

Quality of Population Document Service in Subang Regency

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Abstract *The purpose of this study is to provide a description of the service quality of population documents in Subang Regency. The results showed that the Department of Population and Civil Registration of Subang Regency has several tasks related to the quality of population document services in Subang Regency. In this research, the service function is examined from the first point of view, the dimensions of Transparency of Population documents which are currently carried out with Electronic Signatures are conveyed more openly regarding the requirements that must be met and also the completion time set in accordance with the SOP (Standard Operating Procedure). Second, the accountability dimension, the data contained in the Population Administration Information System (SIAK) has not been well integrated with other institutions, so that in terms of responding to public needs and the ability to service Population Documents through Electronic Signatures is not optimal. Third, the conditional dimension, not prioritizing services to people who need Population Documents for the urgent public interest. Fourth, the Participatory dimension, focused on efforts to organize and accelerate programs in each of the Integrated Service Units, this understanding has not been optimal in improving services to the community. Fifth, the dimension of equal rights, in this case the Population and Civil Registration Service, can minimize discrimination in terms of Population Document services. Sixth, the dimension of the balance of rights and obligations is not optimal because service recipients have not met their needs and supervision that should be carried out by direct superiors is often neglected.*

Keywords: *public service; electronic identity card; e-government*

Introduction

Currently, Population Administration Services for citizens have become an absolute obligation of the government, even down to the Regional Government level. This phenomenon has become an important element of regional autonomy

and is mandated by Law Number 23 of 2014 concerning Regional Government, in which the population and civil registration sectors are included in the Non-Basic Service Obligatory Affairs group. The service phenomenon in this sector is also tied to the obligations

mandated by Law Number 25 of 2009 concerning Public Services. In the context of these two laws, the strong message conveyed is the mandate that public services are a basic right that must be fully fulfilled by the government and that the focus of service activities must absolutely be oriented to the interests of the community (Rivera & Uttaro, 2021; Pareek & Sole, 2020; Wenene, 2016). From an academic point of view, population documents and civil registration are basically public goods whose services are absolutely the right of citizens and the sub-system of state administration, which has an important role in governance and development of population administration.

This can be seen from the different characteristics of the product from private goods, the indication of which can be seen from its nature in the form of: First, it has non-rivalry characteristics where to obtain it does not require competitive efforts as the market mechanism. Second, the non-excludability characteristic, to obtain these services there are no exceptions for residents who have met the requirements (Troger, 2004: 169-208; Eger; 2004: 209-220). Public service activities, including population documents and civil registration, can now be seen based on a shift in the paradigm of public services. Conceptually, the direction of public services in the population sector and civil registration which is focused on the public interest has basically adopted the latest paradigm in the field of Public Administration studies. The philosophy of fulfilling citizens' rights as a manifestation of

democracy and orientation to the public interest in public service practices is in line with the concept of the New Public Service (Denhardt & Denhardt, 2003: 13). More specifically for the context of decentralization, the steps taken should also meet public expectations (Diaz & Meix, 2019; Bosch & Mora, 2012; Ghuman & Singh, 2017: 7-19).

Conceptual developments and public service practices in the population sector and civil registration today have even been supported by innovation through the use of information technology that simplifies the process. One of the elements of the application of e-government in the creation of population documents and civil registration is the use of an electronic signature. The use of Population Document Services through Electronic Signatures, the process of serving population documents has undergone a major shift which leads to timeless, borderless and paperless conditions and has legal force as conventional signatures.

In Subang Regency, population document services, which are the responsibility of the Department of Population and Civil Registration, are currently supported by the concept of e-government as a follow-up to Presidential Instruction No. 3 of 2003 concerning National E-Government Development Policies and Strategies. One form of service innovation provided in the creation of population documents is the application of an electronic signature in an application that is a population document creation.

