



Analysis of Governance in Public Services of the Department of Population and Civil Registration in Bolaang Mongondow Regency

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Abstract. This study aims to determine the Public Service Governance of the Population and Civil Registration Office of Bolaang Mongondow Regency. This research was conducted using a descriptive qualitative approach. Data collection techniques used in this research include observation, interviews, and documentation. The data analysis techniques were reduction, data presentation, and conclusion drawing. The results of this study state that Governance in Public Services at the Population and Civil Registration Office in Bolaang Mongondow Regency is less than optimal, directed, and systematic in providing public services to the community under the expectations and needs of the community. Judging from the indicators of the principles of good governance that have been applied as follows: accountability, transparency, participation, and the rule of law. One of them needs to be implemented more effectively, namely the principle of accountability, because there are still many complaints from the public regarding the administration of population administration that is convoluted and not under existing SOPs. Meanwhile, the principles of transparency, participation, and the rule of law follow the community's expectations and needs.

Keywords: Good Governance, Public Services, Population, Civil Registration Office.

1. Introduction

The success of Good Governance implementation is primarily determined by the commitment and synergy of the three main actors, namely, government officials and the public and private sectors [1]. Good governance in the public sector has become increasingly urgent in recent years. Many public sector organizations have suffered adverse consequences due to inadequate performance [2].

Good Governance is a concept that refers to the process of managing state power in providing quality public services, which is often referred to as governance actions [3]. The best practice is called Good Governance. Realizing "Good Governance" and ensuring its effective operation requires involvement and commitment from all parties,

including the government, the private sector, and the community [4]. Good Governance requires coordination, honesty, professionalism, work ethic, and high morale [5].

Good governance refers to the practical and accountable management of public resources and the delivery of public services. It involves a transparent decision-making process, compliance with the rule of Law, and active participation of citizens in decision-making. Regarding public service delivery, good Governance plays a vital role in ensuring services are efficient, fair, and responsive to the needs of the Community [6].

Public services or public services are part of the form of service services, both in the form of public goods and public services, which in principle are responsible and implemented by central, regional, state-owned, and regional government institutions as a form of effort to meet the needs of the people and in the context of implementing government policy regulations [7].

Law Number 23 of 2014, Local Governments continuously strive to improve the quality of public services. In improving public services, local governments are given the feasibility to design and determine the services the community needs. With this, the provincial government can provide excellent service quality to the local community to achieve regional prosperity and welfare.

One of the public service services is found in state agencies or institutions in Indonesia. The forms of services from these government agencies include population administration. In Article 1 of Law Number 24 of 2013, population administration is defined as a series of structuring and regulating population documents and data through population registration, civil registration, population administration management, and utilization of the results for public services and development of other sectors.

Maximizing the performance of public services, especially in the field of administration, local governments have the authority to carry out state affairs by the principle of autonomy and the direction of regional freedom on joint management; city governments handle questions raised by parallel governments the central government is the basis for the realization of regional autonomy and is financed by the state budget [8]. The form of public service is thus a function of regional autonomy as a form of assistance. Bureaucracy can be handled by public services, such as population and civil registration agencies, and this responsibility is according to the authority of local governments.

As a provider of public services, the government plays a vital role in meeting the community's needs. One of the government institutions that plays a strategic role in the administration of government is the Population and Civil Registration Service. The Population and Civil Registration Office is responsible for data management, population registration, and population management services [9].

The Population and Civil Registration Office is a government agency responsible for managing and providing population data and services related to population administration to the community. The services provided by Disdukcapil include the

issuance of identity cards, birth certificates, death certificates, marriage certificates, and other services related to status and identity of residence.

