

Implementation of Population Administration at the Malang Regency Population and Civil Registration Office, Indonesia

Kholiq, Kridawati Sadhana, and Wahyu Wiyani

University of Merdeka Malang
Indonesia

ABSTRACT

As a developing country, Indonesia is experiencing problems related to the large population with uneven distribution. In responding to issues related to people, the government tries to carry out an accurate population data collection. The management of population data collection is the responsibility of the city/district government, where the implementation starts from the village as the spearhead of population registration. When information and communication technology development was relatively rapid, the Population Administration Information System was formed, structured as an information system based on procedures and technology base. Every population event requires valid evidence for administration and recording. But in reality, not all residents feel the ease of accessing these services.

Another problem is the centralization of all population administration services, which are only carried out at the Office of Population and Civil Registration, causing crowded queues considering many visitors every day. This study aims to describe and analyze the implementation of the Resident Identity Card management service based on the Malang Regency Regional Regulation Number 13 of 2018 concerning the Implementation of Population Administration at the Malang Regency Population and Civil Registration Office and the factors that support and hinder it. The method used is the descriptive qualitative method. The approach used is more subjective by collecting information through interviews. In implementing the Resident Identity Card management service at the Department of Population and Civil Registration of Malang Regency, several administrative policy problems were found that were less flexible, including rotation of service officers and limitations of the internet network.

Keywords: Identity Card Service, Policy Implementation.

1. INTRODUCTION

The unequal distribution of the population is one of the problems faced by developing countries which often urges the government to take immediate policies. As a developing country, Indonesia is experiencing problems related to the large population with uneven distribution and low population quality.

In responding to problems related to population, the government tries to carry out accurate population data collection to make an appropriate mapping to overcome population problems. The management of population data collection is the responsibility of the city/district government, where the implementation starts from the village as the spearhead of population registration so that every citizen is administratively registered.

When the development of information and communication technology was relatively rapid, the Population Administration Information System was formed, structured as an information system based on procedures and a technology basis, including population data collection and civil registration to manage the population administration system in Indonesia. The existence of a population administration system produces accurate population data to implement government program policies.

However, in reality, not all residents feel the ease of accessing these services. One of the reasons for the difficulty of accessing population administration services is the long distance between the accessor and the service center. This is one of the problems

that occur in the Malang Regency. Malang Regency is the second-largest area in East Java after Banyuwangi Regency, with an area of 3,534.86 km² with a population in September 2020, according to SP2020 results, as many as 2,654,448 million people, spread over 33 sub-districts, 378 villages and 12 urban villages. . With these geographical conditions, people who live far from the service center will find it challenging to obtain optimal population administration services.

Another problem is the centralization of all population administration services, which are only carried out at the Office of Population and Civil Registration, causing crowded queues considering many visitors every day. The number of columns causes the service to belong so that all visitors can't complete their residence documents on the same day.

The objectives to be achieved in this research are as follows: To describe and analyze the implementation of the Resident Identity Card Management Service based on the Malang Regency Regulation Number 13 of 2018 concerning the Implementation of Population Administration at the Malang Regency Population and Civil Registration Service. Describe and analyze the factors that support and hinder the implementation of the Resident Identity Card Management Service based on the Malang Regency Regulation Number 13 of 2018 concerning the Implementation of Population Administration at the Malang Regency Population and Civil Registration Service.

The researcher hopes to provide the following benefits through this research: Practical Benefits. The results of this study are expected to provide input and contribute ideas to improving the Resident Identity Card Management Service program based on Malang Regency Regulation Number 13 of 2018 concerning the Implementation of Population Administration for the Population Service and Malang Regency Civil Registration.

This research is theoretically expected to contribute ideas in enriching insights about the implementation of Resident Identity Card Management Services based on Malang Regency Regional Regulation Number 13 of 2018 concerning the Implementation of Population Administration at the Malang Regency Population and Civil Registration Office. Furthermore, this research is expected to add reference material to scientific work and input for further similar research in other areas in the future.

1.1 LITERATURE REVIEW

1.2 Public Policy Theory

According to ^[1], the term public policy is related to decisions made by the government because the government has the authority and power to regulate the general public and provide public services to the general public.

Public policy consists of the words policy and public. The policy is translated from a policy that means politics, tactics, and Wisdom ^[2]. The policy is different from Wisdom. Wisdom (Wisdom) provides an understanding of the existence of broader thoughts or considerations, while policy (policy) includes the existing rules ^{[3],[8]}. Policies form legal regulations such as laws, government regulations, presidential decrees, ministerial regulations, regional regulations, and other regulations ^[4]. Policy (policy) is the basis for determining goals and managing political objectives.

