



# Implementation of Online Population Administration Services Policy at The Bandung City Population and Civil Registration Office

**Poni Sukaesih Kurniati<sup>1\*</sup>**

Government Science Study Program, Universitas Komputer Indonesia, Jalan Dipatiukur  
No. 102-116, Bandung City, Jawa Barat, 40132, INDONESIA.

poni.sukaesih@email.unikom.ac.id

**Leni Cahyani<sup>2</sup>**

Government Science Study Program, Universitas Komputer Indonesia, Jalan Dipati Ukur  
102-106, Bandung, Jawa Barat, 40132,

INDONESIA

putrileni997@gmail.com

## ABSTRACT

Customers must feel safe getting or receiving services from the ranks of services so that they are in accordance with the service policies upheld by the Department of Population and Civil Registry of Garut City. The purpose of this study was to assess how well the employees of the Population and Civil Registry Office complied with document service regulations. This study uses qualitative research techniques, descriptive analysis, and inductive methodology in addition to secondary and primary data sources. Direct field observations, arrests, and field interviews with respondents were used to obtain primary data. While reading books and data are used to collect secondary data. The results and suggestions show that the ranks of the Bandung City Population and Civil Registry Office uphold the agency's policies in servicing population documents and civil registration, and are happy with the services they receive. The Bandung City Population and Civil Registry Service manages population and civil registration documents very efficiently and carries out their duties as they should. The impact of this policy is that any issues that arise during installation will be addressed and resolved quickly, then allowing people to learn about the results without undue delay.

**Keywords:** Implementation of policies, services, Dukcapil documents.

© The Author(s) 2024

L. Warlina and S. Luckyardi (eds.), *Proceedings of the International Conference on Business, Economics, Social Sciences, and Humanities - Humanities and Social Sciences Track (ICOBEST-HSS 2024)*, Advances in Social Science, Education and Humanities Research 854,

[https://doi.org/10.2991/978-2-38476-269-9\\_18](https://doi.org/10.2991/978-2-38476-269-9_18)

## 1. INTRODUCTION

Sinambela (2008) stated that public services refer to public administration efforts to fulfill the desires and needs of the community. Pasolong (2010) argues that services include individual, group or organizational activities, either directly or indirectly, which aim to fulfill needs and desires. Public services have a direct impact on community welfare, one of which is the expansion and equal distribution of these services. According to these criteria, the expansion of public facilities must be accompanied by an expansion of the quality and success of services to most effectively encourage improvements in the welfare of local communities.

To advance the country, the government relies heavily on the effectiveness and competence of its public officials. The position and running of the political system has a significant influence on the prosperity and growth of a nation. The government must take responsibility for its actions and work to provide the best level of service if it is to improve public services. Public satisfaction is another indicator of how well public services perform when provided by public service providers. As a result, the highest needs of society must be met both in terms of quantity and quality by public services. (Junidis: 2015). Because many people demand the best level of service, improving the quality of public services is very important. Although there have not been many changes in the way public services are provided.

People always need easy, fast, economical and quality public services. Gaspersz, V. (2013). *Lean six sigma*. Gramedia Pustaka Utama. believes that the main aim of public services must be to meet the needs of its users. How well people's demands are met can be assessed using six markers of excellent public service, including "certainty of service times, punctuality of service, politeness and friendliness". If public services are provided in a way that meets these demands, then it can be said that society's needs have been met. Sampara, Lukman. (2000). Based on the Decree of the Minister for Administrative Reform Number 63 of 2003, there are also seven other broad principles in the implementation of public services. These guiding principles include: service requirements, speed, fairness in obtaining services, certainty of service costs, and certainty of service schedules.

Public sector services must be improved by the government in these circumstances. Through Law Number 25 of 2009 concerning Public Services, the government has established a minimum service standard policy in the field of population administration. Bandung city civil records provide standard evidence of this. The regional government is obliged to implement these laws and regulations in public services for the residents of Bandung City considering that population administration is an important matter in laws and regulations. Laws that act as implementation guidelines at the national and regional levels, or even in the form of Implementation Operational Standards (SOP) owned by organizations such as Disdukcapil, regulate how public services are delivered. Adoption of these services will serve as a foundation and benchmark. Remember how important it is for the citizens of Bandung, for all employees and residents in population management, and that it can run smoothly. Population control supports the protection of human rights, including socio-cultural rights, legal rights, political rights, economic rights, and personal rights. Public services are provided to protect these rights by issuing population records such as birth certificates, electronic identity cards (e-KTP), family cards (KK), and child identity cards.

