PERFORMANCE OF ADMINISTRATIVE SERVICES IN THE *DISDUKCAPIL* CITY OF SAMARINDA

Subandi,
Master of Public Administration Department,
Faculty of Social and Political Sciences,
University of 17 Agustus 1945, Surabaya,
subandibandi2574@gmail.com;

Agus Sukristyanto,
Master of Public Administration Department,
Faculty of Social and Political Sciences,
University of 17 Agustus 1945, Surabaya,
agusukris@untag-sby.ac.id;

ABSTRACT

The purpose of this study is to find out and describe the performance of administrative services in the Samarinda City *Disdukcapil* (Department of Population and Civil Registration) and find out and describe the supporting factors and inhibiting factors in the performance of administrative services in the Samarinda City *Disdukcapil*. Data were analyzed descriptively. The results showed that the performance of administrative services in the Samarinda City Population Office was known from several things. First, productivity, where every day there are always people who manage population administration in the Samarinda City Population Office. The Samarinda *Disdukcapil* is fully committed so that it completes the service in accordance with the existing tempo. The second is the quality of service where the Samarinda City *Disdukcapil* makes full efforts so that it provides quality services to the community. The population administration services of the Samarinda City Population Office are included in the great category of excellent. This is based on an assessment from the central government. The thirdis responsiveness, where the people of Samarinda City give a positive response to the administrative services in the Samarinda City *Disdukcapil*. Fourth, ressonability in which population administration services in the Samarinda City Population Office are carried out in accordance with the principles of public service consisting of transparency, accountability, conditional, participatory, equal rights, and a balance of rights and obligations. The fifth is accountability, where the population administration service in the Samarinda City Population Office refers to the *Surat Keputusan Kepala Dinas Kependudukan dan Catatan Sipil Kota Samarinda Nomor: 470/13.b/100.16* concerning the Establishment of Service Standards on the Types of Services of the Samarinda City Population and Civil Registration Service. The policy is considered consistent. The results of the study also showed that the supporting factor in the performance of administrative services in the Samarinda City *Disdukcapil* was the response from the community to take care of administrative services in the Samarinda City *Disdukcapil*. Meanwhile, the inhibiting factor in the performance

of administrative services in the Samarinda City Population Office consists of the opening hours of services thatare not in accordance with the existing service hours.

Keywords: *Performance, Service, Administration*

A. INTRODUCTION

Administrative services are services whose results are in the form of various forms of official documents needed by the public such as citizenship status and ownership or assignment of an item and so on. The *Disdukcapil* of Samarinda City has a big vision in realizing a professional institution in serving the orderly administration of population and civil registration which is supported by community participation. Population administration is a series of structuring and controlling activities in the issuance of population documents and data through population registration, civil registration, management of population administration information and the utilization of the results for public services. In the *Undang-Undang Republik Indonesia Nomor 24 Tahun 2013* Article (1) it is stated that population administration is a series of structuring and controlling activities in the issuance of population documents and data through population registration, civil registration, management of population administration information and the utilization of the results for public services and sector development.

So far, population data as regional basic data is relatively static, such as data on changes in migration between regions, changes in the general structure of the population, socio-economic structure, vertical and horizontal population mobility, which is an important part of population data collection and planning at the regional and national levels. Invalid population data is one of the weak points in the implementation of sustainable development plans in Indonesia area. Therefore, the support for population administration governance both in the regions is indispensable in the implementation of regional autonomy and national development.

The existence of document problems found by researchers after conducting initial observations at the *Disdukcapil* of Samarinda City. Some of the problems found were limited service personnel, low IT mastery skills, lack of supporting facilities and infrastructure and lack of public awareness related to the importance of population documents.

The need for an in-depth study to discuss and analyze the problems found which broadly refer to the performance of administrative services in the *Disdukcapil* Samarinda City. So that researchers are interested in taking the theme of administration. For this reason, the title used is "Performance of Administrative Services in the *Disdukcapil* of Samarinda City".

