

EFFECTIVENESS OF PUBLIC SERVICES AT THE POPULATION AND CIVIL REGISTRASION OFFICE OF WEST ACEH REGENCY

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ABSTRACT

The aim of this paper is to assess the effectiveness of the public service provided to the community by the Department of Population and Civil Registry of West Aceh Regency. Department of Population and Civil Registry of West Aceh Regency is one of the elements of implementation of the Local Government based on the Qanun above which is a regional technical institution which performs duties and functions of a corresponding authority which has already been established, namely by helping the Regent to carry out certain tasks in the field of administration. The qualitative method used in this research is the case study approach. The findings of this study are that the Western Aceh *Disdukcapil* government apparatus has been able to provide services to people in need of their services. This can be seen from the level of achievement of good results from the services provided to the community, which has saved time in the service delivery process and saved the cost of managing the community, Responding to needs and satisfaction, providing fair services without discrimination or discrimination on the basis of the principle of justice, maintaining good responsiveness to the community and providing services and completing services on time as promised by *Disdukcapil* officers.

Keywords: *Effectiveness, Public Service, ID Card, Family Card, Birth Certificate*

A. INTRODUCTION

This paper aims to assess the effectiveness of public services provided to the community by the Population and Civil Registry Office of West Aceh Regency. Effective public services are needed because they can meet the needs, criteria and

targets of the service in order to achieve the level of community satisfaction with the nature of the service which includes speed, accuracy, ease, cheapness and also on target (Supardi 2018). In addition, the effectiveness of public services is part of the state's efforts to provide government to fulfill the basic rights of citizens related to services, both in the form of public goods and public services where the state is responsible for the implementation of these services (Kurniawan 2016; Mashuri and Adam). 2019), it can be said as a level of measure that states how far the target has been achieved that meets the quantity and quality, as well as the time that has been achieved, so that the greater the achievement of the target, the higher the effectiveness (ainun 2018).

In the *Undang-Undang Republik Indonesia No. 25 Tahun 2009* concerning Public Services, namely activities or series of activities in the context of fulfilling service needs in accordance with laws and regulations for every citizen and resident of goods, services, and/or administrative services provided by public administrators. Where every country should meet the basic needs of every citizen in order to realize prosperity, so that the effectiveness of a government system is largely determined by the merits of the implementation of these public services (Susila Wibawa 2019). To provide better public services, government agencies must be able to realize the welfare of the people who receive these services as well as possible because in essence the government system run by the government is democratic or in other words all activities must be for the people, behind it also the community has participate in the development of the State by providing payments in the form of taxes, levies and other forms of payment (Mahmudi 2015).

The Department of Population and Civil Registration is a state institution that provides public services to the community, and is also an element of local government institutions in the field of Population and Civil Registration. In carrying out their duties, these local government institutions have direct responsibility to the Regent through the Regional Secretary and are led directly by the Head of the Service and are domiciled below. The services provided by the Population and Civil Registration Office of West Aceh Regency to the community are in the form of services for making community Identity cards or population documents, namely: (1) Services in the Field of Registration and Population Data Collection; (2) Services in the field of civil registration; (3) Services in the field of counseling and information. In providing these services, the apparatus serving in the *Disdukcapil* of West Aceh Regency adheres to article 69 the *Undang-Undang Nomor 24 Tahun 2013* concerning Amendments to the *Undang-Undang Nomor 23 Tahun 2006* concerning Population Administration regarding the completion time of population documents and civil registration:

No	Type	Duracy
1	ID Card (<i>KTP</i>)	14 Days
2	Family Card (<i>KK</i>)	14 Days
3	Birth Certivicate	14 Days
4	Marriage Certivicate	14 Days
5	Child Certifying	14 Days
7	Adobtion Certivicate	14 Days
8	Death Certificate	14 Days

Source: *Disdukcapil (2021)*

The importance of the service and making of the above deeds and cards for the community is to become public information for state institutions about the whereabouts of their citizens and the status of these citizens, where the public will be more easily recorded by the state (Trisnawati 2019). In addition, with the existence of these deeds and cards, fellow citizens know each other's identities and become attachments for people who want to administer an institution for the sake of collecting information on the process (Imaculata 2018). Data collection and civil registration for citizens are very important to be carried out by government institutions which aim to find out information about the condition and whereabouts of their citizens, besides that it also functions as a personal identity card for the community in which the cards or identity documents should already be owned. by every citizen from birth and life (Bari 2020; Megawati and Prayogo 2016). It is said to be important for the community because it relates to the welfare of the community itself and until now there are still many residents who do not realize the importance of the identity card so that there are still many people who are not too enthusiastic about making certificates and other identity cards which are actually very important for survival in the future. . Unfortunately, some people still don't know and consider it trivial and are reluctant or lazy to take care of the problem.