Public Services

Hardiyansah (2011: 11) defines service as an activity that is provided to help, prepare, and take care of either goods or services from one party to another. Meanwhile, Kotler in Sinambela (2006: 4) describes service as any profitable activity in a group or unit, and offers satisfaction even though the results are not tied to a product physically. Dwiyanto (2006: 136) defines public services as: "A series of activities carried out by the public bureaucracy to meet the needs of user citizens. The intended users here are citizens who need public services, such as making identity cards (*KTP*), birth certificates, marriage certificates, death certificates, land certificates, business permits, building permits (*IMB*), nuisance permits (*HO*), permits to take ground water, subscribe to drinking water, electricity and so on. " Another opinion about service according to Gronross quoted by Ratminto and Atik Septi Winarsih (2006: 2) Service is an activity or a series of activities that are invisible (cannot be felt) that occur as a result of interactions between consumers and employees or other matters, other services provided by the company providing services intended for service providers intended to solve consumer / customer problems.

Based on the opinion of the experts above, it can be concluded that service is an activity that can be felt through the relationship between the recipient and the service provider who uses equipment in the form of an organization or government, which is essentially a service to the community. It is not held to serve himself, but to serve the community and create conditions that allow each member of the community to develop their

abilities and creativity in order to achieve common goals (Rasyid, 1998). Therefore the public bureaucracy has the obligation and responsibility to provide good and professional services. According to Sinambela (2006: 5), That public service can be defined as follows: "Public service is the fulfillment of the wants and needs of the community by government administrators a series of activities carried out by the public bureaucracy to meet the needs of society. With the aim of improving the welfare of the community". Public service according to the definition above, it is said that public service is the fulfillment of the wants and needs of the community by government administrators to meet the needs of the community. In essence, the state in this case is the government (bureaucrats) must meet the needs of society and can improve the welfare of society. Moenir (2006: 47) states that the government in providing the best service to the public can be done by: 1. Easiness in managing needs, 2. Getting services fairly, 3. Getting the same treatment without discrimination, and 4. Getting honest and straightforward treatment.

The services provided by the government to the people must be done in the best way. The best service must be carried out in ways as described above by providing convenience in managing various matters so that the services carried out can run quickly, provide reasonable and not excessive service according to their respective needs, provide the same treatment and do not discriminate and can be honest (Rimer, 2016; Schmidt and Andrea, 2017; Glennon et al, 2019)

Government application of the G-to-C type is to bring the government closer to its people through various access channels so that people can easily reach their government to fulfill various daily service needs.

One of the main tasks of a government is the establishment of a conducive business environment so that the wheels of a country's economy can run properly. In carrying out their daily activities, such as a private company, it requires a lot of data and information that is owned by the government. Apart from that, the person concerned must also interact with various state institutions because it is related to the rights and obligations of his organization as a profit-oriented organization (Jiang & Ji, 2014; Melitski & Calista, 2016; Ljungholm, 2015).

In this era of globalization, it is clear that there is a need for countries to mutually share one government with the other government every day, not only on matters related to diplomacy alone, but also to facilitate cooperation between countries and cooperation between state entities (society, industry, companies, etc.) in carrying out matters relating to trade administration, political processes, social and cultural relations mechanisms and so on.

Some of the benefits expected from the implementation of the E-Government concept are seen from various sides, among others, as follows.

- a. In terms of institution (organization)

The expected benefits from the institution or organization's side include cost savings to serve the

public that arise, among others, due to savings in paper use (paperless transactions), human resources (office automation) and time, increased ability of government agencies to exchange information and data (information sharing).

- b. From the community side (consumers)

The benefits that are expected to be received by the community are in the form of faster service and information provision, fast access to documents and electronic forms, continuous community service (24 hours a day), increased self-service ability, increased ability to seek information, expanded access to information, and so on.

Methods

In this study, researchers used a naturalistic / qualitative research method with a descriptive level of explanation. Naturalistic / qualitative research methods are research methods used to examine the conditions of natural objects (as opposed to experiments), where the researcher is the key instrument, the data collection technique is done by triangulation (combined), the data analysis is inductive, and the results of qualitative research are more emphasizes the meaning rather than Sugiono's generalizations (2017: 9). The author plans to examine the interactions of the actors involved in the quality of population document service through Electronic Signatures in the process of creating population documents. The actors referred to are public service officers at the Population and Civil Registration Service of Subang Regency and citizens who use services for making

several population documents, particularly family card documents and birth certificates. For this reason, the research approach to be used is a qualitative method.

Through this qualitative approach, the authors aim to explore various information and data sets related to the application of service quality Population documents through electronic signatures at the Subang Regency Population and Civil Registration Service in the process of service quality for Population Documents, especially Family Card and Birth Certificate Documents. Through this approach, the author aim to reveal phenomena that are "hidden" by the actors.

