

Positive Response in Public Services at the Occupation and Civil Registration Office

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ABSTRACT

This study aims to determine the relationship between responsiveness to public services at the Office of the Population and Civil Registration Office of Bone Regency. The research method used is descriptive quantitative. The sampling technique uses non-probability sampling with a saturated sampling approach. Data collection techniques used are observation, questionnaires, and documentation. Data analysis technique using cross tabulation. The results showed that the responsiveness of employees at the office of the population and civil registration office in Bone Regency had a good level of achievement with indicators namely the ability to respond to the public, speed of serving, accuracy of serving, accuracy of serving time, and ability to respond to complaints. Public services provided by employees to the community are in the effective category with variable indicators namely service efficiency, teamwork spirit, work group loyalty, service procedures, and facilities and infrastructure. Data analysis shows that responsiveness has a relationship with the effectiveness of public services at the office of the population and civil registration office in Bone Regency. It indicates that the better the responsiveness of employees, the more effective the public services provided. Therefore, good employee responsiveness needs to be maintained and increased to provide effective public services.

Keywords: Response; Positive; Service; Public

INTRODUCTION

Good governance is a principle of general government administration; therefore, it should be applied in the administration of government in Indonesia, both at the central and regional levels. In Indonesia, good governance coincides with the encouragement of dynamics and changes in the political system and leadership so that it becomes more democratic, efficient in the use of public resources, effectively carries out public service functions, can develop programs and laws that can guarantee human rights and social justice (Nelson, 2013; Sanders & Scanlon, 2022). Therefore, in relation to a rule of law, the concept of good governance is a very relevant concept in the framework of building good governance in Indonesia.

The United Nations Development Program (UNDP) as quoted by Joko Widodo put forward the definition of "governance" as governance, where this is interpreted as the exercise of political, economic, and administrative authority to regulate the affairs of the nation (Baoying, 2015). Governance in the political field is intended as decision-making processes for policy formulation. Governance in the economic field includes decision-making processes to facilitate domestic economic activity and interactions between economic administrations.

To realize good governance in the public service sector, the application of the principles contained in good governance is very important, such as the principles of participation,

accountability, the rule of law, transparency, responsiveness, and responsiveness. The application of these principles will create effective public services, especially on the principle of responsiveness (Saribu, 2017). Responsiveness is one of the principles of good governance which directly describes the ability of public organizations to carry out their missions and objectives, especially to meet the needs of society.

Responsiveness is also an indicator that can be used to assess the quality of public services (Rengifurwarin et al., 2018). Therefore, the government is expected to be able to provide responsive services to the community, to provide a sense of satisfaction to the community for the performance of the state civil apparatus, especially at the Civil Registry Population Service office (Disdukcapil) as a public service office in the population sector. The Department of Population and Civil Registration of the Regency of Bone is a partner of the regional government of the Regency of Bone in the administration of regional administration and is an element of the implementation of the principle of decentralization. Therefore, to create good governance, the Population and Civil Registration Office of Bone Regency plays an important role, because the output of the implementation of the tasks carried out by Disdukcapil Bone is in the form of services to the community.

In other words, the Population and Civil Registration Office of Bone Regency is required to become an effective public service organization. Government services at the Population and Civil Registration Office of Bone Regency have not fully provided effective services. This can be seen based on real problems in the field, based on observations made in October 2018, namely public services provided by the Office of Population and Civil Registration of the Bone Regency are still felt to be unresponsive or not in accordance with the demands and expectations of the community, the number of complaints and complaints received conveyed by the public (Akib et al., 2015; Niswaty, Mano, et al., 2015). Convoluting service systems and procedures, non-transparent service procedures and unclear service times, service delivery employees who are less responsive and friendly to the community (Piatak et al., 2020).

The difference between this study and previous researchers is the locus, the previous research was conducted by Mariyam at the Enrekang and Layaman Police in Kejaksaan District, Cirebon City, while this research was at the Office of the Population and Civil Registry Office of Bone Regency. The difference in focus, which is the focus of this study is the first variable responsiveness and the second variable service effectiveness. Effective public services will be achieved if the principles of good governance, namely responsiveness, can be applied properly. Thus, there is a relationship of responsiveness to the effectiveness of public services.