The Population and Civil Registration Office of West Aceh Regency, in carrying out its duties often encounters obstacles so that the services provided to the community are often stifled and hampered due to frequent network errors that slow down the performance of staff, slow bureaucracy, and in the service section there are 14 staff working where 10 people are honorary and 4 others are employees, and the lack of human resources working in it. (Mr. Riki Abadi, Se, M.sc as Head of the Cooperation and Service Section of the West Aceh *Disdukcapil*). From the description of the discussion of the problem, the author is very interested and raises and discusses how the effectiveness of public services provided to the community.

B. LITERATURE REVIEW

Research conducted by Samsudin (2014) with research results showing the productivity of public services in terms of the ability of officers and their performance can be said to have been efficient, this is evidenced by the respondents' answers with an average score of 70% saying good. While the quality of service in terms of punctuality performance, comfortable environment and adequate facilities and infrastructure with an average result of 41% said it was good. The level of responsiveness of performance seen from discipline, procedures for providing services, and speed of service with an average value of 51% is said to be good, then the response is also seen from how much it costs and fair service delivery with an average value of 45% stating good. Then the service accountability can be said to be good in accordance with the results of the sum of the questionnaires which show 70% of respondents say they are responsible.

Research conducted by Maullana, Jamaluddin and Niswanti, (2018) with results showing that the effectiveness of public services at the Soppeng Regency Population and Civil Registration Service is that the public services provided are good but still need improvement, additional infrastructure that supports services and changes a service system that makes it easier for the community to manage population administration, so it can be concluded that public services at the Soppeng Regency Population and Civil Registration Service have not been running effectively. This can be seen from several problems in the process of providing public services, including; 1) Public service standards that have not been consistently applied; (2) the professionalism of State Civil Apparatus/service officers is still low; (3) Inadequate facilities and infrastructure in carrying out public services; (4) Public awareness is still low on the importance of ownership of population documents; (5) There are still many non-permanent residents who have not recorded data due to the high mobility of the population; and, 6) The community's need for professional and fast service for population administration documents. In contrast to the research conducted by Simorangkir, Desi Fitriani (2018) which looked at the implementation of the *e-KTP* service at the *UPTD* of the Population and Civil Registration Service at the North Tambusai District Office with the results: The sub-district that has the highest percentage in Rokan Hulu Regency is 48% of the population who already have an *e-KTP* at the *UPTD*, North Tambusai District. Thus, the effectiveness of *e-KTP* administration services is still not effective because there are still several indicators that have not been achieved or are still ineffective, namely productivity, quality, timeliness, resource utilization.

Service Effectiveness

Effectiveness comes from the word effective which has the meaning of achieving the success of a predetermined goal. Dunn William N, (2003) says that: everything related to whether the alternative used has met the expected needs of the predetermined goals that have been achieved or not which is closely related to technical rationality, which is always measured from product units or units. service or its monetary value is called effectiveness. Effectiveness in the organization is a very important concept, because the concept is able to provide an

overview of the success of an organization in achieving its goals. A dynamic condition related to products, services, people, processes and environments that meet and exceed expectations can be said to be effectiveness in a service (Tjiptono 1995).