Protection of human rights, including socio-cultural rights, legal rights, political rights, economic rights and personal rights, is principally supported by population control. Public services are realized as a form of protection by issuing population records, including birth certificates and cards. electronic identity card (e-KTP), family card (KK), and child identity card. The following is a list of quotes explaining birth certificates: One of the documents created by a birth certificate that marks each birth as an important event is an excerpt from the birth certificate. This letter is addressed to local residents who have recently given birth but do not yet have a birth certificate. Residents can apply for revocation of a birth certificate by submitting the application no later than 60 (sixty) days after the birth event. carried out through the Population and Civil Registry Service in accordance with the Standard Operating Procedures (SOP) of Regional Regulations regarding population management. The aim of this study was to assess how well the employees of the Population and Civil Registry Office complied with document service regulations.

## 2. LITERATURE REVIEW

According to research conducted by. Hasibuan, Y. A., Sinaga, R. S., & Adam, A. (2022). Implementasi Kebijakan Pelayanan Administrasi Kependudukan Secara Daring Pada Dinas Kependudukan Dan Pencatatan Sipil Kabupaten Deli Serdang. *Perspektif*, 11(2), 394-406. In implementing online population administration services in accordance with Minister of Home Affairs Regulation Number 7 of 2019, there are several obstacles faced by this agency, including:

1. Constraints on information systems that are heavily used/accessed cause delays in speed of service.

is that obstacles that occur in information systems that are widely used and widely accessed can result in delays in the service process. This can be caused by several factors, such as information system weaknesses, lack of computing power, or shortages

2. Lack of funds is an obstacle in improving existing facilities and infrastructure.

is that a lack of funds can hinder or reduce the ability of the government or other parties to carry out construction or development of necessary facilities and infrastructure.

3. Lack of employee desire to improve the quality of community services.

is that there is a lack of motivation and initiative on the part of employees in improving the quality of services provided to the community. This can be caused by several factors, such as lack of motivation, lack of education and training, or lack of facilities needed to provide good service.

In summary, even though the Deli Serdang Regency Population and Civil Registration Service has implemented online population administration services in accordance with Minister of Home Affairs Regulation Number 7 of 2019, there are still obstacles such as an information system that is heavily used/accessed, limited funds to improve facilities and infrastructure, and lack of employee desire to improve the quality of community services.

According to research conducted by Naqibah, L. S., Cikusin, Y., & Abidin, A. Z. (2021). Implementasi kebijakan pelayanan administrasi kependudukan berbasis e-service (studi kasus pelayanan e-ktip di dinas kependudukan dan pencatatan sipil kabupaten rembang). *Respon Publik*, 15(9), 22-30. Implementation of the E-KTP service policy at the Rembang Regency Population and Civil Registration Service has several strengths and weaknesses in

the aspects of communication, resources, attitudes, bureaucratic structure and fragmentation. Supporting factors in the Department and the community include easy access and use of technology, while inhibiting factors include a lack of socialization and understanding of technology among the community.

According to research conducted by Diana Andini, Djoko Widodo, Radjika 2023. Research regarding the implementation of digital population administration policies through the New Generation Klampid application, it was found that the implementation of digital-based administrative service policies in the New Generation Klampid application is in accordance with the first indicator, namely the size and objectives of the policy according to Van Meter and Van Horn.

According to research conducted by Mustafa Kamal, Annisa Purwatiningsih, Asih Widi Lestari 2021. The Pasuruan Regency Population and Civil Registration Service shows high service standards in speeding up the population document process. Their priority is community satisfaction, which is realized through the convenience, speed and efficiency of effective services.

Bureaucracy that is carried out honestly reflects their commitment to achieving professional, productive, innovative and accountable government performance. In this way, people can easily, quickly and effectively obtain population documents for various purposes such as education, health, employment, banking and immigration.