METHOD

This research is descriptive quantitative research. This research approach is used to analyze data by describing or illustrating the data that has been collected from the research location. The quantitative approach focuses more on finding data from the real field and refers to the proof of concept and theory that has been used. The research variable according to (Creswell & Clark, 2017) is "an attribute or characteristic or value of a person, object or activity that has certain variables determined by the researcher to be studied and then drawn conclusions". Independent variables in Indonesian are often called independent variables. The independent variable is the

variable that influences or causes the change or the emergence of the dependent (bound) variable, both having a positive and negative effect.

The dependent variable or output variable is the variable that is affected or is the result, because of the independent variables. The dependent variable is a variable whose value depends on other variables, where the value will change if the variable that affects it changes. To carry out research properly and as expected, it must be understood all the elements that become a basis in scientific research contained in the operational research variables. Responsiveness or responsiveness is the ability of an organization to identify community needs, prioritize needs, and develop them into various services. Responsiveness measures the responsiveness of the organization to the hopes, desires, and aspirations, as well as the demands of service users (Crang, 2003).

Cross tabulation analysis or Crosstabs is used to calculate the frequency and percentage of two or more variables simultaneously by crossing the variables that are considered related so that the meaning of the relationship between the two variables is easy to understand descriptively. The purpose of this analysis is to identify the relationship between one variable and another. Cross-tabulation analysis is an analytical method that has strong enough explanatory power to explain the relationship between variables. This analysis method is used to test the correlation between variables in the contingency table so that it is known whether the proportions of the two variables occur due to necessity or because of association.

RESULTS AND DISCUSSION

Positive Response to Public Service

Responsiveness of public services is needed, because it is proof of the ability of public organizations to provide what is needed by residents in an area. In this case responsiveness is an efficient way of managing affairs both at the central and regional or local levels in providing services to the community, therefore both the central and regional governments are said to be responsive to the needs of the community if the needs of the community are identified by policy makers with the knowledge they have. appropriately and can respond to what is in the public interest. To analyze the responsiveness of employees at the District Population and Civil Registry Office, the six indicators of responsiveness proposed by (Daraba, Cahaya, Guntur, Aslinda, et al., 2018) are used, namely, Ability to respond to the community, Speed of serving, Accuracy of serving, Accuracy of serving, Timeliness of service, and Ability to respond complaint.

The ability to respond to the community as stated is measured based on a good communication attitude and is easily understood by the community. While the ability of employees to respond to the community at the Bone district population and civil registration office in providing services, responding quickly to community needs, behaving and being friendly and communicating using language that is easily understood by the public (Akib & Ihsan, 2017; Niswaty, Manno, et al., 2015). The results of observations that have been made also show that Disdukcapil Bone employees are considered to have a friendly attitude and a fairly good way of communicating to people who need services. This can be seen from the presence of employees who always provide directions regarding service procedures and always greet with polite sentences and smiles when performing services (Wawointana et al., 2016). The speed of service at the Bone Regency Population and Civil Registration Office consists of the alertness and sincerity of employees in answering questions and fulfilling community requests. This alertness

is shown by the presence of employees who are nimble and immediately serve people who need help and respond quickly when people ask questions.

This indicator has an achievement level of 79.06 percent and is categorized as good. According to Cahaya, the indicator for the apparatus to provide fast service is the fast service carried out, which includes the alertness and sincerity of the officers in answering questions or customer requests. Proper services at the Population and Civil Registration Office of Bone Regency are services provided by employees by trying to avoid mistakes, both in conversation and at work. So that no community feels disadvantaged after receiving services. In the sense that the services provided are in accordance with the demands and expectations of the community (Daraba, Cahaya, Guntur, & Akib, 2018). Proper service is also related to the suitability of procedures and cost accuracy in the Disdukcapil Bone office.

This indicator has an achievement level of 75.62 percent and is categorized as good. In line with Cahaya's opinion, the determination to serve employees at the Population and Civil Registration Office of Bone Regency, the indicator for the accuracy of serving is the right service related to the conformity of the wishes of the community so that no one feels disadvantaged for the service he receives. The accuracy of providing the service referred to is the absence of employee errors in providing services at the Bone civil service office, such as typing errors in the name and identification number on the KK (Family Card) and KTP (Resident Identity Card). Services at the right time at the Office of the Population and Civil Registration Service are services that can be completed within a predetermined time or not stalling for time in providing services to the community and according to working hours.

