able to continue online-based services through the E-Dukcapil application in Tomohon city.

Methods

The qualitative-descriptive approach according to (Sugiyono, 2016), is a research method used to research on natural object conditions, as opposed to experiments, where the researcher is the key instrument, data collection techniques are triangulated (combined), data analysis is inductive, and qualitative research results emphasize meaning rather than generalisation. [4]

Aims so that the data or problems obtained are studied more comprehensively, deeply, naturally and as they are and without interference from researchers to the facts that arise in the field.

Because the researcher is interested in knowing how to evaluate online-based services at the Tomohon City Population and Civil Registration Office, the research location taken by the author is the Tomohon City Population and Civil Registration Office.

The focus of this research is related to the problems that exist in the use of the E-Dukcapil application as an application used by the community for this online-based service where based on the evaluation of usage data there has been a decline in recent years. So an evaluation of this online-based service is carried out based on evaluation criteria, namely effectiveness, efficiency and responsiveness to determine the consequences of the decline in users of this application.

Primary data sources in this qualitative research are words; additional actions, including documents and others, are the remaining activities. Documents, interview transcripts, field notes, and observation data will be used as data sources[5].

The data collection techniques used by use are observation and interview techniques and documentation of several sources in the field or directly. According to Ahyar (2020) The purpose of the interview is to verify the information or data that has been collected. Qualitative research usually uses interview techniques. In qualitative research, the purpose of conducting interviews is to collect data which will later be processed into information. [6]

In analysing qualitative data without realising it, the researcher has carried out data analysis from the beginning of the research. According to Miles and Huberman in data analysis there is data reduction is data obtained at the research location (field data) poured in a complete and detailed description or report, Presentation of data or data display is intended to make it easier for researchers to see the overall picture or certain parts of the research and draw conclusions, namely data verification is carried out continuously throughout the research process, namely from the beginning of entering the research location and during the data collection process. [7]

To determine the validity of the data, it is necessary to check the validity of the data in qualitative research including credibility tests (extension of observation, increasing persistence,

triangulation, negative case analysis, using reference materials, or conducting membercheck), transferability, dependability, and confirmability.’ [8]

Results and Discussion

The use of the E-dukcapi application by the people of Tomohon city in processing population documents provided by the Tomohon City DUKCAPIL Office which can be used via an android mobile phone by downloading this application in PlayStore after downloading the community can use this application to take care of their population documents by uploading supporting documents which are the requirements which will then be processed by officers to be taken care of and if it is finished it will be sent to the community.

However, in the use of this application over the past few years, especially in 2022, based on evaluation data conducted by this service provider, there has been a decrease in users where the community has been less likely to use this application.

Evaluation is used to learn about the results obtained in a programme to relate to its implementation, control the behaviour of those responsible for programme implementation, and influence the responses of those outside the political environment. Evaluation is not only useful for considering the usefulness of ongoing programmes, but also for looking at the usefulness of new programmes and initiatives, improving the effectiveness of programme management and administration, and being accountable for results to those who sponsor the programme[10].

Evaluation is an activity carried out to measure or assess a programme that is run, see the objectives and results given to measure the success or failure obtained from the implementation of the programme. .[11]

According to William Dunn, policy evaluation criteria are divided into 6 (six) indicators, namely (1) effectiveness, (2) efficiency, (3) adequacy, (4) equity, (5) responsiveness, (6) accuracy. Of these six indicators, there are three indicators used in this study, namely effectiveness, efficiency and responsiveness (1) effectiveness is a measure of the results and objectives achieved in online-based services through the E-dukcapi application at the DUKCAPIL office; (2) efficiency is related to facilities and infrastructure, the time used for the implementation of this online-based service in this case its usefulness for the DUKCAPIL office and the community; (3) Responsiveness is the response given about online-based services through the E-dukcapi application by the people of Tomohon City and existing officers [12].

As explained in the results of this study focused on the evaluation of online-based services through the use of the E-dukcapi application of the Tomohon City Population and Civil Registration Office which was examined from several indicators:

1. *Effectiveness*

Effectiveness is the level of achievement of the desired or targeted results of a programme. Effectiveness is also related to the objectives to be achieved. [13]

From the findings of researchers in 2022 there was a decrease in the use of this application which can be said that the community has used this application less in managing population documents online through this E-dukcapil application. This decrease in users can be caused by the lack of socialisation carried out so that people no longer know about this application and there are deficiencies in both the network in the application so that people prefer to make arrangements manually come directly to the DUKCAPIL office for document management, There are also people who cannot use this application due to lack of understanding of technology so that they cannot register for processing population documents online via their android phones even though the provision of this online service is for the convenience of the community but there are people who find it difficult to use or perform online services because of their lack of understanding of the E-dukcapil application provided by the Tomohon City DUKCAPIL office.

