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## Quality of Population Administration Services at the Office of the Population and Civil Registry Service in Jayapura City

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### ABSTRACT

This study aims to determine the quality of population administration services at the Jayapura City Population and Civil Registry Service. The method used is a type of qualitative research. Data obtained from observations, interviews, documentation, and literature studies. Data analysis was carried out in the stages of presenting data, data reduction and drawing conclusions. The results of this study indicate that the quality of population administration services can be assessed from five dimensions, namely: Tangible aspect, service support facilities are adequate and satisfy the community. Aspects of Reliability, the service has been carried out properly. This is marked by the fast time for processing/making service products according to the time in the SOP, and there are no fees charged by the public or free of charge. In the responsiveness aspect, employees serve the community well by responding to questions asked by the community and providing direction and serving in a friendly and courteous manner. Assurance aspect, the Jayapura City Population and Civil Registry Service has provided guarantees for ease of service and security guarantees for people who apply for services. In the aspect of empathy, the Jayapura City Population and Civil Registry Office has provided good and satisfying service. This is achieved because the serving staff have a friendly attitude in dealing with requests, criticisms, and suggestions given by the public. As a recommendation, the Jayapura City Population and Civil Registry Service should add service support facilities or service infrastructure facilities such as the provision of generator engines to anticipate when there is a blackout. Meanwhile, to overcome the problem of frequent offline network interruptions, it is best to try by sending a letter to the head office. Promoting the official web page of the Jayapura City Population and Civil Registry Service to the public, for example by conducting socialization of web services to each district and village/urban village

## INTRODUCTION

Public services are all activities carried out by an organization or agency as an effort to meet community needs. This service is carried out in accordance with statutory regulations with basic rules and procedures that have been determined by each organization or agency. One of the public service providers is a government agency. The birth of Law Number 25 of 2009 concerning Public Services is a form of the government's efforts to fulfill the basic rights of the community by providing quality services (Ohoiwutun, 2022).

One form of service provided by the government is population administration services. Along with the development of community demands so that population administration services provided by government administrators can be maximized, prime services that have a service system oriented to the interests of service users and can provide satisfaction to service users must also be improved, so that the implementation of these services can be said to be successful. The success of service delivery is determined by the level of satisfaction of service recipients. Recipient satisfaction is achieved when service recipients receive services in accordance with what is needed and expected. The Jayapura City Population and Civil Registry Service is one of the executors of public administration services in the Papua Province region. This population service includes population registration and civil registration. Resident registration includes making Family Cards (KK), Electronic Identity Cards (e-KTP), transfer documents, and Child Identity Cards (KIA), while civil registration includes making birth certificate citations, death certificate citations, divorce certificate citations, acknowledgment records children and the legalization of children, registration of name changes, and registration of changes of citizenship.

Based on data from the Jayapura City Population and Civil Registry Service which was included in Masyitah's study (2020), regarding the number of residents and residents who have recorded their E-KTP in each district. The total population of Jayapura City as a whole is 420,008 people, while the

people who are required to have E-KTP are 312,376 people with people who have recorded as many as 227,978 people (72.98%) while people who have not done the recording are 84,398 people (27.02%). Details of the entire mandatory E-KTP of all District/Urban Village in Jayapura City, namely North Jayapura District has a population of 100,245 with mandatory E-KTP of 74,763 people, who have recorded 56,511 people (75.59%) and who have not recorded as many as 18,252 people (24.41%). South Jayapura District/ Urban Village has a population of 107,040 with mandatory E-KTP of 78,148 people, who have recorded as many as 59,786 people (76.50%) and who have not recorded as many as 18,362 people (23.50%). The District/Urban Village of Abepura has a population of 126,937 people with mandatory E-KTP of 94,796 people, who have recorded 67,186 people (70.87%) and who have not recorded as many as 27,610 people (29.13%). The District/ Urban Village of Muara Tami has a population of 18,625 people with 13,109 required E-KTPs, 10,277 people (78.40%) have recorded and 78.40 people (21.60%) have not recorded. Meanwhile, the Heram District/ Urban Village has a population of 67,161 people with 51,560 mandatory E-KTPs, 34,218 people (66.37%) have recorded and 17,342 people (33.63%) have not recorded.