According to researchers conducted by Safira Fildza, Munawar Noor 2022. The implementation of the "go digital" policy in population administration services at the Semarang City Population and Civil Registration Department is supported by several positive factors. These factors include good communication, availability of resources, appropriate positions, and a supportive bureaucratic structure. Overall, this research identified a number of supporting factors and obstacles in implementing the "go digital" policy in population administration services at the Semarang City Population and Civil Registration Department. Improvement and enhancement efforts need to be made to ensure the success and effectiveness of this policy.

Researchers found that the online population administration services of five previous researchers were not all running well. Therefore, the aim of this research is to assess the extent to which Population and Civil Registry Service employees comply with document service regulations. Using qualitative research techniques, descriptive analysis, and inductive methodology.

### **3. METHODOLOGY**

The type of research used in This research is a type of qualitative research descriptive. The descriptive method is a method that used to describe or analyzing a research result but not used to make broader conclusions. The purpose of this research is to get a clear and real picture of what is happening in the field as a whole, then explain descriptively about Implementation Of Online Population Administration Services Policy At The Department Of Population And Civil Registration Of The City Of Bandung.

## 4. DISCUSSION

### 4.1. Policy Implementation

Policy implementation is the implementation of policies that have been prepared and approved by policy makers, usually in the form of laws, government regulations, judicial decisions, or policies made by government institutions in state life.

A policy is implemented after being developed with a specific goal. To achieve activity goals, implementation is an action carried out deliberately and seriously in accordance with the criteria. Therefore, its implementation is not independent and is influenced by objects and variables that appear afterwards (Sulila, Ismet: 2015). The effectiveness of a public service can be assessed using various parameters. In line with the hypothesis put forward by (Van Metter, 1975).

1. Policy targets and benchmarks.  
Refers to the goals and standards used to measure performance and progress of established policies
2. Content.  
Content is information available through media or electronic products, which generally refers to the contents of statuses or various forms of social media, blogs, wikis, discussion forums, etc.
3. Organizing elements.  
Organizing elements is the process of best grouping an organization's activities and resources.
4. Focus on execution  
is that when executing a system, the focus must be on the things that affect the execution process.
5. Communication and implementation process between related parties.

Good communication can simplify the implementation process and reduce obstacles that can result in service delays.

Socioeconomic and political environment.

A collection of several aspects related to social, economic and political life. These include factors that influence daily life, such as social justice, wealth, violence, freedom, and public policy.

Ripley and Franklin (1982) define implementation as steps taken after the implementation of statutory policies, which include the implementation of programs, benefits, policies, or other physical outputs. The goals stated in the policy to better implement public policy can be achieved.

According to Ripley and Franklin, there are three approaches to evaluating whether program policies are being implemented effectively:

1. Compliance, which refers to evaluating how well junior bureaucrats follow orders from their superiors.
2. Reliable and problem-free methods are used to assess execution.
3. Successful implementation provides satisfactory results and meets the expectations of all parties, especially the recipient group.

The implementation strategy, according to Bernadine R. Widjaya and Susilo Supraddo (in Pasolong 2010), shows that implementation also includes an implementation plan. In contrast, policy implementation, in the eyes of Mazmanian and Subatier, is the process of

putting into practice basic policy judgments. These decisions may be made in the form of laws or consequential executive orders,

1. Court rulings, or other types of important executive orders or rulings.
2. Clearly define the aims or objectives that must be achieved.
3. Methods for organizing or controlling the implementation process.

According to Adya, Atep Barata. (2004), the following are the primary needs that must be considered in implementing a policy product, as stated by these experts in various opinions:

1. The executor who will implement a decision must know what he will implement.
2. Court rulings or other important executive actions or decisions.
3. Prohibited for a specific purpose or purpose.
4. Techniques for managing or organizing the implementation process.

According to Rachmadi, Muhhamad and Muslim. (2015), the following are the main conditions that must be considered when implementing a policy product:

1. The decision implementer must know the implementation plan.
2. Decisions about policies and application of rules must be communicated to appropriate staff in accordance with relevant standards or policies.
3. The final results must be acceptable and clear in terms of policy objectives and action plans so that the policy can be implemented well.