Result and Discussion

Subang Regency Population and Civil Registration Service

Following up on the mandate of article 5 paragraph (5) of the Regulation of the Minister of Home Affairs of the Republic of Indonesia Number 7 of 2019 concerning Online Population Administration Services, the Subang Regency Population and Civil Registration Service implements the application of *TTE* (Electronic Signature) on Family Cards and Birth Certificates. Electronic Signature on the issuance of a Family Card and Birth Certificate using a QR (Quick Record) Code without a wet signature and an official stamp. To find out the validity / validity of the data, it can be seen by scanning using a QR Scanner. The implementation of this *TTE* is the first time implemented in Subang Regency as a manifestation of the achievements of Subang Smart Regency and Dukcapil Go Digital. Based on Permendagri No. 104 of 2019 Article 19

Paragraph 6 states that documents that have been signed electronically and E-KTP do not need to be legalized.

Changes in governance and the issuance of population documents, including changes in signatures on population documents. Initially, the wet signature became an electronic signature by the official authorized to issue population documents. Testimonies by the official who signed the documents revealed that it was greatly helped by changes in the governance of document issuance. Therefore, originally the document signer had to be in the office, so he could sign the document anywhere and anytime; Initially, how tight the fingers were in signing documents, it was enough to open the access (login) information system application and press the option button to sign documents electronically. The way in which information technology applies, is that the Electronic Signature information system application sends a notification to the information technology device (digital device) used by the authorized official, to obtain approval from the official, and then the official signs electronically on the electronic document it receives. In this case, information system technology functions as a means of sending electronic documents to be verified and authenticated by the signer which contains / has the identity of the signer which also functions to guarantee the integrity and authenticity of the document.

Electronic signature represents the identity of the signer which is verified based on the unique electronic signature generation data and only refers to the signer. Electronic signatures are unique, because a person's signature is different from the signature of others. The creation

of an electronic signature is a combination of a hash function and encryption (encryption, a programming language to encode messages so that they cannot be read by people) using an asymmetric method. The hash function will generate a unique value for each entered data.

Transparency: Service Quality of Population Documents in Subang Regency

Transparency is a very important concept and is becoming increasingly important in line with the growing desire to continue to develop good governance practices that require a special space for transparency in the entire process of administering to government and community services. In other words, the government at every level, especially at the service level that is in direct contact with service beneficiaries - is required to open and guarantee space that can be accessed by stakeholders' various sources of information about the public policy process - budget allocation for policy implementation as well as monitoring and evaluation. against the implementation of the policy. A number of points of information regarding the actions of the service provider, for example: the reasons behind the action, the form of action required and the time and method of carrying out the intended actions - must be made available to stakeholders and the wider community. By freely accessing various information, it can indirectly raise public awareness to also assess the extent to which the government's partisanship - has accommodated basic

needs that have been the hope of the community.

The inhibiting factors are the lack of quality of human resources, facilities and infrastructure, jobs and access. With regard to time, how long will it take to service residence documents through Electronic Signatures and whether there is a standard time set in that service. Based on the results of the interview with the Head of the Subang Regency Population and Civil Registration Service, he said that: "Services for population documents through Electronic Signatures at the Population and Civil Registration Service do not take a long time, because we have a mission to provide fast, precise and satisfying services to the population. community in its solution, but it also depends on the situation and conditions that exist. Meanwhile, the standard issue of Population Document preparation using Electronic Signature itself is in accordance with the SOP (Standard Operating Procedure) ”.

Based on the results of the interview, the writer is of the opinion that if it is associated with Transparency that the service of population documents through Electronic Signatures is in accordance with the SOP, which is 3 working days in accordance with Permendagri Number 19 of 2018 concerning Increasing the Quality of Adminduk Services Article 3 of the issuance of population documents as referred to in paragraph (1) completed within 1 (one) hour and a maximum of 24 (twenty four) hours after the requirements are declared complete by the service officer at the Population and

Civil Registration Service and Presidential Regulation No.25 of 2008 concerning requirements and procedures for Resident registration and Civil Registration, so it is important to avoid actions that are out of control or abuse of authority. Furthermore, the Head of Civil Registration Services, who added that: "The duration of completion of population document services through Electronic Signature depends on the recipient of the service, if it meets the requirements, it will automatically be as desired by the service applicant, in this case the people who want to be served" .

