

Implementation of E-Service in Population Administration Services at The Population Service and Bone Regency Civil Registration

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ABSTRACT

In essence, public service is the provision of services to the community for the needs of the community both in quality and quantity in the life of the country or government system. Service is the essential main task of the apparatus, as servants of the state and society. This research aims to research how e-service is implemented in population administration services at the Bone Regency Population and Civil Registration Service and the factors inhibiting e-service services in population administration services at the Bone Regency Population and Civil Registration Service. This type of research is qualitative using a descriptive approach. Data collection techniques are carried out by means of observation, interviews and documentation. The data analysis technique used consists of data collection, data condensation, data presentation and drawing conclusions. The results of the research show that the implementation of e-service in the Bone Population Administration Service at the Population and Civil Registration Service of Bone Regency has been running in accordance with the provisions of Minister of Home Affairs Regulation Number 7 of 2019 but has not been completely running well, human resources and facilities are inadequate, socialization What is being done to the public is not on target and they do not understand the Adminduk's online services as seen from the sending of documents that are not appropriate. This research can be a reference for research on the Implementation of E-Service in Population Administration Services using qualitative methods.

Keywords: Policy implementation, population administration services, e-service;

INTRODUCTION

In essence, public service is the provision of services to the community for the needs of the community both in quality and quantity in the life of the country or government system. Service is the essential main task of the apparatus, as servants of the state and society (Niswaty et al., 2019; Tunggul, 2017; Wahyuni et al., 2017). In the preamble to the 1945 Constitution, the fourth paragraph outlined the tasks of the apparatus, namely protecting the entire Indonesian nation and the entire Indonesian nation, promoting general welfare, making the nation's life intelligent and implementing world order based on independence, eternal peace and social justice (Constitution of the Republic of Indonesia, 1945).

In providing the best service, government officials are required to be able to provide easy, fast and precise services such as clarity on costs, procedures and length of service, and government officials must also be responsive to the wishes of the community, because as we know, in the current era of reform, the Indonesian people have increasingly critical of government performance. Apart from that, officials must also be able to maximize their time in service so that they can provide satisfaction to the community. As stated (Sinambela, 2019) that public service is also defined as an activity or sequence of activities that occurs in direct interaction between a person and another person or physical machine, and provides customer satisfaction.

The development of technology and information is currently increasingly rapid. Rapid technological developments have changed work systems from manual to digital. The development of public service administration in the last two years, the 2020 era of the Covid 19 pandemic, has opened the door to social change. The shift from the 'offline' public service model to an all-digital (online) world is a new era for the development of public services today (Abdou, 2021; Lemay et al., 2021; Suprianto et al., 2020).

Population administration and civil registration e-services are one of the digital-based service innovations that have been regulated in (Domestic Government Regulation Number 7 of 2019 Concerning Online Population Administration Service, 2019) aimed at building effective and efficient governance, it is necessary to develop a new population administration service system that is easier and faster for the public by implementing online service mechanisms.

Population administration in regional governments is carried out starting from the village/subdistrict level to the department level. Convenience and an uncomplicated service process are ideal service criteria for the community. In order to realize services as expected, government agencies are trying to reform public services. One way is to involve information technology into the realm of government administration with the aim of increasing efficiency and effectiveness in government services.

This e-service based service using the web can be accessed by the public by sending documents requesting population documents via online services or via WhatsApp on every working day, namely every Monday-Thursday from 08.00 to 12.00 WITA and Fridays from 08.00 to 12.00 WITA. 11.00 WITA. Next, you will be given a receipt number as the reporter. The population administration e-service serves the processing of Resident Identification Cards (E-KTP), Family Cards (KK), and transfer letters. The aim of the online population administration service itself is none other than to cut queues at the Population and Civil Registration Service because registration is carried out online (via Smartphone or Laptop) connected to the internet, can be accessed at home, by uploading supporting documents such as a photocopy of the Family Card, Deed Birth, Marriage Certificate so that it can be checked by Population and Civil Registration Service officers to continue processing.

However, in fact, many people prefer to come in person rather than using the online services that have been provided to take care of population administration services. The public considers the online population administration that has been provided by the government to be quite complicated and the internet network is less stable. Many people are not aware of the existence of e-service based population administration services, and some people do not understand technology. Looking at the facts that occur in the field, services using conservative mechanisms provided by the government in fact still do not provide a level of satisfaction for the community as users.

Based on observations, this research found (1) communication: there is no comprehensive socialization, this is indicated by the existence of people who are not aware of these online services and many people themselves are still technologically illiterate. (2) resources: document delivery is limited, namely only until 12.00. (3) disposition: people complain that the officers' attitudes and behavior are less than friendly

Based on this phenomenon, the author uses Edward's theory to define this problem by using Edward III's theory to see how e-service digital population administration services are implemented at the Population and Civil Registration Service in Bone Regency.