This research not only describes the administrative service performance data found, but also provides a solution related to the problems that occur, where this is an effort by researchers to help overcome document problems that occur in the *Disdukcapil* of Samarinda City. So that this research can play a role in solving existing problems.

B. LITERATURE REVIEW

Administration is a business and activity related to the implementation of policies to achieve goals. Administration can be seen in two senses, namely the broad sense and the narrow sense. Administration is narrowly defined as the activities of taking notes, correspondence, light bookkeeping, typing, agendas and so on which are administrative in nature. Administration is broadly defined as a series of activities carried out by a group of people in a collaboration to achieve certain goals (Siddiq & Pradnya, 2013).

Public service is every activity carried out by the government for a number of people who have every activity that is profitable in a group or unit and offers satisfaction even though the results are not tied to a physical product. The *Undang-Undang Nomor 25 Tahun 2009* concerning public services shows that public services are all forms of activities in the context of regulating, coaching, guiding, providing facilities, services and others carried out by government officials as an effort to fulfill the needs of the community in accordance with the provisions of the applicable legislation. The form of public services can be divided into several types, namely:

1. Administration service

Administrative services are services whose results are in the form of various forms of official documents needed by the public such as citizenship status and ownership or assignment of an item and so on. The documents consist of *KTP* (Identity Card), birth certificate, marriage certificate, *BPKB* (Motor Vehicle Owner Book), *STNK* (Motor Vehicle Registration Certificate), *SIM* (Driving License), *IMB* (Building Construction Permit), certificate of ownership or control of land, passport and so on.

2. Goods service

Goods services are services whose results are in the form of various forms or types of goods used by the public, such as electricity, clean water, telephone networks and so on.

3. Services

Services are services whose results are in the form of various services needed by the public, for example the implementation of transportation, health care, educators and the implementation of other public facilities.

C. METHOD

The approach in this study uses a qualitative approach with a descriptive method. Qualitative research is research that produces descriptive data in the form of written and spoken words from people and observed behavior. This qualitative research method is used to examine the actual condition of the object where the results of this study emphasize meaning rather than generalization. Descriptive research is a study used to explain existing data such as situations and conditions that researchers experience in a relationship in an activity that shows visible behavior so that it can affect an influence that is at work (Sugiyono, 2018).

The object of research in this study is the population administration service of Samarinda City. Meanwhile, the informants of this research consisted of: 1.

Disdukcapil employee of Samarinda City; and 2. People who take care of population administration in the *Disdukcapil* of Samarinda City.

The data collection method is the most strategic step in research, because the main purpose of this research is to obtain data. Without data collection techniques, researchers will not obtain data that meets the data standards set. The researcher's observation is directly involved with the activities of the people being observed, so in non-participant observation the researcher is not directly involved and only as an independent observer (Sugiyono, 2018). Data collection by means of interviews is a method or technique to obtain information or data from interviews or respondents by direct interviews (Sugiyono, 2018). The interviews conducted by the researchers were unstructured interviews, namely free interviews where the researchers did not use interview guidelines that had been systematically and completely arranged for data collection. This study uses interview techniques to obtain clear and concrete data. Documentation is a source of data used to complete research, in the form of written sources, films, pictures (photos), and monumental works, all of which provide information for the research process. (Sugiyono, 2018). In this study, researchers used personal documents, official documents, pictures and photos.

Data analysis is the effort made to organize data into manageable units and decide what to tell. Data analysis was carried out by researchers, namely by elaborating the results of interviews from research subjects, drawing conclusions from observations. Overall the data obtained were analyzed descriptively.