Based on the results of the interview, the authors know in relation to Transparency that the service of population documents through Electronic Signatures depends on the recipient of the service when it meets the requirements, it will be faster according to what the service applicant wants, in this case, the people who want to be served. A similar opinion was also expressed by the Head of the Population Registration Division who also added, namely: "In the management of population documents through Electronic Signatures, there are several requirements that must be met for the applicant himself, but these all return to the existing situation and conditions because if the requirements referred to in has been fulfilled does not rule out the possibility that the services provided could be much faster than the existing standard. "

Based on the results of the interview, the authors know in relation to Transparency that the service of population documents through Electronic Signatures must be followed by several

requirements that must be met to facilitate faster service according to existing standards. Based on the experience of one of the people, said that: "The service I received was actually relative when the requirements were complete, automatically the service would run smoothly and vice versa, but there were still violations when viewed from the procedures that had to be followed, for example, there was an inside acquaintance, the service would be accelerated. That's all".

Based on the results of the interview above in terms of transparency of the service recipient community, when you want to service population documents through an electronic signature, you should look at the existing rules, for example by paying attention to the requirements that must be taken by the Subang Regency Population and Civil Registration Service, apart from that it is required to socializing and understanding the rules and procedures for population document services through Electronic Signatures in order to be able to support the completion of services faster than existing standards. Considering that the community has the right to obtain good services. Judging from the Sinambela theory that transparency is a service that is open, easy and accessible to all parties who need it and is provided adequately and easily to understand, it is proven based on this theory that the transparency of population document services through electronic signatures is in accordance with the SOP, which is 3 days work in accordance with Regulation of the Minister of Home Affairs Number 19 of 2018 concerning Increasing the Quality of *Adminduk* (Population

Administration) Service Article 3, the issuance of population documents as referred to in paragraph (1) is completed within 1 (one) hour and a maximum of 24 (twenty four) hours after the requirements are declared complete by the officer services at the Department of Population and Civil Registration. So this is important to avoid actions that are out of control or abuse of authority.

Accountability

The poor performance of public services carried out by the Indonesian bureaucracy, among others, has not implemented what is called transparency and accountability in the delivery of public services where accountability has a very important role in suppressing the level of corruption. Therefore public services must be carried out accountably in every service unit of government agencies because the quality of public services has broad implications for the welfare of the community and to achieve a good government or clean government "good governance" as well as weak public control which explains poor accountability in public service delivery, because one of the essence of accountability is control, and the conditions that have occurred so far have dwarfed community participation and there has been bureaucratic domination in the implementation of services and to create an accountable service system there must be an evaluation of the services provided by service users, namely the community as the party that must be served. Regarding accountability in the organization, the Head of the Subang Regency Population and Civil Registration Service said that: "Lack of

community control and lack of community participation in implementing government as stakeholders have occurred so far and there have been many irregularities within the government bureaucracy causing the main duties of the state apparatus as State servants are also public servants who have the main task of serving the community which does not materialize which causes various problems, including problems with service procedures and service mechanisms that are convoluted, discriminatory, not transparent, less accommodating, less innovative, inconsistent and practices of extortion and *KKN* (corruptive). "

Based on the results of the interview in relation to the author's accountability, it is known that the Subang Regency Population and Civil Registration Service is described by the lack of community control and the lack of community participation in the implementation of government which is a stakeholder so far and there are many irregularities. Regarding the accountability process in the organization, the Head of Civil Registration Services stated that: "In its implementation, of course there are many problems and shortcomings at the level of public services in this field, the availability of comprehensive information, the quality of services provided is not convoluted and many other problems. relating to the main principles of good governance ".

Based on the results of the interview, the authors note that in its implementation, of course there are many problems and deficiencies in the level of

public services in this field, the availability of comprehensive information (transparency), the quality of services provided is not convoluted (accountability), related to how the accountability process in the organization, Head of the Population Registration Division stated that: "Regarding the transfer of authority in the accountability process in this office, well, it is adjusted to the official position and organizational structure."

