

**IMPLEMENTATION OF ONLINE BIRTH
CERTIFICATE SERVICES THROUGH THE KLAMPID
AT THE CANTIAN DISTRICT OFFICE OF CANTIAN
SURABAYA CITY**

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ABSTRACT

Public service is the fulfillment of the basic rights of citizens by the government, one example of public service is population administration such as administering birth certificates. Pabean Cantian Sub District as the organizer of population administration, especially birth certificates by utilizing technology via Klampid on the E-Kios machine, which is an electronic media that functions to facilitate services to the community. The purpose of the study was to determine the application of birth certificate services via Klampid at the Sub District Office of Pabean Cantian, Surabaya City and to find out what the supporting factors and inhibiting factors were. The type research used is descriptive qualitative method. Meanwhile, the focus of the research is using the concept of the *Surat Keputusan MENPAN Nomor 63 Tahun 2003* concerning the Principles of Public Service. The results showed that the implementation of Birth Certificate Services via Klampid at the Sub District Office of Pabean Cantian, Surabaya City was in a good category on the indicators of Simplicity, Security, Responsibility, Time Certainty, Discipline, Politeness and Hospitality, while the indicators of Completeness of Facilities and Infrastructure were still not good.

Keywords: *Implementation, Sub Distric, Population Administration Service*

A. INTRODUCTION

In carrying out optimal public services, it is an obligation of the government as stated in the *Undang-Undang Nomor 25 Tahun 2009* Article 1 paragraph 1 concerning Public Services which is a manifestation of the fulfillment of the basic rights of citizens by the government, therefore in the process of providing public services, it is required to provide excellent service. One example of public services is population services such as birth certificate management.

(Setiawan, 2004) implementation is implementing ideas that can later be adapted in the administration of the bureaucracy to achieve a goal. To realize population administration services to run optimally, it is supported by the existence of Electronic Government commonly known as e-Government which is a technology-based use provided by the government to provide information.

One of them is Klampid which stands for Birth, Death, Move, and Come. The Klampid program is a population system that is integrated online and developed by the Department of Population and Civil Registration. The main goal with the launch of Klampid is that it is used so that the people of Surabaya City

can easily carry out population administration management, which does not need to come to the relevant agencies and is expected to be able to improve optimal services for the community.

In this regard, there is a *Surat Keputusan Walikota Nomor: 360/3324/436.8.4/2020* regarding the preparedness carried out by stakeholders related to the Corona Virus Disease 19 (Covid-19) in Surabaya since March 23, 2020, where all face-to-face services are not available. conducted. So that people who have needs related to the management of population administration services can do it online through Klampid. As of March 25, 2021, the Dispendukcapil officer of the City of Surabaya was assigned to the local sub-district to make it easier to provide population administration services to the community.

In the District of Customs Cantian, Surabaya City has implemented Klampid, from various population administration services provided through Klampid. The type of birth certificate management service has a relatively large number of applicants. Birth certificate management services can be accessed online through the Klampid website on the E-Kios machine: <https://klampid-dispendukcapil.surabaya.go.id>. E-Kiosk as an electronic media that serves to facilitate population administration services.

Tabee: Birth Certificate Service January–December 2020 (Online)

No	Month	Number of Applicants (Year 2020)
		The Process of Adding Soul/Birth
1	January	7
2	February	5
3	March	5
4	April	8
5	Mey	5
6	June	10
7	July	24
8	Agust	24
9	September	27
10	October	11
11	November	6
12	December	6

Source: *Report on the results of the implementation of community services at the Customs District Office of Cantian, Surabaya City*

Factors that influence the implementation of birth certificate services through Klampid, among which are the driving factors consisting of: the ability of employees to be kind and responsive, the existence of service operational standards (SOP), and good coordination and evaluation. However, based on the situation that has been observed by researchers at the Cantian Customs District Office, it shows that the application of birth certificate services through Klampid is not optimal due to limited human resources in the service department and incompetent employees, people still do not understand technology, and infrastructure is inadequate. From this background, this research is formulated: How is the Application of Online Birth Certificate Services Through Klampid at the Customs Cantian District Office, Surabaya City? What are the Encouraging and Inhibiting Factors of the Application of Online Birth Certificate Services through Klampid at the Customs District Office of Cantian, Surabaya City.

B. RESEARCH METHOD

This research uses descriptive qualitative research using concepts quoted from the *Surat Keputusan MENPAN No. 63 Tahun 2003* concerning the Principles of Public Service which consists of six indicators: Simplicity, Security, Responsibility, Time Certainty, Completeness of Infrastructure and Discipline, Courtesy and Friendliness.

Inhibiting factors consist of: limited Human Resources (HR) and incompetent employees, the community does not understand technology, facilities and infrastructure are not adequate.

This study uses primary data sources in the form of interviews, observations and documentation obtained from real conditions at the Customs Cantian District Office, Surabaya City, while for secondary data in the form of books, records and data obtained from personal data at the Customs Cantian District Office, Surabaya City. The data analysis technique uses the model proposed by (Idrus, 2009) which consists of four stages, namely: Data Collection Stage, Data Reduction Stage, Data Presentation Stage, Conclusion Drawing Stage and Verification.