According to Light, the indicator for timeliness to serve is the right time, meaning that the implementation of services to the community can be completed within a predetermined time so that it can provide certainty for services to the community. One of the joints of services that must be carried out by agencies or work units within a department that functions as a public service unit according to the Decree of the Minister of State for Administrative Reform Number 63 of 2003, namely the certainty of time, namely the implementation of public services can be completed within a predetermined period of time (Akib, 2016; Akib & Ihsan, 2017; Rengifurwarin et al., 2018). Meticulous service at the Office of the Population and Civil Registry Office of Bone Regency, namely the sincerity and focus of employees who are required to be thorough in providing services to the community both in work and conversation. Seriously means doing something diligently without feeling burdened.

According to Light, the indicator for the accuracy of serving is that accuracy in providing services needs to be considered so that mistakes do not occur which can harm the customer. Careful service is always focused and earnest in delivering services to customers. The accuracy of the Disdukcapil Bone office employees is carried out by always providing the best service to the community and always remembering that the goal to be achieved is to provide accurate service in accordance with the service announcements at the office.

The ability to respond to complaints at the Population and Civil Registry Office of Bone Regency, namely that each head of the public service delivery unit is required to resolve every report or public complaint regarding dissatisfaction with service delivery, the ability to respond to complaints in question, namely providing a suggestion box for submitting residents' complaints, handling complaints of convenience, handling cleanliness complaints, handling facility complaints, and handling security complaints (Kasmir, 2007). According to Cahaya, the

indicator for the ability to respond to complaints is that every public service provider is required to resolve any reports or complaints or public complaints regarding dissatisfaction with the provision of services according to their authority. This is done so that customers get certainty about the time of service they will receive.

Public Service Against Positive Response

Efforts to provide effective public services are the hope of the community and at the same time the goal of the Disdukcapil Bone Office. As previously explained, it is known that to find out what the effectiveness of public services is like at the Disdukcapil Bone office, this study uses the theory put forward by Hari Lubis and Martani Huseini, namely the process approach to see how far the effectiveness of the implementation of all internal process activities or organizational mechanism. The process approach (internal process approach) considers effectiveness as the efficiency and health condition of the internal organization, namely the activities and internal processes of the organization that run smoothly. Considering that the Disdukcapil Bone Office is a public organization that is oriented towards public services, the process approach will be used to see the effectiveness of existing public services at the Disdukcapil Bone office by using internal indicators such as efficiency in service, spirit of cooperation, working group loyalty, procedures services and facilities and infrastructure (Akib, 2003; Aliah et al., 2019; Aras et al., 2017).

The existence of these indicators and being able to be applied in organizations, can create the effectiveness of public services in accordance with the demands and expectations of society. These indicators are important in tracking the effectiveness of services aimed at the public. The magnitude of the effectiveness of services at the Disdukcapil Bone office can be seen from the indicators that will be described below in accordance with the results of processed statistical data and observations. Efficiency is the best comparison between output and input which can be seen from cost and time. Efficiency is one of the necessary dimensions in measuring the effectiveness of public services because efficiency relates to all requirements relevant to the services provided to the public, how resources are utilized in creating this effectiveness and how the output is produced. The dimensions of efficiency related to the effectiveness of public services at the Office of Population and Civil Registration of Bone Regency can be seen in terms of cost and time.

The Disdukcapil Bone Office in providing public services does not charge service fees to the community, in this sense, all service products are provided free of charge to the community, this is in accordance with the service announcement at the office, namely being able to provide services in an optimal, fast, precise, accurate and free manner. The spirit of cooperation is something that needs to be considered in measuring effectiveness. Morale is a picture of the personal attitude of individuals and groups towards the work done in achieving goals. An important element in the spirit of cooperation is the desire to achieve goals. The dimensions of the spirit of cooperation are related to the effectiveness of public services at the Office of the Population and Civil Registry Office of Bone Regency seen from the responsibilities of employees.