The Population and Civil Registration Office of Bolaang Mongondow Regency's duties and responsibilities to serve the community have not been optimal. The Population and Civil Registration Office of Bolaang Mongondow Regency's duties and responsibilities to serve the community have not been optimal. Survey results from the Ombudsman, an independent public service supervisory institution that has the authority to oversee the implementation of shared services organized by state and government administrators as regulated in Law of the Republic of Indonesia Number 37 of 2008 and Law Number 25 of 2009 concerning Public Services, reported that the public service report card of Bolaang Mongondow Regency is still in the yellow zone or moderate compliance level. This means that compliance has not been maximized in accordance with the application of the rules in the Law. The Ombudsman assesses that the services of the Population and Civil Registration Office of Bolaang Mongondow Regency are still weak in infrastructure, not transparent, and have no certainty of service. The facts that occur in the field show that the public does not know the updated information about the online service procedures offered by the Population and Civil Registration Office of Bolaang Mongondow Regency, as well as the issue of online services through the website of the Population and Civil Registration Office of Bolaang Mongondow Regency, which according to the Ombudsman is just a formality. In addition, there are still many community complaints about governance in the services provided. In public services, the Population and Civil Registry Office of Bolaang Mongondow Regency has received a lot of criticism from the public regarding administrative management. This can be seen from the cases that the author himself has experienced, such as problems that often occur with delays in issuing documents and inaccuracies in writing population identities such as identity cards (KTP), family cards (KK), or birth certificates, errors and inaccuracies in population data in the recording system can be a severe problem. Such errors can occur in writing names, addresses, dates of birth, or other information that can potentially interfere with the identity and rights of residents. In addition, there are still community complaints regarding convoluted service procedures at the Population and Civil Registration Office of Bolaang Mongondow Regency.

2. Literature Review

2.1. The Concept of Good Governance

Good Governance is a fundamental concept at the heart of effective and responsible public affairs management [10]. It encompasses a set of principles and practices that guide the behavior and decision-making of governments, organizations, and

institutions. Good Governance ensures transparency, accountability, participation, responsiveness, and the rule of Law in governance processes [11].

Good Governance refers to the systems and processes through which power is exercised, decisions are made, and public affairs are managed. It involves responsible and efficient management of resources, adherence to ethical principles, and promotion of the well-being of individuals and society as a whole [12].

Principles of Good Governance

The context of Good Governance can provide an overview and measurement of the characteristics and quality of good Governance. To improve citizen confidence and service delivery, applying the principles of good management governance in the public sector is essential. Despite improving services, criticism and complaints against public services remained visible [13].

Here are some examples of description indicators that are often used in Good Governance research or evaluation:

Accountability: Accountability refers to the obligation of individuals and institutions to take responsibility for their actions and decisions. It involves commitment and willingness to explain and justify one's behavior to stakeholders, ensuring that those in power act in the public interest and are held accountable for errors or omissions.

Transparency: Transparency implies openness, clarity, and accessibility in the functioning of institutions and decision-making processes. It involves timely and accurate disclosure of information to the public, enabling individuals to understand and scrutinize the actions of those in power. In the principle of good Governance, transparency ensures that the decision-making process is carried out honestly, fairly, and openly.

Participation: Participation emphasizes the involvement of citizens and stakeholders in the decision-making process. It recognizes that diverse perspectives and experiences contribute to better policies and outcomes. Meaningful participation allows individuals to have a voice, influence decisions that affect their lives, and contribute to the development and implementation of public policies.

Rule of Law: The power of Law establishes a fair, just, and impartial legal framework. This ensures that laws are applied consistently, without discrimination or favoritism. The government of Law guarantees the protection of human rights, provides a basis for resolving disputes, and prevents abuse of power by holding individuals and institutions accountable to legal standards.

Good Governance is essential to promote economic development, social justice, and society's overall well-being. It helps build trust in institutions, encourages investment, reduces corruption, and improves public service delivery. By upholding the principles of good Governance, governments, organizations, and individuals can work together to create a more transparent, accountable, and inclusive society.

2.2. Public Service Concept

Public service refers to the context, history, and principles underlying the provision of services by the public sector to society. Public services cover a wide range of areas, including education, health, security, transportation, housing, and public administration in general [14].