From the fact that the effectiveness of population policy in making Family Cards and E-KTPs at the Jayapura City Population and Civil Registry Service, it seems that there are still some weaknesses. The management of adult population administration is still not optimal, because the arrangement flow is too rigid and takes quite a long time. Where the applicant must go through several stages first, namely starting from the village/urban village office to fill out an application form for an identity card (F-1.07), as well as completing all the required documents by bringing a letter of introduction from the RT/RW where the applicant is domiciled. Furthermore, the village/ urban village registration officer receives and examines the applicant's files to register in the book and asks for the signature of the village head/urban village head, in the Papuan context the term village is called

hutment [*kampung*] (Ilham et al., 2020). After the village head/urban village head signs, the urban village officer hands it back to the applicant along with the original documents. Then the applicant goes to the Family Card and Occupation Card service counter at the District Office with complete files, or it can also go directly to the Office of Population and Civil Registry. Application files that have been registered will be forwarded to the computer operator. The computer operator receives and checks resident biodata in the application file by synchronizing the biodata received into the SIAK Application (data entry), invalid data is returned to the KK and KTP service counter staff. The KK and KTP Service Officer registers the application file and stores it and collects the KTP to be submitted to the applicant.

This shows that the initial stage of managing administrative files in carrying out population administration, such as; KTP, KK, birth certificate, MCH, etc. are still too rigid. Another problem is that there are still people who have not made or recorded their Family Cards and E-KTPs. The policies provided by the government, especially at the Jayapura City Population and Civil Registry Office, have not met expectations. At the Jayapura City level, the service and management of making/recording E-KTPs has been running well and effectively, however, at the urban village level, the community still thinks that services are still not optimal. Making it is still complicated and there are still people who don't have a Family Card and E-KTP, people still complain about the requirements that they don't understand, the implementation of making Family Cards and E-KTPs is not optimal, the government does not communicate and coordinate well with the urban village or district. So that it reduces the intention of the head of the family not to have or not yet make a family card, there will also be a lack of public understanding of the requirements and procedures for making a family card, in which there must be a cover letter attached from the local RT/RW [Neighbourhood/ Hamlet] to the urban village by filling out various forms which is provided until it ends in the district which sees completeness

until the data enters the agency and is then processed. This is quite time-consuming in the process of making a family card. With regard to effectiveness, Service efficiency can be seen from the time required for completion and the costs incurred in accordance with the SOP (Standard Operating Procedure) of the Jayapura City Population and Civil Registry Service, which is a completion time of 20 (twenty) minutes and is free of charge during the making of the e-KTP, but it is also influenced by whether or not the internet connection is strong in the process of inputting the file.

The service procedure for making Family Cards and E-KTP is in accordance with the SOP at the Jayapura City Population and Civil Registry Service, namely, the applicant or the public comes to take a queue number, then goes to the registration/verification officer, after verifying the applicant's file goes to the operator after completion the operator will give it to the officer and the applicant can take it to the officer. Based on the background above, the authors are interested in researching and analyzing the "Quality of Population Administration Services at the Office of the Population and Civil Registry Service in Jayapura City, Papua Province".

## **METHODS**

This research is a qualitative descriptive study. Qualitative method is a research method used to describe facts and information in the field, while descriptive is the nature of qualitative research data in which the data form is a description of the research object, namely words, pictures, and numbers that are not produced through statistical processing. By using a qualitative descriptive research method, this study aims to describe the quality of public services at the Population and Civil Registry Service in Jayapura City. Data obtained from observations, interviews and documentation.