Work group loyalty is the willingness of employees to carry out tasks with full awareness, responsibility and in accordance with their abilities so that the goals of the public organization can be achieved.

maximally achieved. The dimensions of work group loyalty related to the effectiveness of public services at the Office of the Population and Civil Registry Office of Bone Regency are seen. To provide quality and effective services, the placement of staff/employees according to their

educational background and expertise greatly influences the services provided. Based on the educational data of the Disdukcapil office staff in Bone Regency, the placement of employees is in accordance with their educational background, most of the employees are graduates of government science and public administration.

Service procedures are the convenience of the stages of service provided to the community in terms of the simplicity of the service flow, the clarity of service requirements. Service procedures are a series of processes or work procedures that are related to each other, so that there are clear and definite stages and ways that must be taken in the series of completion of a service (Daraba, Akib, Saggaf, Cahaya, et al., 2018; Niswaty, Manno, et al., 2015; Wawointana et al., 2016). The Office of Population and Civil Registration of Bone Regency has four areas of service, namely population registration services, civil registration services, population administration information management, and data utilization and service innovation. Therefore, in providing effective services to the community, the four fields each have service procedures that aim to provide convenience and clarity to people who need good service (Ratminto, 2015). Service procedures at the Disdukcapil office in Bone Regency are not only required to create order but are prioritized to provide convenience and clarity for people who need good service.

Overall, it can be said that the public services provided by the Office of Population and Civil Registration of Bone Regency have been effective, with an achievement rate of 79.12 percent and categorized as good. the Disdukcapil office of Bone Regency already has employees who can work in accordance with the expectations of the community because they have the skills and responsibility for their work and have facilities and infrastructure to support services so that they can work optimally in accordance with the service announcement at the Office of Population and Civil Registration of Bone Regency. The relationship between responsiveness to public services at the population service office and civil registration in Bone district involved 32 samples who were ASN (State Civil Apparatus) employees who served in the office.

Based on the results of data analysis using cross-tabulations or crosstabs, it shows that there is a relationship between employee responsiveness to public services, this is evidenced by the location of the largest frequency forming a diagonal pattern on cross-tabulations and the largest frequency is between the relationship between responsiveness in the very high category and public services in the very effective category. there were 12 respondents and there was no relationship between responsiveness in the very low category and public services in the very ineffective category (Akib, 2016; Akib & Ihsan, 2017; Rengifurwarin et al., 2018). Therefore, there is a tendency for the independent variable or responsiveness to the dependent variable or the effectiveness of public services. Responsiveness is very much needed in the process of public service because it is proof of the ability of public organizations to provide what is demanded by all people in a country (Suprayogi, 2011). Therefore, both the central and regional governments are said to be responsive to the needs of the community if the needs of the community can be identified by policy makers with the knowledge they have, appropriately and can respond to what is in the public interest. So that the creation of effective services and in accordance with the needs of society.

CONCLUSION

Based on the results of data presentation and discussion regarding responsiveness and customer satisfaction at the Office of Population and Civil Registration of Bone Regency, the level of Responsiveness at the Office of Population and Civil Registration of Bone Regency is seen from six indicators of the ability to respond to customers or applicants, speed of serving, accuracy of serving, accuracy service, timeliness of serving, and the ability to respond to public complaints are categorized as good. Responsiveness has a relationship with the effectiveness of public services at the Bone district population and civil registration office, meaning that good responsiveness will create effective services, although there are still some deficiencies in the service and still need to do and improve and improve service performance as in the timeliness aspect that not implemented by employees so that it hinders the services needed by the community so that excellent service is realized.

Bone Regency civil registration has been effective, this can be seen from the five indicators, namely, efficiency in service, spirit of cooperation, loyalty to work groups, service procedures and facilities and infrastructure are categorized as good. Disdukcapil Bone can provide effective public services to the community and has employees who are able to work in accordance with service standards and service announcements because they have the skills and are responsible for their work. The results of this study regarding the relationship of responsiveness to public services at the Bone district population and civil registration office are scientific evidence of the importance of employee responsiveness in providing public services to the community to realize public services that are effective and in accordance with community expectations.

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