Based on the results of the interview, it is known that the authority in the accountability process is adjusted by the organizational structure. In terms of accountability, the results of the interview prove that in certain circumstances the delegation of task authority is adjusted by the position structure itself. Meanwhile, according to an informant from the community, he said that: "In my opinion, when talking about public services, the subject is government bureaucrats and the public will position themselves at the level of the object, in the context of the state, every citizen can never avoid contact with the government bureaucracy."

At the same time, the government bureaucracy is the only organization that has the legitimacy to impose various rules and policies on society and every citizen ". From the results of the interview, it is known that every citizen can never avoid contact with the government bureaucracy because an organization has the legitimacy to impose various regulations and policies on society or citizens. Based on the results of interviews and observations in terms of accountability, it functions to encourage transparency of demands on government

organizations to be accountable for what has been done. There should be an open report to outside parties or independent organizations (legislators, auditors, public) published. This accountability allows parties from outside the government organization to identify, question and correct what has been done or happened.

Accountability is also understood as the ability to respond to public needs and the ability of public servants to be accountable to their political leadership. These two demands can often be contradictory, meaning that an attempt to answer the public interest may be against the will of a political superior, or the desire to respond to a superior's demands against the public's needs. Accountability is necessary to ensure integrity in public services. So in every public service organization there needs to be an ethics commission to: oversee the transparency system in public financial disclosure; examine reports of wealth, sources of income and debt before public office; and examining reports of risk relationships to minimize conflicts of interest.

Participative

Participation is a service that encourages community participation in the delivery of public services by taking into account the aspirations, needs and expectations of the community. Participation can be seen from the role of the community, methods or instruments that can be used to increase participation, matching participation instruments that are in accordance with the role of the community in the public service delivery process, selecting the participation

instrument to be used, and implementing the chosen strategy. Community participation is basically a form of active community involvement and participation in the entire process of activities. Community participation is cooperation between the community and the government, community participation is not only limited in terms of participating physically but involvement which enables them to carry out an assessment of the problem. and the potential contained in their own environment, then determine the activities they need. This community involvement is involvement that leads to the growth of their abilities to be more empowered in facing life's challenges without having to depend on others. When the role of society is strong, the role of outsiders is reduced.

Therefore, participatory public services are needed, even participatory public services can be the main force for improvement in public services. The Head of the Population and Civil Registration Service explained that "Participatory public service is the provision of services (serving) the needs or the community, in this case, population document services through Electronic Signatures, of course, have an interest in that service in accordance with the basic rules and involvement of officers or employees to achieve goals, and take responsibility in it. In relation to participatory authorship, it is known that the results of the interview involve participants who have the interest or good name of the agency itself because the involvement of officers will realize the achievement of pre-determined goals. The Head of Civil Registration Services also stated: "Participation is a symptom of democracy in which people are involved in

planning as well as in implementation and are responsible for the maturity level of employees and the level of obligation in serving population documents through Electronic Signatures."

To be better in the fields that he does to produce quality services ". The Head of Population Services Division also stated: "In serving population documents through electronic signatures, the superior must always provide periodic guidance to create excellent and quality services". One informant from the community said: "For me as a community, a service applicant can only argue that the collaboration between the community and the government, especially in terms of population document services through electronic signatures, is limited to participating in physical participation and carrying out an assessment of problems and potentials. which is contained in the agency itself, then determines what the community needs and participates in the community to carry out the activities of the programs that have been determined by the government ". In the explanation above, it is seen from a participatory view, in facing the era of globalization which is full of challenges and opportunities, state apparatus as public servants who provide the best possible service towards good governance.

The services provided to the community at any time always demand quality public services from bureaucrats that are carried out in a transparent and accountable manner. Based on the theory of Sinambela (2006: 6) that Participatory, namely services that can encourage community participation in the delivery of public services by paying attention to the aspirations, needs and expectations of the community. From this theory it is known

that it is evident that currently the participatory concept is articulated by the Service to only focus on efforts to organize and accelerate programs in their respective regions. This kind of understanding has not been optimal in improving services to the community. The quality of community service can be categorized as optimal if the community gets easy service with a procedure that is short, fast, precise and satisfying. The success in improving service quality is generally determined by the government's ability to improve the discipline of service personnel. The real problem is that the community service process still feels convoluted and uncontrolled procedures properly, unprofessionalism of employees in carrying out tasks such as arriving not on time and leaving early causes services to be sluggish. The existence of the quality of public services is assumed to be due to the influence of the level of work discipline of government officials, while the purpose of this study is to determine the quality of public services, especially in Subang Regency.