D. EXPLANATION

The local government as the organizer and compiler of public services in Samarinda City has broad authority to meet the various needs of the local community, however, the success of the local government in carrying out this role is largely determined by the level of quality of public services provided. The *Disdukcapil* (Department of Population and Civil Registration) of Samarinda City is an office that serves the community every day including *KK* (Family Cards), *KTP* (Identity Cards), Transfer Letters Come and Move Out Letters, Birth Certificates, Death Certificates and Marriage Certificates, where these are the rights and obligations of the people of Samarinda City to obtain these documents.

Population administration is a series of structuring and controlling activities in the issuance of population documents and data through population registration, civil registration, management of population administration information and the utilization of the results for public services. In the *Undang-Undang Republik Indonesia Nomor 24 Tahun 2013* Article (1) it is stated that population administration is a series of structuring and controlling activities in the issuance of population documents and data through population registration, civil registration, management of population administration information and the utilization of the results for public services and development of other sectors.

Public service is every activity carried out by the government for a number of people who have every activity that is profitable in a group or unit and offers satisfaction even though the results are not tied to a physical product. The *Undang-Undang Nomor 25 Tahun 2009* concerning public services shows that

public services are all forms of activities in the context of regulating, coaching, guiding, providing facilities, services and others carried out by government officials as an effort to fulfill the needs of the community in accordance with the provisions of the applicable legislation.

Quality service is a service that is oriented to customer satisfaction, related to this, user or public satisfaction needs serious attention from the service management, customer satisfaction is a sense of customer satisfaction or dissatisfaction as a customer response to the perceived disconfirmation evaluation between initial expectations before purchase and the actual perceived performance of the product after its use.

This research was conducted to find out about the performance of administrative services in the Disdukcapil Samarinda City. In practice, there are several indicators that can be used to measure the performance of public services, including (Dwiyanto, 2018):

Productivity

Individual personality characteristics that appear in the form of mental attitudes and contain the meaning of the desires and efforts of individuals who are always trying to improve the quality of their lives.

The results show that every day there are always people who carry out population administration at the *Disdukcapil* Samarinda City. The *Disdukcapil* Samarinda is fully committed to completing the service according to the existing deadline.

Quality of service

Many negative views are formed about public organizations, arising from public dissatisfaction with the quality of services received from public organizations. Thus the satisfaction of the community can be a parameter to assess the performance of public organizations.

The results of the study indicate that the *Disdukcapil* of Samarinda City makes full efforts so that it provides quality services to the community. The population administration service of the *Disdukcapil* of Samarinda City is in the great category, very good. This is based on the assessment of the central government. For Indonesia itself, there are 37 districts/cities in very good category out of more than 500. Table 5.10 shows that the community evaluates the services provided at the *Disdukcapil* well, then table 5.11 shows that the element of suitability or reasonableness of costs occupies the first position which gets a very good category from the community, this shows that the costs incurred in administrative management at the *Disdukcapil* is in a reasonable category and the community can fulfill this. The competence of officers ranks last in the service element in *Disdukcapil* because there are still few experts in *Disdukcapil*, so efforts are needed to improve this.

Table: Percentage of Respondent's Answers

	U1	U2	U3	U4	U5	U6	U7	U8	U9
Bad	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Not Good	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Good	71.00	8.00	28.00	0.00	16.00	62.00	68.00	41.00	4.00
Very Good	29.00	92.00	72.00	100.00	84.00	38.00	32.00	59.00	96.00
Empty	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Total Percentage	100	100	100	100	100	100	100	100	100
Total Responden	100	100	100	100	100	100	100	100	100

Source: Analysis 2021

Table: Ranking Order by Element

No	Service Element	Average
U4	Suitability/ Reasonableness of cost	4
U9	Quality of Facilities and Infrastructure	3.96
U3	Service Speed	3.91
U8	The handling of complaints	3.84
U2	Service Procedure	3.52
U7	Service Officer Behavior	3.5
U1	Compliance with Requirements	3.48
U5	Service Suitability	3.45
U6	Officer Competence	3.44

Source: Analysis 2021

Responsiveness

Demonstrates the organization's ability to recognize and meet community needs Responsiveness needs to be incorporated into performance indicators because they directly describe the ability of government organizations to carry out their mission and goals. The results showed that the people of Samarinda City gave a positive response to the administrative services in the *Disdukcapil* Samarinda City.