Then a literature study was carried out as a secondary data source, to obtain data relevant to the topic being studied (Tebay and Ilham, 2023). This data is obtained from library sources such as; books, journals, proceedings, online platforms, and other

sources (Ilham et al., 2021; Tokang et al., 2023). Data analysis was carried out by presenting data, reducing data and drawing final conclusions. The conclusion is drawn after the information is no longer found or with the research team, so it gets its validity and accuracy (Miles & Huberman, in Muttaqin et al., 2021).

## RESULTS

The City of Jayapura Population and Civil Registry Service has an important role in providing public services, especially in the regional scope (Jayapura City). In order to determine the quality of public services at the Population and Civil Registry Office of Jayapura City, researchers used the dimensions of the quality of public services proposed by Zeithaml, Berry and Parasuraman (Tjiptono, 2005:70). The dimensions in question include tangibles, reliability, responsiveness, assurance and empathy. In addition, researchers also examine the obstacles in public services provided by the Jayapura City Population and Civil Registry Service and efforts to improve the quality of services in these agencies.

Public service is the need of every community. Therefore, every public bureaucracy needs to strive to provide the best quality of service to service users. To improve service quality, the Jayapura City Population and Civil Registry Service should pay attention to the five aspects mentioned above. The results of the Analysis of the Quality of Population Administration Services at the Office of the Population and Civil Registry Office of the City of Jayapura based on the results of interviews, observations, and literature studies conducted, are as follows:

**Direct Evidence (Tangible)**, to realize quality public services, it is necessary to make changes and improvements that lead to community satisfaction. One aspect that must be improved in improving service quality is the problem of service facilities. The role of service facilities is very important and one that greatly influences the improvement of the quality of public services because the existence of adequate service facilities

can make services to the community more comfortable and satisfying while in the service room. In this study, the tangibles dimension is determined by indicators, namely: the appearance of the apparatus when carrying out service duties, the convenience of service places, service aids, service physical facilities. Public services at the Jayapura City Population and Civil Registry Office have implemented the tangibles dimension and its indicators. Assessment of the quality of public services that have been running according to the expectations of the community in this dimension includes the appearance of the apparatus when carrying out service duties, the cleanliness of the service area, the comfort of the service area, service aids, and the security of the service area. However, in practice there are still indicators that have not run according to community expectations, namely physical facilities.

The Jayapura City Population and Civil Registry Service has been supported by adequate facilities used by officials and the community, including reading materials such as newspapers and bottled drinking water in waiting rooms and when people are queuing. The comfort of the service place greatly influences the service process. Service providers must pay more attention to the comfort of service users because if service users feel comfortable with what is provided, it will have a good effect on the service provider. Conversely, if service users do not feel comfortable, it will have a negative effect on service providers. From the results of observations and interviews conducted with several informants, it is known that there is still a need for service improvements such as adding queue numbers. Adequate infrastructure facilities to improve service quality at the Jayapura City Population and Civil Registry Service, such as finding solutions to network problems and lights that sometimes go out. This is in accordance with one of the service principles listed in the Decree of the Minister of Administrative Reform No.63/KEP/M.PAN/7/2003, namely the availability of adequate work and other supporting facilities and infrastructure, including providers of

telecommunications and informatics technology facilities and Law No. 25 of 2009 explained that the provision of adequate service facilities and infrastructure by public service providers.

**Reliability**, in the aspect of reliability, is a form of good public service, namely the creation of fast and accurate services. Therefore, the State Civil Apparatus (ASN) is required to be nimble at work. Reliability is the ability to provide the promised service promptly, accurately and satisfactorily. The things involved in this aspect are timeliness, speed, and accuracy in completing service products. This is very necessary in order to create satisfaction in society. The quality of public services will not go according to purpose if it is not matched by reliability, discipline or the ability of good employees to serve the community.