Public service concerns a comprehensive aspect of life. In state life, the government provides various public services the community needs, ranging from assistance in the form of arrangements or other services to meeting the community's needs in education, health, quality, and others. Various public reform movements experienced by developed countries in the early 1990s were inspired by public pressure on the need to improve the quality of public services provided by institutions or governments [15].

3. Research Methods

The research methodology employed in this study adopts a descriptive qualitative approach, focusing on collecting data in the form of words and visuals rather than numerical data. Qualitative research involves a process that generates descriptive data in the form of spoken or written words and explores the behaviors of the studied individuals. This approach aims to provide a detailed understanding of the subject matter by examining and interpreting qualitative data [16].

The subjects this time are the Head of the Population and Civil Registration Service of Bolaang Mongondow Regency, the Head of the Civil Registration Department of the Population and Civil Registration Service of Bolaang Mongondow Regency and their subordinates, the Head of the Population Registration division of the Population and Civil Registration Service of Bolaang Mongondow Regency and their subordinates, and the community. With this, researchers are looking for analysis information on good governance in public services at the population level and civil registration services in Bolaang Mongondow Regency by direct observation and looking at existing data. Researchers can use data collection methods to collect data or information needed by researchers; these methods are shown in the abstract and cannot be realized in visible objects but can be helpful. The authors go directly to the research object in data collection to obtain the correct data. In contrast, the data collection method is used to maintain the accuracy of the research, and the results in this study are observation or observation methods, interviews, and documentation.

Data processing is carried out after all field data has been collected or data analysis after data collection. The data is then grouped according to the data source itself. Data obtained from interviews were put together separately and likewise with observations. After managing the data, the subsequent data analysis used is qualitative, namely the process of systematically tracking and organizing interview transcripts, field notes, and other materials collected to improve understanding of these materials so that others can interpret the findings by describing research problems in the form of sentence descriptions so that the work of qualitative data analysis moves from rough descriptive writing to research products through three stages, namely data reduction, data presentation, and conclusion drawing.

4. Results and Discussion

4.1. Accountability

Accountability is essential for creating a good, democratic, and trustworthy government, known as good Governance. Good Governance is an effort to ensure order and continuity in the governance system. One of the main principles in realizing good Governance is the principle of accountability. A government institution is said to be publicly accountable if the institution is always willing to account for every activity entrusted by the people.

In the context of public services of the Population and Civil Registration Office in Bolaang Mongondow Regency, all services are based on Standard Operating Procedures and strengthened by research results by the Law, namely Law Number 24 of 2013, which amends Law Number 23 of 2006 concerning population administration and civil registration. Population administration is considered a system that applies to the population, hoping to fulfill the administrative rights of residents in public services and providing protection related to the issuance of population documents without discriminatory treatment. This is done through the active role of the government and local governments, one of which is implementing KTP-el. The application of e-ID cards aims to accelerate and support the accuracy of population databases rationally. With an e-ID card, each resident cannot have more than one e-ID card, and manipulation of the e-ID card is not possible, given the security code and electronic recording of the resident's data, such as iris and fingerprint, contained in the e-ID card.

So, the results of research obtained on the indicators of accountability principles of employee performance in public services for the community that occur at the Population and Civil Registration Office of Bolaang Mongondow Regency are about clarity and certainty of time in completing services to help the community in providing services quickly has not run effectively where the Population and Civil Registration Office of Bolaang Mongondow Regency has not been by the Standards Operational Service three days of paperwork completed. Because of observations, interviews, and documentation, it is known that there is still a service process that is not by the Service Operational Standards because it is past the time that should be completed by three days. This can be seen by the accumulation of people who make documents about population administration at the population and civil registration office in Bolaang Mongondow district.

4.2. Transparency

Effective Governance will show transparency to its citizens at the central and local levels because it is built based on the freedom to obtain information. Information relevant to the direct interests of the people of Bolaang Mongondow Regency can be accessed by people who need it.

The Population and Civil Registration Office of Bolaang Mongondow Regency needs to build mutual trust between the government and the community by providing information and quickly ensuring availability. This principle is manifested in reality when the public can soon know and obtain data and information about government policies, programs, and activities implemented at the central and regional levels.

