



# Quality Of Public Services At The Population And Civil Registration Services Indragiri Hulu District

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**Abstract** — This study was conducted to determine the quality of public services at the Department of Population and Civil Registration of Indragiri Hulu Regency, which includes services for making Identity Cards (KTP), Family Cards (KK). The method used in this research is descriptive qualitative research. Based on observations made by researchers conducting interviews and getting direct information through several office service employees and service users. The data collection techniques are observation, interview, and documentation techniques. Supporting informants are service employees at the Department of Population and Civil Registration of Indragiri Hulu Regency and service users. This study uses data analysis techniques consisting of data reduction, data presentation, and drawing conclusions from the research results. The targeted outputs in this study indicate that the implementation of the quality of public services at the Population and Civil Registration Office of Indragiri Hulu Regency are: (1) Tangible evidence regarding service facilities and infrastructure for the convenience of the community. (2) Aspects of employee reliability in handling any complaints about the service process for making e-KTP, Birth Certificates and Family Cards. (3) Aspects of responsiveness (responsiveness) of employees with the community at the time of service. (4) Assurance, there is a consistent problem of timeliness in the implementation of services. (5) Dimensions of Empathy (empathy) which shows the attitude of employees who are friendly, smiling, non-discriminatory and respecting the community as service users. The absence (discrimination) of service differences in management, thus showing quality by giving a pleasant impression in the service process in accordance with community expectations.

**Keywords:** Public Service, Service Quality.

## I. INTRODUCTION

The Department of Population and Civil Registration is a series of structuring and controlling activities in the publication of documents and data stored through Population Registration, Civil Registration, management of population administration information and utilization of results for public services and other sectors. Civil Registration is the recording of important events for a person in the civil registration register at the implementing agency (Law Number 23 of 2006 concerning population administration).

Public service is an embodiment of the function of the state apparatus as a public servant, the intended public service is the welfare of the community or its citizens. Professional public service is a public service characterized by the accountability and responsibility of the service provider (government apparatus). Basically every human being needs service, it can be said that service cannot be separated from life.

Quality public services are a demand from the community, but these demands are not in line with expectations, because empirically the public services that have occurred so far are still relatively slow, convoluted, require a long time, expensive costs and services that cannot be ascertained when completed, thereby reducing the intention of the head of the family to not or not have and make an identity card (KTP) or family card (KK).

From observations made by direct interviews by researchers through several employees regarding services within the Department of Population and Civil Registration of Indragiri Hulu Regency, there are several



problems related to the quality of public services, including: "Aspects of reliability (Reliability). There are public complaints related to the timeliness of services in the process of making Identity Cards (KTP), Family Cards (KK) and Birth Certificates".

"Community understanding regarding service requirements and procedures. Tangible evidence. Service facilities and infrastructure, irregular vehicle parking spaces, seats in the service waiting room are still lacking if there are more than 30 customers.

"Discrimination. The existence of differences in services is based on several things, among others, due to factors of high and low socio-economic status, close social relations with the apparatus, physical appearance of service users, ethnicity, political affiliation, social affiliation, and the intellectual level of the community. This is the factor that causes the service to be not in accordance with the wishes and expectations of the community.

Based on several indications of these problems, researchers are interested in researching "Quality of Public Services at the Department of Population and Civil Registration of Indragiri Hulu Regency".

## II. METHOD

The implementation of this research was carried out at the Department of Population and Civil Registration of Indragiri Hulu Regency. This study uses qualitative methods, according to Burhan Bungin (2011), which are as follows:

"Data Collection" (Data Collection) Data collection activities in this study are by using interviews and documentation studies.

"Data Reduction"

The selection process, focusing on simplification and transformation of rough data that emerges from the results of notes in the field. This activity is carried out by collecting data, making summaries, coding, searching for themes, making clusters, and others with the aim of eliminating irrelevant data/information.

"Data Display"

Display data is a description of a set of structured information that provides the possibility of drawing conclusions and taking action. The presentation of qualitative data is presented in the form of narrative text. The presentation can also be in the form of matrices, diagrams, tables and charts. Conclusion Drawing and Verification.

## III. RESULT AND DISCUSSION

The Office of Population and Civil Registration is one of the local governments that has an important role in providing public services. In order to determine the quality of public services, researchers use the dimensions of public service quality according to Fandy Tjiptono (2011: 53) stating five dimensions of service, namely: Tangibles (Physical Evidence). Reliability (Reliability). Responsiveness (responsiveness). Assurance (Guarantee). Empathy (Empathy). The results of this study were conducted to examine the "Quality of Public Service" by using the results of observations and in-depth interviews with key informants and informants.