Based on the results of interviews with service recipients, it is known that the Jayapura City Population and Civil Registry Service has carried out services quickly and on time. This can be accomplished because employees process service submissions in accordance with applicable regulatory provisions. The timeliness of service and the absence of fees charged to the community are also clear. This is indicated by the condition that the processing flow has been posted as information in the form of billboards or banners. The Jayapura City Population and Civil Registry Service as a service provider must be able to provide the promised services promptly, accurately and satisfactorily to the public as service users. The reliability of employees at the Population and Civil Registry Office of Jayapura City in providing services to the community is the most important thing and needs to be considered, because with the reliability of these employees, the community as service users will get the expected, fast and easy service.

**Responsiveness**, the response or alertness of employees in an agency in helping people who need services. This responsiveness becomes evidence as well as concrete actions taken by the organization in responding to and recognizing the needs and aspirations of the community. This dimension is a willingness to help and provide fast

and appropriate services to service users, by conveying information related to clear service needs. Responsive or responsive service is also greatly influenced by employee attitudes. One of them is alertness and sincerity in answering questions or requests from the community as service users. Population administration services carried out at the Jayapura City Population and Civil Registry Office have implemented the Responsiveness dimension and its indicators.

Assessment of service quality on the responsive dimension in accordance with community expectations, including employee knowledge in performing services, employee ability to provide information to the public, respond to every service user who wants to get service, employees provide services carefully, service user complaints are responded to by employees, employees provide service correctly and quickly. From the results of observations and interviews it is known that employees at the Jayapura City Population and Civil Registry Service serve the community well. Employees respond to questions asked by the public and provide guidance regarding these questions. In addition, employees at the Jayapura City Population and Civil Registry Service also responded to and followed up on suggestions given by the community. Good responsiveness in the implementation of services also greatly affects employee performance. Employees already have responsiveness by providing various explanations regarding services wisely, in detail, and directing. If this can be maintained properly by the employees at the Jayapura City Population and Civil Registry Office, it will create excellent service and quality employee performance.

**Assurance**, this dimension is a guarantee and certainty, namely knowledge, courtesy, and the ability of service employees to foster a sense of trust from service users in service providers. Every form of service requires a guarantee for the service provided. Guarantees for service are largely determined by the performance of service employees, therefore professionalism and employee competence are needed to improve good and quality

service. The Office of Population and Civil Registry of Jayapura City, the office that is authorized to handle population issues, especially for residents of Jayapura City, should provide comfort during services, namely by making it easy for people who apply for services. Guarantees are needed so that people feel satisfied because they have received good and quality service. The guarantee referred to in this study is a guarantee in the form of ease of service and security guarantees for people who request population services at the Jayapura City Population and Civil Registry Office. Based on the description of the results of the interviews that have been mentioned in the data presentation section, it is known that the community feels that the management/processing of services at the Jayapura City Population and Civil Registry Service is easy, because all the requirements that must be fulfilled have been explained by the officers. Besides that, employees at the Jayapura City Population and Civil Registry Service also provide guarantees for ease of service for the community, namely in the form of online product registration for several products (such as making birth certificates) and notifications via short messages (SMS), if the population documents submitted by the community have been processed.

In addition to guaranteeing ease of service, the Jayapura City Population and Civil Registry Service also guarantees the safety of the community requesting the service. Guarantees provided by service providers are related to the ability of service providers to provide a high sense of trust to service users, and the trustworthiness of employees. If service users have been given guarantees related to services, it will foster trust and satisfaction in service users for the services provided.

**Empathy**, an attitude of empathy should be possessed by individual servants in government agencies such as the Population and Civil Registry Service in Jayapura City. This attitude of empathy can be manifested, for example, by providing friendly service. Service users will be satisfied if service employees are not discriminatory and show a friendly attitude to service users. One of the main factors for success in service is friendliness to service

users, one example is by smiling and greeting. If service users are friendly, greet, smile, a sense of comfort will arise for service users.