There are several indicators that can be used as a measuring tool to see the effectiveness of Dunn (2003) services, namely: **(1) Efficiency** if the use of human resources working in it is empowered optimally and maximally. Dunn argues that: "Efficiency relates to how much effort is used to produce a level of effectiveness in services. In addition, it is also related to effectiveness and effort, which is measured by the expenditure of costs, which is measured or determined through the calculation of costs incurred per unit of product or service. The highest effectiveness of a service if the service is good and quality with minimum cost; **(2) Adequacy** Services that are deemed to have met the target in various ways can be said to be adequate in service. Things related to how far a level of effectiveness in meeting needs, value results, or an opportunity that does not cause problems is called adequacy (Dunn). adequacy is actually still closely related to effectiveness, this can be seen and predicted about how far the services provided to the community so as to satisfy needs. **(3) Equity** In public services, equity can be said as a justice, namely how services are provided and obtained by the community fairly. Dunn stated that the services provided to the community must be fair and rational without distinguishing caste and so on. A service in which it is effective, efficient and sufficient if the costs and benefits are evenly distributed both from fair and reasonable equipment; **(4) Responsiveness** The response or form of sensitivity and ability of the government in providing services. Dunn states that responsiveness is the extent to which a service provided can satisfy the needs of the community and groups that receive the service. Responsiveness criteria are very important because they become an analysis of satisfaction in various ways, namely: effectiveness, efficiency, adequacy, and equality will not succeed if they are not met carefully which should benefit in the service process. A success of public services can be seen through the response of the public who participate in responding to the implementation, which in advance has predicted what effects will occur when the public service is implemented, also becomes the response of the community after the service process takes place and is felt in a positive form; **(5) Accuracy** a program that is valuable and valuable about how strong the assumption or assumption that is the purpose of the service is is a determination. Dunn argues that determination is: "a criterion used to measure a number of alternatives to be used as a recommendation by assessing and measuring whether the outcome of the alternative is a viable goal choice or vice versa". These criteria can be in the form of other consequences that cannot be predicted in advance, both positive and negative impacts or even possible in other ways that are felt to be better and better than the implementation of public services that can move towards a more dynamic direction.

Public Service Concept

Public services are services provided by government officials to the community as a form of state administrators to the community in order to fulfill the need for the nature of a service that is received by the community and has a

noble purpose, namely the welfare of the community. (Mangkunegara 2005; Pasolong 2008; L. P. Sinambela 2008). Public service can be said to be an action to gain profit and be able to offer satisfaction to the community carried out by the government in accordance with applicable regulations even though the results do not get a real impact (Mahmudi 2015; L. P. D. Sinambela 2010; Zamroni, Afifuddin 2019). Public services provided to the community in this case are only possible and provided to the community if the state of the government has a sufficiently large state of resources. However, the target of this type of public service has service effectiveness which is to sort out the target group in order to carry out different types of services.

In this case, it is very reasonable if experts also participate in setting the standardization of a public service as stated by Podungge and Aneta (2020), that every public service provider must have service standardization and should be published to serve as a guarantee for certainty for people who receive services. . Measures in service standards must be applied in the implementation of services that must be obeyed by government officials and the community. The standardization of services, namely: the existence of service procedures, timely completion, service costs, service products, facilities and infrastructure, and the competence of service providers.

According to Moenir (2006), in order for a service to be said to be satisfactory and meet the target for the person or group of people being served, the actor who provides the service should be able to meet the basic requirements as a standard, namely: having polite behavior, procedures for conveying. Delivery time, and hospitality.

C. METHOD

In this study, the author uses a qualitative research method, which means that data analysis is not used in a statistical test model but rather a descriptive analysis of the results of quotes from observations and interviews and documentation (Sidiq and Choiri 2019). Descriptive qualitative research is the data obtained that will first be collected and realized directly in the form of a description or description of the overall atmosphere or state of the object and what it is in the form of spoken or written words or observed behavior (Almanshur Fauzan 2012; Moleong 2010) . Descriptive research is fact finding with proper interpretation. (Nurbuko 2004) Qualitative research is research as research that seeks to determine current problem solving based on data which includes data presentation, data analysis, interpretation, and can also be comparative and correlative.

This research is located at the Office of Population and Civil Registration of West Aceh Regency. With 16 informants, including: the head of the *Disdukcapil* office, 3 sections of the service sector, 2 service officers, and 10 people. The sample selection technique uses purposive sampling, which is a technique used by researchers if the researcher has certain considerations in taking the sample. (Arikunto 2009). Collecting data in this study using observation, interview and documentation techniques. The data analysis technique uses several steps or flows that occur simultaneously when conducting research, namely data collection, data

reduction, data presentation, data verification and drawing conclusions. (Arikunto 2008).

D. EXPLANATION

Effectiveness of Public Services at the Population and Civil Registration Office of West Aceh Regency

The Department of Population and Civil Registration of West Aceh Regency in providing public services to the community has so far been carried out as well as possible. This is evidenced by the high level of responsiveness of officers to the community who do not understand the service process, as well as the division of service fields according to the needs of population administration accompanied by adequate officers who provide services to the community.

