

Public Services at the Population and Civil Registration Office of Minahasa Regency

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Abstract

Registration of Minahasa Regency. The research method used is descriptive qualitative. The number of informants in this study were 5 people. Data collection uses observation, interview and documentation techniques. Data analysis through Data Reduction, Data Presentation and Drawing Conclusions. The results of the study show that the Public Service of the Department of Population and Civil Registration of Minahasa Regency is reviewed from 3 assessment indicators. in indicator 1). Service procedures for making E-ID cards are effective, both online and offline services, according to SOP 2). Inadequate facilities and infrastructure, or still not according to standards in terms of service time, employees have high discipline. 3). The competence of service delivery officers is reviewed after the completion time, there is a guarantee for completion time, but there are several internal and external factors that make the process of making this E-KTP hampered This study aims to describe the Public Services of the Department of Population and Civil, but for the entire service process, employees are always the intermediary in providing understanding and problem solver for every community who comes to get services in making E-KTP and also in the service process free of charge.

Keywords:

public service; population; civil registration office

Introduction

The state's efforts to fulfil the basic needs of every citizen through the provision of goods, services, and administrative services are known as public service delivery, but the reality is that public services to date have not significantly satisfied the community. Public support is a movement to meet local needs that includes authorized products, services, and services offered by public service providers.

Administrative services themselves are mandatory because this is a function of the state apparatus in providing excellent service, and is one of the very important tasks in collecting data on Indonesian citizens. Administrative services at the Population and Civil Registration Office itself are regulated in Law No. 23 of 2006 concerning Population Administration, every resident has the same rights to obtain population administration services, legal certainty over ownership of informant documents regarding data from population registration and civil registration.

The Office of Population and Civil Registration of Minahasa Regency itself in the process of its services, there are still many complaints from the community, there are still many people who are not satisfied with the quality of services provided, the community considers that the

services at the Office of CAPIL of Minahasa Regency are thought to be able to help and speed up rather than hinder the administrative process. Not only that, there are also complaints from the community who go back and forth looking for the staff concerned for registration and sometimes the person concerned does not come to the office for several days, the employees are indifferent in serving, still concerned with their own interests rather than public services. For example, in the process of making ID cards, when researchers made initial observations, it was still found that the service process provided was still ineffective and there were still many shortcomings encountered, starting from coordination between employees and the public, misunderstandings that were still sometimes not explained by employees to the public, completion times were sometimes uncertain, and there was also no further information when, what day, There are also many complaints from the public that the information on the files that will be brought down always changes and it is all from the employees, different employees so the arrangements are also different, and also when taking the KTP that has been completed takes quite a long time, because the officer is out or taking a meal break, not only that, but also the lack of employee discipline. But the problem in service is that there are certainly things that hinder the service itself, services that are still not excellent, and are still considered ineffective. Service quality is very necessary in measuring a service itself. Therefore, services at the Population and Civil Registration Office should be able to provide good service to the community.

Based on the background of the problems that have been stated, the researchers conducted research with the title: Public Services at the Population and Civil Registration Office (Capil) of Minahasa Regency. Governance is strongly influenced by public services. Public administration can only be considered as administration coordinated by public authorities. If a company or institution has good management, then its goals will be successfully achieved. Consumer loyalty in an organization or instructive is not entirely determined by the board's great assistance or great assistance to the client (Ristiani, 2020).

By itself, good public service management will influence and provide quality services; on the other hand, poor public service management will have an impact on the level of public trust in government. It is clear from the previous description that service is a process. Therefore, the fundamental object of public assistance to the council is the actual assistance, so the open assistance of the implementers is the process of management, especially the administration that organizes and controls the assistance cycle, so that the administrative implementation system can run properly, smoothly, on track, and is acceptable to the people served.

1. One of the main endeavours of public authorities is to offer types of public assistance to local areas. The practice of providing services to the public for a fee or without a fee in order to fulfil the needs or interests of the public is known as public service.
2. Within the realm of public service, it simply articulates the various aspects of clean and good governance.
3. Public administration encompasses the interests of all components of administration, particularly the government system, society, and the market (Riska Chyntia Dewi, 2021).

Public service is part of government execution that is generally visible to the eye. Because the quality of public services is in the interest of many people and has a direct impact on people from various walks of life, the public can directly assess government performance based on the quality of these services. In addition, the success of building public service performance in a professional, effective, efficient and accountable manner will raise the positive image of the government in the eyes of its citizens (Messe & Pangkey, 2018).

Many variables can affect the high and low work efficiency of a representative, including a representative's work discipline, work inspiration or entertainment, a worker's work ethic or spirit and upheld by the workplace where work training occurs consistently. To fulfil the company's productivity goals, an employee with high morale, motivation, and discipline will be able to do his job well (Saleh & Utomo, 2018).