Some of the implementation requirements mentioned above must be well prepared and fulfilled. Considering this, it is one approach to enforce the implementation of the principles outlined in this research together with the laws governing population management, especially by the Population and Civil Registry Service of the Bandung City Government.

The burden of population services must increase so that agencies can provide population administration services that are professional, in accordance with information technology standards, dynamic, orderly, and without disturbing the achievement of minimum service standards towards superior and comprehensive services. This aims to overcome population problems.

#### **4.2. Public Administrative Services**

The term “service” is often translated as “service”, so it is translated as “service”. According to Kotler (1994), services refer to all forms of actions or activities that can be carried out by someone for another person, which basically do not take physical form and do not result in ownership. In contrast to ownership of something created (a compromise or result), a service is any intangible (tangible) action or benefit that may or may not be supplied by a third party and that may or may not be converted into a tangible commodity.

Sinembela (in the book Pasa long 2011) defines public services as all actions carried out by the government on behalf of a group of individuals involved in activities that provide collective benefits and produce satisfaction as a result, even though these actions are not directly related to the activity.

According to PAN Ministerial Decree Number 25 of 2004, the term “public service” refers to every service activity carried out by service providers with the aim of meeting the needs of the community receiving services or in the context of enforcing statutory

regulations. Apart from BUMN or BUMD, three categories of public services provided by government agencies are also listed in PAN Ministerial Decree Number 58 of 2002.

Based on the type and composition of activities and services produced, these services are categorized as follows:

1. Administrative services
2. Product service
3. Services according to Inu Kecana

As an administrator, the government's job is to organize and serve the entire population. In accordance with the principles of democracy and good governance, local governments have an obligation to provide appropriate public services according to community needs.

Then, in order to fulfill the public's desire for superior public services, local governments are responsible for providing public services to a high standard. Thus, providing public services is a task that must be carried out with full responsibility.

The emphasis of previous definitions of public service has been largely the same: the demand for services from government organizations to members of the general public with an interest in those institutions in accordance with established fundamental guidelines and practices. The basic difficulty is how to provide public services by taking into account the needs of society and modern progress.

The results open a broad discussion on retirement timing not only in Czech society. Obviously, there are factors that significantly influence the desire for retirement. Those are *satisfied with work*.

## 5. CONCLUSION AND RECOMMENDATION

The public service performance of the Bandung City Population and Civil Registration Service is quality service that is able to provide public services, efficiently, effectively, quickly and easily, fairly, responsively and accountably. Complaints from document service users as motivation for progress in improving excellent public service (excellence service). The supporting factor is the implementation of the Online Population Administration Services Policy at the Bandung City Population and Civil Registration Service, the Regional Government which provides adequate support. Decision-making policies from authorized leadership so that progress is made in improving service quality and providing satisfaction to the community, by optimizing the data base. Positive community support for accelerating population administration services. Inhibiting factors are used as motivation for the progress of better public services with better public service innovation policies.

## REFERENCES

- Andini, D. (2023). *Implementasi Kebijakan Pelayanan Administrasi Kependudukan Berbasis Digital Pada Aplikasi Klampid New Generation Dinas Kependudukan dan Pencatatan Sipil Kota Surabaya. (Implementation of Administrative Services Policy Digital-Based Population in the Klampid New Generation Service Application Population and Civil Registration of the City of Surabaya)* (Doctoral dissertation, Universitas 17 Agustus 1945 Surabaya).
- Barata, A. A. (2003). *Dasar-dasar pelayanan prima*. Elex Media Komputindo.