### Discussion

#### Tangible (Direct Evidence)

Tangible Dimensions which are direct evidence of public services which include the appearance of physical facilities, employee appearance, employee discipline and service equipment that are directly related or visible in services such as waiting room facilities, vehicle parking areas and service aids. In the Tangible dimension, the researcher uses direct questions to several employees and several people who are in the service process to determine the quality of public services at the Population and Civil Registration Office of Indragiri Hulu Regency on the Tangible dimension.

Public services carried out by the Department of Population and Civil Registration of Indragiri Hulu Regency in providing services to the community can be seen from the service room which is neatly arranged and clean and comfortable at the time of service, this is reinforced by a statement by Mr. ABD, namely:

"Environmental comfort at the Population and Civil Registration Office of Indragiri Hulu Regency at this time has provided comfort to the community where waiting room facilities are available, seating and air conditioning as well as from the level of discipline of employees in providing good service queues where there has not been a commotion or disagreement among fellow workers. people in line waiting while performing services".



The same thing was expressed by Mr. HFS as an Officer at the Population and Civil Registration Office of Indragiri Hulu Regency, namely:

"Regarding facilities and infrastructure that are still lacking, limited space, service seats that are still lacking, vehicle parking space is still narrow which makes it difficult for four-wheeled vehicles to get in and out due to parking for two-wheeled vehicles that are not neatly arranged".

With the availability of facilities and infrastructure, the convenience of the place of service, employee discipline is no less important in the public service process. Based on the results of interviews and observations that have been carried out, the Department of Population and Civil Registration of Indragiri Hulu Regency has not fulfilled adequate service facilities in providing services to the community such as limited service space, inadequate vehicle parking space, loudspeakers in the queue process, and discipline. employees in the waiting queue service process.

#### **Reliability (Aspect of Reliability)**

Reliability and professionalism is a special need in a service, this is very necessary in order to create service satisfaction in customers. The obstacles and shortcomings found in the Population and Civil Registration Office of Indragiri Hulu Regency are the slowness of administrative management, this is due to the limited number of employees in services, especially the IT section, this is reinforced by a statement from Mr. Mardi as an employee as follows:

"In terms of human resources, they must master the tools and have the ability in the IT field, because population administration is related to the network or online system where network problems often occur".

In addition to the need for quality human resources in the service process, the ability of employees to serve is the main basis that needs to be considered in service. Looking at the existing service procedures at the Population and Civil Registration Office of Indragiri Hulu Regency regarding the requirements in managing documents related to population administration, this was said by Ms. VER, namely:

"From the document requirements that have been completed and are in accordance with the registration flow, there are still service results that are not in accordance with what is written in filling out the form, there are still errors in writing the name, date, and appropriate address".

#### **Another thing expressed by Mr. ADP is:**

"It's not easy, if there is an error in writing letters in the name, date, address or other requirements, you have to go back and forth to complete the requirements, while the distance from the place of residence can reach 2 hours away and make the service ineffective".

#### **Responsiveness**

The responsiveness of employees at the Department of Population and Civil Registration of Indragiri Hulu Regency is closely related to aspects of the alertness of employees in serving the needs of the community in terms of service as an assessment by the community.

The Responsiveness indicator of the Department of Population and Civil Registration of Indragiri Hulu Regency in assisting and providing services to the community has been well fulfilled. Judging from the alertness of the officers at the Office of Population and Civil Registration of Indragiri Hulu Regency in serving the community in the service room. The officers responded to responses from the community regarding questions and gave direct directions. This was disclosed by Mr. ABD when taking care of making a Birth Certificate.

"For an easy procedure, sir, I just submitted the requirements to the service officer and followed the directions from the officer in the process of making a birth certificate".

The same thing was also proven by the researchers that the responsiveness of the service officers of the Population and Civil Registration Service of Indragiri Hulu Regency in responding to public complaints was good and good. Researchers also proved by asking directly to the officers who were there by asking questions related to public complaints regarding the requirements for completeness of materials and for people who did not understand the registration process. One of the service officers, namely JSD, explained as follows:

"We help and explain to people who have difficulty or are confused about the requirements process and registration process. By providing an explanation so that the public understands the service process that must be fulfilled.