Friendliness is indeed not an asset, but friendliness is the key to success for service providers to establish good relationships with service users. This is already owned by employees at the Jayapura City Population and Civil Registry Service, as evidenced by the "Smile" principle applied by one of the head of division in that government agency. Employees are also polite in serving the community. Apart from employee statements, community statements are also needed as evidence if the Jayapura City Population and Civil Registry Office has implemented an empathetic attitude. Therefore, the researchers interviewed several residents, and they stated that the employees at the Jayapura City Population and Civil Registry Office were kind and friendly in serving. The friendliness of the officers was also carried out in response to criticism and suggestions from the public. So that, it can be seen that the state apparatus at the Office of Population and Civil Registry has implemented the principles of good service, especially in applying the empathy aspect.

## DISCUSSION

The quality of population administration services at the Jayapura City Population and Civil Registry Service Office can be assessed from five dimensions, namely, tangibles, reliability, responsiveness, assurance, and empathy.

**Tangible** aspect, based on the results of research conducted related to physical evidence, service support facilities at the Jayapura City Population and Civil Registry Service are adequate and satisfy the community. This is due to the availability of adequate facilities, as well as the existence of reading materials or newspapers that can be read while waiting for the queue for the service process. The Jayapura City Population and Civil Registry Office has also prepared bottled drinking water for people who are waiting in line. In terms of **Reliability**, the Jayapura City Population and Civil Registry Service has provided good service. This is

indicated by the fast time for processing/making service products according to the time in the SOP (Standard Operating Procedure), and there are no fees charged by the public or free of charge.

In the **Responsiveness** aspect, it is known that the Jayapura City Population and Civil Registry Service employees serve the community well. Employees respond to questions asked by the public and provide guidance regarding these questions. Employees serve in a friendly and courteous manner. **Assurance** aspect, the Jayapura City Population and Civil Registry office has guaranteed ease of service and security guarantees to people who apply for services at Population and Civil Registry Office of Jayapura City. In the aspect of **Empathy**, the Population and Civil Registry Office of Jayapura City has provided good and satisfying service. This is achieved because employees who serve the community have a friendly attitude in dealing with requests, criticisms, and suggestions given by the community.

#### **Analysis of Obstacles to the Quality of Public Services at the Office of the Population and Civil Registry Service of Jayapura City**

The process of administering public services does not always go as expected, the Jayapura City Population and Civil Registry Service encounters several obstacles in the implementation of public service processes. One of the factors that become obstacles in the implementation of public services, namely; regarding the cover letter attached from the local RT/RW to the urban village by filling out various forms provided until it ends in the District which sees completeness until the data goes to the service and then it is processed. This is quite time-consuming in the process of making a family card. With regard to effectiveness, Service efficiency can be seen from the time required for completion and the costs incurred in accordance with the SOP (Standard Operating Procedure) of the Jayapura City Population and Civil Registry Service, which is a completion time of 20 (twenty) minutes and is free of charge during the making of the e-KTP, but it is also influenced by whether or not the internet connection is strong in the process of inputting the

file. The service procedure for making Family Cards and E-KTP is in accordance with the SOP at the Jayapura City Population and Civil Registry Service, namely, the applicant or the public comes to take a queue number, then goes to the registration/verification officer, after verifying the applicant's file goes to the operator after completion the operator will give it to the officer and the applicant can take it to the officer.

Other factors, public awareness, network problems and lights that sometimes go out. Community awareness is intended, namely awareness to prepare everything related to administrative requirements needed in carrying out a service matter, including taking queue numbers where sometimes there are people who cannot direct themselves to take the queue numbers that have been provided so they still need assistance from employees or service officer.

Community Awareness is one of the factors that influence the implementation of public services at the Office of the Population and Civil Registry Office of the City of Jayapura is the factor of public awareness. Public awareness in question is awareness to prepare everything that is a requirement in carrying out an affair. Government agencies as service providers need to maintain good relations and communication between government officials as service providers to the community. This must indeed support each other in order to achieve the expected goals, both from the community and from the government apparatus itself.