- Bernadine, R. W. MSW dan Prof. Dr. Susilo Supardo. (2005). *Kepemimpinan, Dasar-Dasar dan Pengembangannya*.
- Fildza, S., & Noor, M. (2022). Implementasi Kebijakan Go Digital Dalam Pelayanan Administrasi Kependudukan Di Dinas Kependudukan Dan Pencatatan Sipil Kota Semarang. *MIMBAR ADMINISTRASI FISIP UNTAG Semarang*, 19(2), 01-18. <https://doi.org/10.56444/mia.v19i2.580>
- Gasperz, Vincent. 2013 : 131. *Manajemen Kualitas Dalam Industri Jasa*, Jakarta: PT. Gramedia Pustaka utama.
- Hasibuan, Y. A., Sinaga, R. S., & Adam, A. (2022). Implementasi Kebijakan Pelayanan Administrasi Kependudukan Secara Daring Pada Dinas Kependudukan Dan Pencatatan Sipil Kabupaten Deli Serdang. *Perspektif*, 11(2), 394-406. <https://doi.org/10.31289/perspektif.v11i2.5680>
- Junidis. (2015). Kualitas Pelayanan Publik Di Kecamatan Kayan Selatan Kabupaten Malinau. *EJurnal Ilmu Pemerintahan. Unmul*. 3(4), 1506.
- Kamal, M., Purwatiningsih, A., & Lestari, A. W. (2021). Kebijakan Inovasi Pelayanan Administrasi Kependudukan Dimasa Pandemi Covid-19 dalam Rangka Mewujudkan Good Governance pada Dinas Kependudukan dan Pencatatan Sipil Kabupaten Pasuruan. *Reformasi*, 11(1), 77-85. <https://dx.doi.org/10.33366/rfr.v11i1.2071>
- Kotler, P. (1994). *Analysis, planning, implementation and control*. Prentice Hall International.
- Lukman, S. (2000). Manajemen kualitas pelayanan.
- Mahsyar, A. (2011). Masalah pelayanan publik di Indonesia dalam perspektif administrasi publik. *Otoritas: Jurnal Ilmu Pemerintahan*, 1(2). <https://doi.org/10.26618/ojip.v1i2.22>
- Naqibah, L. S., Cikusin, Y., & Abidin, A. Z. (2021). Implementasi kebijakan pelayanan administrasi kependudukan berbasis e-service (studi kasus pelayanan e-ktip di dinas kependudukan dan pencatatan sipil kabupaten rembang). *Respon Publik*, 15(9), 22-30. <https://jim.unisma.ac.id/index.php/rpp/article/view/12412>
- Pasolong, H. (2010). Teori Administrasi Publik, cetakan kedua. *Bandung: Alfabeta, CV*.
- Pemerintah Indonesia. Keputusan Menteri PAN No. 25 Tahun 2004 Tentang Pelayanan Publik.
- Pemerintah Indonesia. Keputusan Menteri PAN No. 58 Tahun 2002.
- Pemerintah Indonesia. Keputusan Menteri Pendayagunaan Aparatur Negara Nomor 63 Tahun 2003.
- Rachmadi, M., & Muslim, M. (2016). MANAJEMEN PELAYANAN PUBLIK DALAM PERSPEKTIF ISLAM (Studi di Rumah Sakit Ibnu Sina Kota Pekanbaru). *JURIS (Jurnal Ilmiah Syariah)*, 14(2), 151-167. <http://dx.doi.org/10.31958/juris.v14i2.304>
- Republik Indonesia. Undang-Undang No. 25 Tahun 2009 Tentang Pelayanan Publik.
- Ripley, R. B., & Franklin, G. A. (1982). Bureaucracy and policy implementation. (*No Title*).
- Sinambela, L. P. (2008). Reformasi pelayanan publik.
- Sinambela, L. P. Dkk. 2011. Reformasi Pelayanan Publik. Jakarta: Bumi Aksara. *Sociology of Health & Illness*, 34(4).
- Sulila, I. (2015). *Implementasi dimensi layanan publik dalam konteks otonomi daerah*. Deepublish.



Van Meter, D. S., & Van Horn, C. E. (1975). The policy implementation process: A conceptual framework. *Administration & society*, 6(4), 445-488. <https://doi.org/10.1177/009539977500600404>

**Open Access** This chapter is licensed under the terms of the Creative Commons Attribution-NonCommercial 4.0 International License (<http://creativecommons.org/licenses/by-nc/4.0/>), which permits any noncommercial use, sharing, adaptation, distribution and reproduction in any medium or format, as long as you give appropriate credit to the original author(s) and the source, provide a link to the Creative Commons license and indicate if changes were made.

The images or other third party material in this chapter are included in the chapter's Creative Commons license, unless indicated otherwise in a credit line to the material. If material is not included in the chapter's Creative Commons license and your intended use is not permitted by statutory regulation or exceeds the permitted use, you will need to obtain permission directly from the copyright holder.