METHODS

The type of research that will be used is descriptive qualitative. Description of the focus of this research regarding four indicators according to Edward III's implementation model, resources, communication, disposition and bureaucratic structure (Edward III, 1980). Primary data sources were obtained through interviews with informants related to the implementation of online-based population administration services at the Bone Regency Population and Civil Registration Service office. Secondary data was obtained in ready-made form, had been collected and processed by other parties, such as scientific books, field notes resulting from research observations and collection of documents related to research. The data collection procedures used in this research are observation, interviews and documentation. In this research, testing the validity of the data was carried out through postulation. The data analysis used in this research refers to the Milles and Huberman interactive model of analysis concept (Miles et al., 2018).

RESULTS AND DISCUSSION

Resources in Implementing e-service Population administration services at the Bone Regency Population and Civil Registration Service

The Bone Regency Population and Civil Registration Service experienced problems with human resources. Issues regarding human resources really need to be paid attention to because they will have a negative impact on the agency's performance in providing excellent service to the community. Based on the results of interviews conducted by researchers, there is a shortage of human resources in the agency with the second largest population in South Sulawesi. The problem that arises due to a lack of employees is that it causes slow services provided to the community by policy program implementers in these agencies. As stated by (Edward III, 1980) that human resources are one of the variables that greatly influences the success of implementing a policy.

Apart from human resources, facilities and infrastructure are also needed. As for the resources related to the facilities at the Bone Regency Population and Civil Registration Service office, based on the results of interviews conducted with research subjects, there were problems with recording and printing KTPs outside of KTPs running normally. Specifically, KTP recording and printing services have problems or experience problems with the server system so they cannot be used. To overcome this problem, the Bone Regency Population and Civil Registration Service has purchased or replaced the server.

Availability of facility resources is mandatory, but in its implementation, sometimes people are still not satisfied with the facilities provided by the government. The facilities or means provided by agencies to send application documents have a delivery deadline, namely every Monday-Thursday, sending is done from 08.00 to 12.00 WITA and Friday from 08.00 to 12.00 WITA. 11.00 WITA, if the delivery is outside the specified time, the documents cannot be processed by the agency because this time is used by officers to verify documents that have been sent by the applicant or the public.

Facilities are an important factor in policy implementation. The implementor may have staff who understand and understand what they have to do and have the authority, but without being supported by adequate facilities and infrastructure, policy implementation will not be successful. As expressed Parawansa (2022), that physical facilities are important for the success of policy implementation by implementors. Physical facilities as supporting facilities and infrastructure are needed to facilitate the policy communication process. Without adequate

physical facilities, implementation will not be effective.

Apart from human resources and facilities and infrastructure resources, other resources are also needed, namely budget resources. Budget resources in implementing the e-service program in population administration services at the Bone Regency Population and Civil Registration Service office have not been fully funded by the organization or government. Budget resources will influence the success of policy implementation. Besides the program not being implemented optimally, budget limitations cause the disposition of policy actors to be low (Widodo, 2021).

Communication in the Implementation of E-Service Digital Population Administration Services at the Bone Regency Population and Civil Registration Service

Communication between organizations and implementing activities in implementing population administration service policies at the Bone Regency Population and Civil Registration Service office has been carried out well, this can be seen from the socialization carried out by organizers implementing the policy program. Socialization of the ADMINDUK online service program by holding meetings with village heads, village heads and sub-district heads in their respective areas.

Meanwhile, the socialization process is carried out directly to the community through social media and the Bone Regency DISDUKCAPIL website (<https://disdukcapil.bone.go.id/>), as well as putting up banners or information boards about online services.

Communication has been implemented, both within the agency and within the community as policy targets. Communication (socialization) to the public has not been on target and understanding of the information conveyed to the public has not been completely successful, as can be seen from the fact that there are still people who do not know about online-based services and the files sent by applicants in issuing documents are incomplete or inappropriate, this indicates that There are still people who don't understand the ADMINDUK online service program.

Policies must be implemented correctly, implementation measures must not only be accepted or just known, but the impact of the policy must be felt by the policy targets themselves, for this reason it is necessary to strengthen communication with the public so that the public can know the aims and objectives of the policy. As stated by (Megawati & Kahar, 2017; Riskayanti et al., 2015) that communication is intended as a process of conveying messages and information about government administration to the public so that there is a common understanding and creates a harmonious combination between the bureaucracy and society carried out by the government bureaucratic apparatus, which can then be expected to achieve optimal quality of service to the public.