The results of observations, interviews, and documentation that have been carried out are known to be the fact that, indeed, the programs and policies implemented in providing clarity about the obligations/requirements of current affairs for the community have been transparent where the Population and Civil Registration Office of Bolaang Mongondow Regency has socialized and installed posters or billboards for various requirements both in the office and in online media making it easier for the public to know the clarity Requirements for smooth affairs in document management.

4.3. Participation

The principle of participation of the Population and Civil Registration Office of Bolaang Mongondow Regency is the involvement of the people of Bolaang Mongondow Regency in participating to ask questions or obtain information. Such participation is built on freedom of opinion and speech and participates constructively through existing communication mechanisms. Population and Civil Registration of Bolaang Mongondow Regency must be able to encourage every community to exercise their rights to express opinions in the process of service that concerns the public interest. In participation, interested communities can obtain information and get good service or employee feedback. Based on the results of the research in question, one of the efforts to improve the quality of public services is to provide opportunities for the public to ask questions or obtain information, namely by providing access to the community to be able to submit complaints about the services provided by the Population and Civil Registration Office of Bolaang Mongondow Regency. With the provision of facilities such as complaint counters and suggestion boxes and every input, criticism, and suggestion given by the community, we manage well and follow up on these things to improve public services and provide services as expected by the community. The following is a picture of the complaint box and suggestion box of the Population and Civil Registration Office of Bolaang Mongondow Regency.

4.4. Rules of Law

Every good government has characteristics in the form of guarantees of legal certainty and a sense of public justice for every public policy taken because in carrying out employee services must be based on the rules of Law and legislation and the existence of service standards as a benchmark used as a guideline for service delivery and a reference for assessing service quality as an obligation and promise of implementation to the community in the framework of good service. Quality, fast, easy, affordable, and scalable. The Population and Civil Registration Office of Bolaang Mongondow Regency must uphold and comply fully with all rules made, especially legal rules on human rights.

The legal basis used in implementing the work of the Population and Civil Registration Service is contained in the Government Regulation of the Republic of Indonesia number 53 of 2010, Circular Letter of the Minister of State Apparatus Empowerment and Reform Number 1 of 2014 dated June 12, 2014. The rule of Law is

one of the critical aspects in government and society, where every process of employee activities must be based on existing legal regulations, which must be enforced and obeyed because it is a guide so that employees of the Population and Civil Registration Office of Bolaang Mongondow Regency must be consistent in working. And when there is a violation that occurs, sanctions will be given.

The research results show that the rules of Law will sanction every violation of work discipline committed by employees and must comply with personnel rules. Employees who violate personnel rules regarding working hours and do not carry out duties will be given the first sanction of verbal reprimand, which, if it does not change, will be given a written reprimand in the form of a letter of reprimand until the imposition of sanctions. Meanwhile, in terms of population administration management, it is free of charge when it is announced or explained in a poster posted in front of the office and in the office both at counter one and counter two, which demonstrates that it does not use brokers, and does not pay / reward officers or to anyone and anywhere. Because the decision to free all population administration management fees is the central government's policy, suppose some employees collect fees for document-making services. In that case, the community is asked to immediately report to the local government or via SMS / WA and email that has been installed in front of the Population and Civil Registration Office of Bolaang Mongondow Regency, which is the Pungli Eradication Unit of North Sulawesi Province or reports directly to the UPP Secretariat of North Sulawesi Province for follow-up.

5. Conclusion

The results of this study state that Governance in Public Services of the Population and Civil Registration Office in Bolaang Mongondow Regency has not run effectively, directly, and systematically in providing public services to the community under the expectations and needs of the community. It can be seen in the characteristics of the principles of good governance that have been applied as follows: accountability, transparency, participation, and the rule of law. And one of them needs to be implemented more effectively, namely the principle of accountability. Meanwhile, the principles of transparency, participation, and the rule of law are sufficiently under the expectations and needs of the community.

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