According to Wawointana, work discipline is an important guideline in shaping and training employees to act in accordance with procedures or rules which is also a process that aims to improve employee discipline in maintaining and improving organizational goals (Wawointana et al., 2019). Lumingkewas stressed that if you want everything to run as expected, there needs to be a disciplinary programme implemented in the agency to help and control all employee actions so that employees are responsible, work smoothly, effectively and efficiently (E. Lumingkewas, 2021). Discipline is the most important factor to improve performance for employees, especially in this case civil servants who join the secretariat of the Minahasa Regency Legislative Council (Masengi, et al., 2023).

The discipline of employees or service officers in carrying out their responsibilities in accordance with their job description, especially related to the seriousness of officers in providing services and the consistency of working hours according to applicable regulations. In addition, discipline refers to a mental attitude manifested in the actions or behavior of individuals, groups, or communities in the form of compliance with norms, ethics, and rules of society or rules set by the government (Engkus, et al., 2021).

Methods

The author uses qualitative research because it is descriptive and tends to emphasize the process of finding meaning. Theory is used as the basis of research to match the facts in the field. as a result of the discussion of the research, an overview of the phenomenon. The location of this research is the Office of Population and Civil Registration of Minahasa Regency. The research objective is to determine how based on several indicators.

- Service Mechanism
Standard procedures for service providers and recipients, including complaints.
- Facilities and Infrastructure
Public service providers provide adequate facilities and infrastructure.
- Competence of Public Service Providers

The competence of service providers must be properly assessed based on the required knowledge, expertise, skills, attitudes and behavior. In this study, the determination of witnesses was carried out using a purposive examination strategy combined with a coincidence test. Purposive examination is an examination method with special considerations where data or information is collected by selecting a number of witnesses who are considered educated and reliable to be a source of information. became the second informant, this time a manager at the population and civil registration office of Minahasa district.

- Primary data: information obtained through respondents by directing questions and answers directly and directed through interview rules according to the instructions intended by the author.
- Secondary data: information obtained from reports or information at the examination center.

By observing, listening, asking, and collecting research data, the researcher himself is used as an instrument or research instrument. In this study, existing indicators are supported by observation or interviews. The initial steps in this approach are data collection, analysis, and interpretation. In practice, descriptive methods are used as follows: review strategy, contextual enquiry (not exactly the same as a case), close examination, time and motion enquiry, conduct enquiry, and narrative enquiry [9]. Observation, interviews, and documentation are all methods that can generally be used to collect the necessary data for qualitative research. Space, actors, and activities are the three main components that are the focus of observation (Safroni, 2012).

1. Approach to research subjects (informants)

In research, of course, researchers do not yet know clearly the environment to be studied and the informants. When researchers arrived at the research location, researchers approached formally and informally, so that researchers could obtain complete information from various information obtained in accordance with the predetermined focus of this procedure.

2. Interviews with leaders and stakeholders.

At this stage, researchers used 3 stages of data collection, namely:

- a) Observation: Direct observation of social phenomena, problems, and psychological symptoms to be recorded is the method used in this technique.
- b) Interview: Through an in-depth question and answer process with informants, this method is used to extract information directly from data sources and obtain accurate data for the purpose of answering research questions.
- c) Documentation: This method is carried out by collecting information through documentation by making notes, duplicating notes, guide materials, photos as complementary information, as well as various information related to the problem under study.

In analyzing qualitative data, researchers have conducted data analysis from the beginning of the research. The qualitative data analysis technique is a descriptive data collection technique. According to Sugiyono, in testing the validity of data in qualitative research, this is done starting from the credibility test (internal validation), transferability (external validation), dependability (reliability), and confirmability (objectivity) (Saleh & Utomo, 2018).

1. Credibility test (trust test)

Credibility, or the ability to be relied upon, refers to the following aspects of qualitative research findings: extending observation, namely by conducting research back to the field through observation and interviews with new respondents to ensure that the data that will become the results of the research can be truly trusted; gaining persistence, specifically by observing more and more carefully, so that field data can be collected with certainty and methodically; triangulation, which requires checking data collected in the field in various ways and under various conditions to ensure data reliability; negative case analysis, or cases where research findings do not match or differ beyond a certain point.

2. Transferability test (transfer value)

In research, the transferability test is external validity. The degree of accuracy or adaptability of research findings to the population from which the sample was taken is known as external validity. The value of this motion is related to the question of how much the results of

the exploration can be applied or utilized in various situations. For naturalistic analysts, the moving price depends on the client, to what extent the results of the exploration can be used in different social settings and situations.

3. Dependability test

The dependability test is a stage where researchers re-examine the findings of field research as a whole. The dependability test is carried out so that the research results obtained can be trusted and accounted for, and the aim is to avoid deviations from the research results.

4. Confirmability test (certainty)

The research objectivity test is the name given to the confirmability test. When many people agree on research findings, it is considered objective research. Confirmability tests and dependability tests are similar in qualitative research, allowing simultaneous testing.

Results and Discussion

There are 3 indicators of research discussion based on the results of interviews found by researchers at the research location.

Service Mechanism

Public service is the act of meeting the needs of others or those with an interest in the organization in accordance with the main rules and procedures that have been established.