Disposition in the Implementation of E-Service Population Administration Services at the Bone Regency Population and Civil Registration Service

Bone Regency Population and Civil Registration Service officers or employees have commitment and responsibility in carrying out their duties and obligations as a public service. Officers are required to support the implementation of the online population administration service program as stated in (Domestic Government Regulation Number 7 of 2019 Concerning Online Population Administration Service, 2019). Furthermore, responding quickly to needs or obstacles or complaints about product services submitted by the public.

One thing that can increase the community satisfaction index is the attitude of service officers at DISDUKCAPIL Bone Regency. The most important characteristics an implementor has are honesty, commitment and democracy. A public service person is required to have the characteristics of being honest, friendly towards the public, competent to help the public, this is what makes the public comfortable when dealing with public servants. The attitude of acceptance or rejection of policy implementing agents greatly influences the success or failure of public policy implementation (Krinitskaia & Borzova, 2021; Nawzadsabir et al., 2019; Sabir et al., 2019).

The attitude or response of the policy implementers has been implemented, the officers responded to the documents that had been sent by sending a reply in the form of a receipt to the applicant, the public received a poor response when taking documents to the DISDUKCAPIL office, the officers were less friendly and the officers were not democratic and consistent in providing services to the community.

However, there are still internal factors that hinder the implementation of the ADMINDUK online service program, namely that many people still choose conventional services and some people are still technologically illiterate. In implementing a policy, there needs to be awareness and will of the community so that the policy program can be implemented in accordance with the goals and targets to be achieved because without community contribution the program will not be implemented well.

Bureaucratic Structure in the Implementation of e-service Population administration services at the Bone Regency Population and Civil Registration Service

The bureaucratic structure at the Bone Regency Population and Civil Registration Service functions in accordance with its respective provisions in a professional manner. Based on (Decree of the Head of the Bone Regency Population and Civil Registration Service Number 8 of 2022 Concerning Determining Service Standards, 2022). Services Within the Population and Civil Registration Service of Bone Regency stipulates that in order to realize good administration of Government services, in order to realize certainty of the rights and obligations of various parties related to the provision of services, every public service provider is obliged to establish Service Standards, in which the process of issuing population documents runs two days on time if there are no technical or administrative problems and the completion process is a maximum of three days.

The Bone Regency Population and Civil Registration Service itself carries out policies based on regulations (Domestic Government Regulation Number 7 of 2019 Concerning Online Population Administration Service, 2019) and have Standard Operating Procedures (SOP) for services which include service products, service procedures, service requirements, service costs, service times and infrastructure used for services. Standard Operating Procedures (SOP) make it easier for the public when they want to manage services at DISDUKCAPIL because there is a clear flow.

Supporting and Inhibiting Factors in the Implementation of Online-Based Population Administration Services at the Bone Regency Population and Civil Registration Service

The Bone Regency Population and Civil Registration Service as the agency that organizes the online population administration service program must provide information to the public regarding the objectives of the ADMINDUK online service so that the goals and targets can be

achieved.

The supporting factors in implementing the online-based administration service program at the Bone Regency Population and Civil Registration Service office are that the application is ready to use, people do not need to come to the office and there are standard operating procedures (SOP) which serve as guidelines for implementers.

In implementing a policy program, an organization or related agency sometimes encounters problems or obstacles in implementing the policy program, including the Bone Regency Population and Civil Registration Service. The following are the inhibiting factors in implementing the population administration digital services policy program at the Bone Regency Population and Civil Registration Service: 1) Lack of human resources can have an impact on agency performance; 2) Budget resources, namely the program has not been purely funded by the organization; 3) Some people still lack technology and send incomplete or inappropriate documents; 4) People prefer conventional services rather than using online services.

In implementing a policy program, there needs to be awareness and will of the community so that the Adminduk online service policy program can be implemented in accordance with the goals and targets to be achieved because without community contribution the program will not be implemented well (Haerul, 2016; Wulan et al., 2019).

CONCLUSION

Based on the results of research on the Implementation of E-Service in Population Administration Services at the Bone Regency Population and Civil Registration Service, it can be concluded: 1) Resources, to achieve an organization, adequate human resources are needed, the Bone Regency Population and Civil Registration Service has a number problem Human resources in agencies are still far from sufficient, which has an impact on the slowness of services provided to the community, while in terms of application facilities they are ready to use. Budget resources have not been purely financed by the organization; 2) Communication, policies have been implemented but are not yet on target, as can be seen from the fact that many people still don't know and don't understand the Adminduk online services as well as people who are technologically illiterate; 3) The disposition, attitude/response of the implementers has been implemented but there are internal factors that hinder the implementation of the policy program, namely that many people choose to provide conventional services rather than using online services; 4) Bureaucratic structure, officers work in accordance with their responsibilities based on Minister of Home Affairs regulation Number 7 of 2019 concerning Online Population Administration Services and applicable service standards or SOP.

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