2. *Efficiency*

Efficiency is defined as how much effort is expended to achieve the desired results from running a programme. [In relation to this research, time efficiency, namely the length of time for processing population documents in online-based services through the e-dukcapil application at the Tomohon City DUKCAPIL office, is very influential in achieving the desired results. as well as the efficiency of supporting facilities and infrastructure used by the DUKCAPIL office to run this online-based service with the aim of satisfying the community with the services they provide, which is the result that the DUKCAPIL office wants to achieve through online-based services through this E-dukcapil application.

Indeed, this online service is expected to help the community in minimising costs and time in making online arrangements, but the completion time is not yet appropriate and there are still delays if there is a disruption in the network in the processing process. There are also shortcomings for low-income people and do not have supporting electronic devices that can be used to process population documents through the Tomohon E-dukcapil application, they cannot make arrangements because they do not have supporting tools so they have to ask for help from others or must first ask for help from officers at the village office. The goal of making things easier for the community has not yet been realised for all people in Tomohon City.

Furthermore, based on research conducted at the Tomohon DUKCAPIL Office regarding the facilities and infrastructure used, it is said that it is complete to support this service but there

are several obstacles, namely both in the network which sometimes experiences interference and in the tools used are old and require replacement of better tools in supporting existing services, it is said that currently the agency is working on replacing new, better tools to replace old tools so that the services provided can be better and excellent.

3. *Responsiveness*

Responsiveness is how the programme is carried out to satisfy users and providers whether the results provided meet the desired objectives seeing from how a particular group of people respond. [15]

The first responsiveness of employees feels that the community is satisfied with the services they provide because according to employees the services provided are good because this application really helps make it easier for the community and minimises both costs and community time. Although there are often shortcomings in this service because it is done online, employees cannot directly monitor how people register through this application because it is done online and employees can only try to make arrangements can be done properly at the office and sent in a timely manner to the community.

Based on this research, there is also a community response to online-based services through the E-dukcapil application, there are people who respond well to this service because it is considered easier to use anywhere without having to manually come to the DUKCAPIL office again to manage population documents, but there are people who feel less familiar with this service because of their lack of knowledge of technology so they cannot use this service and they cannot feel the convenience of this online service, some can use this service but first need help from others or have to go to the village office to ask officers for help to be able to use services through this E-dukcapil application.

This community response hopes that this online-based service can be used easily by more people, the community hopes that there will be more socialisation that can help people who do not understand about online-based services through the E-dukcapil application can get socialisation so that people can better understand how to use this application. That way, in accordance with the objectives to be achieved by the agency, there can be more users of this application or this online-based service and can make it easier for the community to manage population documents so that the community can have complete population documents.

Conclusion

Based on the results of the research, the researcher can draw the conclusion that the Evaluation of Online-Based Services at the Population and Civil Registration Office of Tomohon

City has been running quite well but has not fully run well.

1. Effectiveness

Online-based services through the E-dukcapi application aims to make it easier for the community and aims to be used by the people of Tomohon City in the process of completing population documents, but in 2022 there was a decrease in users of this application which did not match the results to be achieved by the DUKCAPIL Office for online-based services in Tomohon City.

2. Efficiency

Efforts made to achieve results in terms of time and cost of online-based services through the e-dukcapi application are used to minimise the cost of the community to come to process population documents manually to the Tomohon DUKCAPIL office and minimise the time of the community. However, there are still delays in the processing time of population documents if there is a network disruption and there are people who cannot use this E-dukcapi application because they do not have complete facilities so it is not efficient for certain people, and in the research it is said that the facilities and infrastructure at the Tomohon DUKCAPIL office are quite complete but require replacement for old equipment and provision of a better network.

3. Responsiveness

The community's response to online-based services is that there are people who are not satisfied with the provision of online services through the Tomohon E-dukcapi application because of the community's lack of understanding of how to use this application and there are people who prefer to take care of population documents directly at the DUKCAPIL office because it is considered more convincing if they come directly to the DUKCAPIL office, the community still lacks confidence in taking care of population documents only through the application.

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