Responsibility

Responsibility explains whether the implementation of the activities of a public organization is carried out in accordance with correct administrative principles or in accordance with organizational policies, both explicit and implicit.

The results showed that population administration services in the *Disdukcapil* of Samarinda City were carried out in accordance with the principles of public services consisting of transparency, accountability, conditional, participatory, equal rights, and a balance of rights and obligations. First, the forms of transparency of administrative services at the *Disdukcapil* of Samarinda City can be seen from the completeness of information and implementation of services on the official website of the *Disdukcapil* of Samarinda City, procedures for managing services and the completeness of the files needed to support the administration of services. Second, accountability shows the accountability of services in accordance with applicable laws and regulations. The statutory regulations that serve as the legal basis for services in the *Disdukcapil* of Samarinda City are the *Surat Keputusan Kepala Dinas Kependudukan dan Catatan sipil Kota Samarinda Nomor: 470/13.b/100.16* concerning the Determination of Service Standards in the Types of Service of the Population and Civil Registration Service of the City of Samarinda. Third, the arrangement of population administration at the *Disdukcapil* of Samarinda City is not in accordance with the existing service hours. Fourth, community participation is related to the administration of population at the City *Disdukcapil* Samarinda is good and many people are willing to take care of administrative services. Fifth, administrative services in the *Disdukcapil* of Samarinda City are provided to all people in the Samarinda City area. Sixth, between the *Disdukcapil* of Samarinda City and the people of Samarinda City as users of administrative services, they can fulfill the rights and obligations of each party so that they can provide maximum reciprocity. The form of reciprocity shown by the community is enthusiasm in the management of population administration in the *Disdukcapil* of Samarinda City.

Accountability

Public accountability shows how much the policies and activities of public organizations are subject to political officials elected by the people. In this context, the concept of public accountability can be used to see how much the policies and activities of public organizations are consistent with the will of the general public.

The results showed that population administration services at the *Disdukcapil* of Samarinda City refer to the *Surat Keputusan Kepala Dinas Kependudukan dan Catatan Sipil Kota Samarinda Nomor: 470/13.b/100.16* concerning Determination of Service Standards on the Type of Service of the Population and Civil Registration Service of Samarinda City. The policy is considered consistent.

Researchers not only measure service performance at *Disdukcapil* based on productivity, service quality, responsiveness, responsibility, and accountability, but researchers also measure based on performance achievement data at *Disdukcapil* based on their fields of expertise. So that the results obtained based on performance achievements in 2021 are listed in a table then analyzed and given solutions for what happened.

E. CONCLUSION

The following are the conclusions in this study:

1. Broadly speaking, the performance of administrative services in the *Disdukcapil* of Samarinda City is classified as good and in the great category where every day there are always people who carry out administrative management, *Disdukcapil* also always strives to provide quality and equal services based on the principle of service, this makes the community give a positive response

2. In terms of performance per each field in the *Disdukcapil* it is quite good and the realization of performance is according to the target and some even exceeds it, it's just that there are some areas that do not match the work realization with the work target, so there needs to be an evaluation to improve the performance of each field.

3. Supporting factors in the performance of administrative services at the *Disdukcapil* of Samarinda City, namely the response from the community to take care of administrative services at the *Disdukcapil* of Samarinda City.

4. The inhibiting factors in the performance of administrative services in the *Disdukcapil* of Samarinda City consist of:
   a) Service opening hours that do not match the existing service hours
   b) Limited service personnel
   c) An unstable internet network that hampers the service process at Disdukcapil, because all service processes at *Disdukcapil* are based on online media.

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