In accordance with the results of interviews conducted by researchers at the Minahasa Regency population and civil registration office, by asking several questions related to indicators of service procedures, the responses of informants obtained by researchers were that the service in making E-KTP was very effective for the entire service process, this was reinforced by the results of interviews that the form of service used had used the Digital role, the service process was excellent, was in accordance with the SOPs in the Minahasa Regency population and civil registration office, and also the employees responsible for providing services were competent and experts in their fields.

Execution is a description of the degree of achievement of the implementation of an action/programme/strategy in understanding the goals, objectives, mission and vision of the association as stated in the essential preparation of an association. Performance is a multifaceted concept that is influenced by many factors.

Facilities and Infrastructure

In accordance with the results of interviews conducted by researchers in the tangibles indicator, it can be concluded that in this indicator, the infrastructure, facilities used in providing services and making E-KTP are complete and also in accordance with standards in service, not

only that, ease of access is provided by the population and civil registration office, especially in the civil registration section of making E-KTP, there are services provided directly at the office and there are also services via online, and in providing services, employees at the population and civil registration office of Minahasa Regency also have high discipline.

Management includes a broader understanding, especially the ability to mobilize other resources involved in the activities of mobilizing and harmonizing human resources and other resources to carry out tasks in order to achieve predetermined goals (Wawointana, 2019)

Due to their significant influence on improving the quality of public services, service facilities play an important role in this process. People can be happier and more at home in the service room if the facilities are adequate. Management components are inseparable when providing services: Materials and equipment, machinery, ways of working, cost sources, labour, marketing, and finally services. The public will conclude that the service provided is optimal and satisfactory if this dimension is considered positive.

Service provider officer competence

In accordance with the results of interviews related to indicators of service delivery competence in public services at the population and civil registration office of Minahasa Regency, related to several questions given by researchers, a conclusion can be drawn that in the process of public service performance in making E-KTP if viewed through completion time there is a guarantee of completion time, but there are several internal and external factors that make the E-KTP making process slowed down, but for the entire service process employees are always the mediator in providing understanding and problem solving for every community that comes to get services in making E-KTP and also in the service process is free alias free.

Basically, the organization's ability to determine authoritative goals and determine broad approaches, while the council's ability to perform exercises that must be done to achieve goals within the confines of the general arrangements that have been formed. There is a lack of consensus among administrations regarding administrative responsibilities at this point in the implementation process, and management has a number of responsibilities to perform independently. In the Stipulation of the Minister of Administrative Reform according to Law No. 63 of 2003, "As all types of administration, both as open products and public administration which is basically an obligation and completed by Central, Provincial and Regional Government Agencies or Regional-Owned Enterprises in order to meet regional needs and With regard to the legal arrangements for implementation, public assistance can be defined as "All types of administration, both openly".

According to Pfiffner, management covers a broader sense, which includes the ability to mobilise other resources involved in activities to mobilise and harmonise human resources and other resources in order to carry out tasks to achieve predetermined goals (Wawointana, et al., 2019)

Conclusion

Based on the results of the discussion, the Public Services of the Population and Civil Registration Office of Minahasa Regency can be concluded as follows:

1. Service Mechanism

The entire service procedure has been successful thanks to the service that makes E-KTP. It is built from the results of the meeting that the type of administration used today uses computerised work, the help cycle is very good, according to the SOP in the Minahasa community and the general registration office, and also the employees responsible for providing services are competent and experts in their fields.

2. Facilities and Infrastructure

The facilities used in providing services and making E-ktp are complete and also in accordance with the standards in the service, not only that, but also the ease of access provided by the population and civil registration office, especially especially in the civil registration section of making E-ktp, there are services provided directly at the office and there are also services via online, and in providing services also employees at the population and civil registration office of Minahasa Regency, have high discipline.

3. Competence of Service Providers

Public Services at the Population and Civil Registration Office of Minahasa Regency, related to several questions given by researchers, can be concluded that in the process of public service performance in making E-KTP if viewed through the completion time there is a guarantee of completion time, but there are several internal and external factors that make the process of making E-KTP slowed down, but for the entire service process employees are always the mediator in providing understanding and problem solving for every community that comes to get services in making E-KTP and also in the service process is free of charge alias free.

Based on the results of the discussion and conclusions related to the public services of the Population and Civil Registration Office of Minahasa Regency in the process of making E-KTP, the researcher provides suggestions as follows:

1. In the process of providing services, it should be improved by providing understanding to people who do not understand the process and mechanism of services at the Population and Civil Registration Office of Minahasa Regency.
2. Seeing the increasing process of making E-KTP services, the quantity of infrastructure must also be added so that the service process runs smoothly.
3. Employees working at the Population and Civil Registration Office of Minahasa Regency should be recommended to conduct online services as well.
4. If in the service process there are obstacles or factors encountered from within or from outside, it should be communicated with the community, starting from the completion time, what obstacles are encountered, so that there is no miscommunication between the community and employees.
5. The Population and Civil Registration Office should coordinate with the local government, so that people can obey the administration.

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