One of the component factors for the occurrence of public service processes is facilities and infrastructure. The existence of facilities and infrastructure in providing basic facilities and supporting the service process is the basis for the community to feel service satisfaction, because the facilities and infrastructure are visible and can be felt before the service process occurs. Facilities and infrastructure supporting public services at the Jayapura City Population and Civil Registry Office are sometimes constrained by network problems.

If the facilities and infrastructure are optimal in providing services, this will provide comfort for service users when carrying out the process service. So of course this will realize the achievement of good governance services that are in accordance with the needs and expectations of the community. Of the several obstacles encountered in the process of administering public services, the Jayapura City Population and Civil Registry Service made efforts to overcome these obstacles, among others, by conducting outreach to the community.

#### **Efforts to Overcome Problems in Improving the Quality of Public Services at the Office of the Population and Civil Registry Service of Jayapura City**

To anticipate the problem of public awareness so that they know and fulfill the requirements that must be brought or completed in processing documents, the Jayapura City Population and Civil Registry Service is trying to update information on the web page, as well as holding socialization of the importance of population documents to villages and districts in Jayapura City. The services provided by the Jayapura City Population and Civil Registry Service have been going well in accordance with existing service standards, every existing obstacle has been repaired, such as outreach to the community, both directly and also by utilizing the official website of the Jayapura City Population and Civil Registry Service .

#### **CONCLUSION**

Based on the results of the research and the description of the discussion regarding the quality of service at the Office of Population and Civil Registry of the City of Jayapura, the following conclusions are obtained.

- 1) The quality of population administration services at the Jayapura City Population and Civil Registry Service can be assessed from five dimensions, namely, tangibles, reliability, responsiveness, assurance, and empathy.
  - a. Tangible aspects, service support facilities at the Jayapura City Population and Civil

Registry Service have been adequate and have satisfied the community.

- b. In terms of reliability, the Jayapura City Population and Civil Registry Service has provided good service. This is indicated by the fast time for processing/making service products according to the time in the SOP (Standard Operating Procedure), and there are no fees charged by the public or free of charge.
  - c. In terms of responsiveness, Jayapura City Population and Civil Registry Service employees serve the community well. Employees respond to questions asked by the community and provide direction. Employees serve in a friendly and courteous manner.
  - d. Assurance aspect, the Jayapura City Population and Civil Registry Service has provided guarantees for ease of service and security guarantees for people who apply for services.
  - e. In the aspect of empathy, the Jayapura City Population and Civil Registry Service has provided good and satisfying service. This is achieved because employees who serve the community have a friendly attitude in dealing with requests, criticisms, and suggestions given by the community.
- 2) The obstacle faced in realizing better service at the Jayapura City Population and Civil Registry Service is the problem of public awareness that they often carry incomplete service application requirements. Another obstacle is the problem of network interference and lights that sometimes turn on. To deal with service constraints, the Population and Civil Registry Service updates information on the official website and conducts outreach to the public.



## RECOMMENDATION

To improve the quality of services at the Jayapura City Population and Civil Registry Office, the researcher suggests that:

- 1) The Jayapura City Population and Civil Registry Service should add service support facilities or service infrastructure such as the provision of a generator engine to anticipate when there is a blackout. Meanwhile, to overcome the problem of frequent offline network interruptions, it is best to try by sending a letter to the head office.
- 2) Promoting the official web page of the Jayapura City Population and Civil Registry Service to the public, for example by holding socialization of web services to each district and village/urban village.

## ADVANCED RESEARCH

To see the quality of population administration services at the Jayapura City Population and Civil Registry Service, this study then used the SERVQUAL (Service Quality) method, which included 5 (five) indicators: Tangible, Reliability, Responsiveness, Assurance, and Empathy. In order to support and strengthen the findings of this study, it is expected that there will be a similar study with the same locus but using a different theory of service quality.

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