Balance of rights and obligations

The community as service users can also know with certainty what rights and obligations they have to get and do to get a service, as well as service standards that can help improve transparency and accountability for the performance of a service unit. Regarding the equal rights and obligations of the Head of the Population Service and Subang District Civil Registry which says that: "Any act of discrimination carried out by public service officials who because of their position or authority do not treat the same (discriminatory), towards people who

need public services will certainly be a problem in the future."

This of course makes the Officer to always apply service standards as benchmarks used as guidelines for the implementation of public services and a reference for assessing service quality as an obligation and promise of administrators to the community in order to provide quality, fast, easy, affordable and scalable services and operationalize by the apparatus government which has knowledge and responsibility ". The results of the interview, the authors note that the balance of rights and obligations is the role of assessing service quality as an obligation and promise of administrators to the community in order to provide quality, fast, easy, affordable and scalable services and be operationalized by government officials who have knowledge and responsibility. The head of the Civil Registration Service, representing the informant, stated: "Weak supervision of public services greatly determines whether or not the services provided by the service apparatus are optimal, the incontrovertible tendency of humans to be negligent or forgetful temporarily with supervision and control can actually reduce this phenomenon".

Based on the interview, it is known that the weak supervision of public services is very much a determinant of whether or not the services provided by the service apparatus are optimal. The opinion of the Head of the Population Registration Service, representing the informant, stated: "The role of the leadership is very important as a control of the deviation carried out by his subordinates, and supervision must be carried out periodically to prioritize

excellent service in implementing this *TTE* (electronic signature). So that the acceleration of service is created. Furthermore, related to rights and obligations, one of the community informants said that: "I think that leadership control will be more effective if various standards are made with various parts that can be controlled, and if the leaders can take corrective action at the time of irregularities. of the desired standard through the balance of rights and obligations can be realized".

Based on the results of the interview above, the writer can illustrate that seen from the balance of rights and obligations of population document services through Electronic Signatures by the Office of Population and Civil Registration of Subang Regency, it will be more optimal if service standards are made with controllable parts. Based on the Sinambela theory (2006: 6) which states that the balance of rights and obligations, namely services that consider aspects of justice between providers and recipients of public services. In this study, it is evident that the balance of rights and service recipients has not been fulfilled through supervision that should be carried out by the direct supervisor of service providers by evaluating the work results of the organization's services they lead and regarding the overall organizational performance, which is often neglected. The existence of SOPs greatly helps the effort to supervise the leaders of the service provider institutions by measuring and comparing the achievement / targeting and activity stages (processing) of services that have been measured. So that it can easily make further corrections and control over the delay in target

achievement. For example, in administrative services that have been stipulated in the Standard Operational Procedure for making population documents through electronic signatures, which is 3 working days in accordance with the regulations in the Minister of Home Affairs Regulation Number 19 of 2018 concerning Increasing the Quality of *Adminduk* (population administration) Services.

Conclusion

Based on the author's study of the service quality of Population Documents through Electronic Signatures at the Subang Regency Population and Civil Registration Service, this is not optimal, this can be seen from the following indicators:

- a. Transparency, Population Document services through Electronic Signatures are conveyed more openly regarding the requirements that must be met and also the completion time set in accordance with the SOP (Standard Operating Procedure).
- b. Accountability, the data contained in the Population Administration Information System (SIAK) has not been well integrated with other institutions, so that in terms of responding to public needs and the ability to service Population Documents through Electronic Signatures is not optimal.
- c. Conditionally, they have not prioritized services to the public who need Population Documents for the urgent public interest.
- d. Participatory, focused on efforts to organize and accelerate the

program in each of the Integrated Service Units, this understanding has not been optimal in improving services to the community.

- e. Equal rights, in this case the Population and Civil Registration Service, can minimize discrimination in terms of Population Document services through Electronic Signatures.
- f. The balance of rights and obligations is not optimal because service recipients have not met their needs and the supervision that should be carried out by direct superiors is often neglected.

About author

Komir Bastaman is the lecturer at Administration Faculty Universitas Subang. His focus research on local politics especially in public services.

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