From several statements that have been expressed by several communities and service employees, it can be concluded that service officers have been good in responding to community needs and have shown a caring attitude when responding to community complaints, so that the Population and Civil Registration Office of Indragiri Hulu Regency in terms of responsiveness to the community has provided services that meet the expectations of society.

#### **Assurance**



As service users, the community hopes to get satisfactory service at the Population and Civil Registration Office of Indragiri Hulu Regency. This must be supported by good communication between employees and the community in the service process. In the Department of Population and Civil Registration of Indragiri Hulu Regency, there is communication between service officers and the community, leaders and officers, officers and other officers.

The guarantee of punctuality at the Population and Civil Registration Office of Indragiri Hulu Regency is good enough but has

not given the right to the community, as stated by Mr. HENDRA when the administrator of making e-KTP was as follows:

"The timeliness is still long, sir, the making of the e-KTP alone has taken 6 weeks before it can be completed".

**Another thing said by Mrs. RHM when taking care of the Birth Certificate, namely:**

"The problem of timeliness can not be ascertained when it will be completed, because there are other colleagues who manage it for only 2 weeks, and now I am taking care of it, it has taken 4 weeks to complete".

From the results of interviews conducted by looking at the quality of service regarding the dimensions of guarantee at the Department of Population and Civil Registration of Indragiri Hulu Regency, it can be concluded that the certainty of service time is good enough, but has not given satisfaction to the community as service users. This problem can be used as an evaluation for the Department of Population and Civil Registration of Indragiri Hulu Regency to improve the timeliness of services for the better.

**Empathy**

Empathy is a personal or individual concern for service users. From this dimension we can see a quality service or not. The attitude of the officers shows that the agency's ability as a public service provider in serving the community.

The service officers in the Population and Civil Registration of Indragiri Hulu Regency generally have a friendly and polite attitude in providing services, but not all officers have a friendly and polite attitude, this is in accordance with the different personalities of each. This was said by Ibuk STI in the service process as follows:

"During the service several times, the officers were different with their respective characters, some were polite and friendly, and some were serious but gave easy-to-reach explanations."

The expression of Mr. SM when taking care of making e-KTP.

"The service staff has provided good and friendly service."

## VI. CONCLUSIONS

Based on the results of research conducted related to the tangible dimension (physical evidence). The Population and Civil Registration Office of Indragiri Hulu Regency has not fulfilled adequate service facilities in providing quality public services to the community such as limited space, lack of filing cabinets so that documents are not neatly arranged.

Dimension of reliability, from the results of the study it was revealed that the reliability of employees at the Department of Population and Civil Registration of Indragiri Hulu Regency in handling every complaint from the community was not in accordance with the wishes and expectations. It is shown that there are still complaints from the public regarding the making of Identity Cards (KTP), Birth Certificates and Family Cards (KK). In addition, there are still employees who are not proficient in operating service aids.

Dimensions of responsiveness (responsiveness), employees of the Department of Population and Civil Registration of Indragiri Hulu Regency have shown an attitude of responsiveness in the dimension of responsiveness, it can be seen that there is communication between employees and the community as service users. Responsive employees help the community when experiencing difficulties during the process of making ID cards, birth certificates and family cards (KK).

Dimensions of assurance (guarantee), the results of the study indicate that the timely guarantee of services at the Department of Population and Civil Registration of Indragiri Hulu Regency has not been in accordance with the expectations and desires of the community. This is shown that there are still people who experience complaints about timely guarantees that are not in accordance with the Standard Operating Procedures (SOP), especially in the service of making e-KTP and Deeds.

The dimension of empathy (empathy), related to the dimension of empathy in the Department of Population and Civil Registration of Indragiri Hulu Regency has shown efforts to improve service quality,



namely by giving a pleasant impression in the service process. This can be seen from the attitude of employees who are friendly, smiling, non-discriminatory and respecting the community as service users.

The obstacles that exist in the Department of Population and Civil Registration of Indragiri Hulu Regency in improving the quality of public services are the quantity of employee resources that are still lacking, public awareness is lacking in fulfilling service administration requirements, and inadequate service infrastructure.

Efforts to overcome problems in improving the quality of public services at the Department of Population and Civil Registration of Indragiri Hulu Regency are increasing apparatus resources by participating in training, courses, comparative studies, coaching and human resource development. Maximizing the Procurement of Infrastructure related to services, conducting socialization activities and evaluating employee performance.

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