1. Efficiency

The results of research that have been obtained at the Department of Population and Civil Registration of Aceh Barat Regency show that the services provided to the community are quite good and do not require expensive costs and require minimal human resources to achieve good service with the smallest cost and satisfactory results. according to the needs of the community. The minimum human resources are: every individual in the community who wants to take care of population documents, it is enough with only one servant until the required documents are ready.

Then in terms of timeliness of completion, the civil servants in charge of providing services to the community always try to be on time for completion. This can be proven by having the document or letter that the community wants ready at the time that has been promised before.

2. Adequacy

The results of research that have been obtained in the field show that the services provided by the *Disdukcapil* Aceh Barat to the community can already be felt to be sufficient in terms of service delivery. This is in accordance with the fulfillment of the need for value, a service opportunity that prioritizes the service process by service officers to several communities because of the urgent need for the document to be used at that time, this does not cause problems for other communities. Adequacy in providing services to the community can also be seen from the fulfillment of the need for community satisfaction with these services.

The results obtained by researchers in the field also show that the adequacy of service delivery can be felt by the community. And in line with what the West Aceh *Disdukcapil* has given to the community according to the criteria that also emphasize the strength of an alternative relationship between service and success in order to achieve the desired goals together.

3. Equity

The results of the research that have been obtained in the field show that the services provided by the Aceh Barat *Disdukcapil* to the community are not discriminatory or differentiating in the provision of services to people who need these services. Researchers can see and feel this for themselves when conducting research in the *Disdukcapil* of West Aceh Regency. Where the service officers in providing various types of services to the community are not indiscriminate and

without any distinction at all to the community itself. Services provided by service officers to the community will take precedence in the service process when there are people who really need services that have an emergency nature.

One example is when people need to quickly complete a Family Card to claim BPJS in order to take care of the requirements in order to be able to bring a child born to the hospital home. Then the apparatus will put the community first. However, this treatment is not considered a difference by some other communities. This can be seen when it happens that in the service section there are no people who protest why there are people whose interests take precedence.

4. Responsiveness

The results of research that have been obtained in the field show that the services provided by the *Disdukcapil* Aceh Barat to the community have been carried out and given very well to every community. The form of sensitivity to the response given by the West Aceh *Disdukcapil* apparatus to every community is to always be friendly, polite and always provide direction and assistance to people in need. The researcher also found that in the field there were several people who asked the staff on duty to assist them in explaining some things they did not understand. Sometimes there are also people whose document requirements are incomplete and actually cause a commotion because the apparatus does not receive their files because the attached documents are incomplete. In fact, this sometimes causes problems, the community actually gets angry at the *Disdukcapil* apparatus. However, this did not make the *Disdukcapil* apparatus upset and angry with the community. They stay polite and serve them well.

5. Accuracy

The results of research that have been obtained in the field show that the services provided by the Aceh Barat *Disdukcapil* to the community regarding the accuracy in providing services have met the criteria for fulfilling services that are quite good and appropriate for the entire community. This is in accordance with the timely completion of services between waiting times and processing times. And the results received by the community also show that the services provided are quite appropriate and in accordance with what is expected by the community. The punctuality in the completion of the file applies in accordance with the time promised by the officer in accordance with the applicable law in the process of completing the document file. It's just that sometimes the completion time is a little disturbed and not on time it is actually caused by a network error.

E. CONCLUSION

Based on the discussion in the previous section, it can be concluded that the effectiveness of public services provided by the Department of Population and Civil Registration of West Aceh Regency is seen to be quite good in providing services to the community. This can be seen from several indicators, namely the West Aceh *Disdukcapil* government officials have been able to provide services to people who need their services. This can be seen from the level of achievement of good results from services provided to the community which in the process of providing services have saved time and saved community management costs, have met needs and satisfaction, provided fair services without any distinction or

discrimination and are based on the principle of justice. , showing good responsiveness to the community as well as the provision of services and timely completion of services as promised by the *Disdukcapil* officers. However, there are also some things that still need to be improved and must be improved by the West Aceh *Disdukcapil* government apparatus, namely the issue of time discipline. The lack of discipline of the apparatus can be seen from the fact that officers often come late to the office, both in the morning and during breaks.

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