C. RESULT AND DISCUSSION

Application is the ability to practice using the concepts studied in real conditions in order to achieve the goals that have been determined. To realize the implementation of population administration services, it is supported by the existence of Klampid. Klampid stands for "Birth-Death-Moving-Coming" which has the aim of facilitating the process of population administration services to the community.

One type of service that is commonly proposed is the administration of birth certificate services. Applications for birth certificates can be accessed online through Klampid. Applicants can access on the E-Kiosk machine via: <https://klampid-dispendukcapil.surabaya.go.id>

Measurement of the success of the application of online birth certificate services through Klampid at the District Office of Pabean Cantian, Surabaya City. These results can be analyzed using the theoretical approach of the *Surat Keputusan MENPAN Nomor 63 Tahun 2003*, the principles of public services used as the focus of

research with the following indicators:

1. Simplicity, regarding the process of simplicity given at the Cantian District Customs Office to the community is in the good category. Where the service is easier, it is supported by the existence of information boards and brochures, so that when people are going to take care of population administration, they just have to follow the steps.
2. Time Certainty, the time certainty process given at the Cantian Customs District Office to the community is in the good category. Where originally it took a week, but now all population administration arrangements are transferred online via Klampid on the E-Kiosk Machine, only requiring a three-day process.
3. Security, the security process provided at the Cantian Customs District Office to the community is in the good category. Where the Population Administration Service Products in the form of (documents, letters) can be guaranteed legal certainty or validity, because on the Klampid website there is also a guarantee of the confidentiality of population data and documents.
4. Responsibility, the attitude of the employees is in the good category because they have shown integrity and accountability to the applicant who will take care of the birth certificate. This is used to assess how far the attitude of employees in providing birth certificate services through Klampid on the E-Kios machine.
5. Completeness of facilities and infrastructure, Regarding the indicators of the completeness of facilities and infrastructure at the Cantian Customs District Office, it is in the category of not working well because there are still network problems or servers that often error, thus hampering the population administration process when accessing Klampid on the E-Kiosk machine.
6. Discipline, courtesy and friendliness, Regarding the indicators at the Cantian Customs District Office that are in the good category, it can be seen from the services provided by staff or employees to applicants based on the order of arrival, they have shown a polite and friendly attitude by trying to answer and direct the community when they are going to take care of the deed. birth via chlamydia on the E-Kiosk machine.

The factors that influence the application of online birth certificate services through Klampid, the driving factors consist of:

1. The existence of Standard Operating Procedures, is used as a guideline in carrying out the duties and responsibilities of each unit or section respectively. At the district office of Pabean Cantian, Surabaya City, each unit or section already has a Standard Operating Procedure (SOP) included in the management of birth certificates through Klampid on the E-Kiosk machine, so that the SOP becomes a guideline to provide optimal service to the community.
2. The attitude of the employees is good and responsive in serving the community, the employees especially the service department at the Customs Cantian Sub-district Office of Surabaya City have been good, agile when providing services for the process of reducing birth certificates through Klampid on the E-Kios machine.
3. There is good coordination in each line between the Head of Government and

his staff by coordinating vertically and horizontally, then a thorough evaluation within a period of three months regarding how the services carried out at the Cantian Customs District Office have been running optimally or not.

Inhibiting Factors consist of:

1. Limited Human Resources (HR) and incompetent employees, in this case there are still a number of employees who are lacking in the service department, which is only three people so it is necessary to add employees according to their fields and there is one employee who still cannot understand the process management of birth certificates through Klampid where the employee can only serve face to face.
2. Socialization related to the use of Klampid has not run optimally, because it is obtained from the fact that there are still relatively many people who take care of birth certificates offline, namely by visiting the Cantian Customs District Office.
3. Inadequate facilities and infrastructure at the Cantian Customs District Office, Surabaya City, especially on the E-Kiosk machine, sometimes the server is not stable and there are only two computers in the service section.

D. CONCLUSION

Based on this study to determine the application of birth certificate services through Klampid and explain the driving and inhibiting factors at the Pabean Cantian District Office, Surabaya City, it shows that the services that have been provided in the good category are related to the indicators of Simplicity, Security, Responsibility, Time Certainty, Discipline, Politeness and Hospitality, while the indicators of Completeness of Facilities and Infrastructure are still not good. Then there are the factors that influence the application of online birth certificate services through klampid.

The driving factors are the existence of Standard Operating Procedures (SOP) in the management of birth certificates through Klampid, good employee attitudes and a thorough evaluation within three months regarding how the services provided at the Cantian Customs District Office have been running optimally or not. Responsive in serving the community , There is good coordination in each line.

The inhibiting factors are the limited Human Resources (HR) and incompetent employees, socialization to the community regarding the use of Klampid has not been running optimally and the infrastructure is inadequate at the Customs District Office of Cantian, Surabaya City.

It is suggested, the need for thorough socialization to the public about the use of Klampid, increasing the number of human resources in the service department by recruiting employees both ASN and non ASN and repairing the server network when accessing Klampid on the E-Kiosk machine.

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