1.3 Public Policy Implementation

The Big Indonesian Dictionary defines implementation as the implementation or application ^[5]. Implementation refers to activities that are planned and carried out with predetermined goals. ^[5] defines implementation (to implement) as to provide the means for carrying out (providing the means to carry out something), to give practical effect to (causing an impact or influence on something). Implementation must be accompanied by supporting facilities to have a beneficial impact or effect ^[6]. The definition of implementation, if it is related to policy, is that the procedure is formulated and promulgated but silenced and must be implemented or implemented to have the desired impact or goal.

^[6] state that implementation is "those actions by public or private individuals groups that are directed to achieve objectives outlined in prior decisions." To achieve the goals outlined in the policy decision). Policy implementation aims to achieve certain goals by utilizing certain means and in a specific time sequence.

2. RESEARCH METHODS

In this study, the implementation of the Resident Identity Card management service is based on the Malang Regency Regional Regulation Number 13 of 2018 concerning the Implementation of Population Administration at the Malang Regency Population

and Civil Registration Service. By taking into account the conditions in the field, whether it is by what is mandated in the regulation or not.

This research is directed at achieving goals related to efforts to describe and analyze the implementation of the Resident Identity Card management service based on the Malang Regency Regional Regulation Number 13 of 2018 concerning the Implementation of Population Administration at the Malang Regency Population and Civil Registration Service and what factors support or hinder it.

3. RESEARCH RESULTS AND DISCUSSION

Administratively, Malang Regency is included in the province of East Java. Geographically, the area of Malang Regency is 3,534.86 km² which is located between 112° 17' 10.90" to 122° 57' 00" East Longitude and 7° 44' 55.11" to 8° 26' 35.45" South Latitude.

The Department of Population and Civil Registration of Malang Regency was formed based on the Malang Regency Regional Regulation Number 11 of 2011 concerning Regional Apparatus and Regent's Regulation Number 48 of 2012 dated October 18, 2012, concerning the Organization of Regional Apparatuses of the Malang Regency Population and Civil Registration Office.

The Department of Population and Civil Registration of Malang Regency is an element of implementing regional autonomy in the field of Population and Civil Registration led by the Head of Service, who is under and responsible to the Regent through the Regional Secretary. The organizational structure of the Department of Population and Civil Registration of Malang Regency is guided by Regional Regulation Number 1 of 2008 concerning Regional Apparatus Organizations, which has been amended in Regional Regulation Number 7 of 2011.

The performance of the service object is the population of Indonesian citizens and foreigners who live in the Malang Regency area of 2,705,395 people, with the assumption that population growth is 0.82% per year for the types of services provided. The number of mandatory e-KTPs domiciled in Malang Regency is 2,086,941 people; the recording e-KTPs are 1,856,304 people (88.71%).

3.1 Implementation of Resident Identity Card Management Services

Good government agencies are judged by the extent to which agency activities can positively impact, especially in the provision of services and welfare for the community. This is assessed based on two aspects: the level of innovation that has been successfully created and the level of performance that can be achieved ^[9]. This is also what the Department of Population and Civil Registration of Malang Regency is trying to implement as a government agency tasked with providing services to the community. As stated by the Head of the Migration and Coming of Residents Section, Ms. Dina Ambar S., SE, in an interview on November 28, 2021, at the Department of Population and Civil Registration of Malang Regency: "...the people now want it to be fast, free, not too complicated to manage, it's easy, indeed, through the innovations that we do at Dispenduk we are trying to get there..."

Then it was continued by the same informant, namely the Head of the Migration and Coming of Residents Section, Ms. Dina Ambar S., SE, in an interview on November 16, 2021, at the Department of Population and Civil Registration of Malang Regency that: "... we are running our programs by doing the best service from the Ministry of Education; we are trying our best."

This is also supported by the statement of the Head of Information Management of Population Administration, Mr. Subianto, S.Sos., M.Sc., in an interview on November 16, 2021, at the Department of Population and Civil Registration of Malang Regency that: "So the service can run optimally if there is support from the apparatus and the community, both of them become one unit so that the service can run by the desired results or results to be achieved."

The interview results show the seriousness of the Malang Regency Population and Civil Registration Service in providing management services to population administration in the form of a maximum National Identity Card. The services that have been carried out are expected to overcome various problems and be able to adapt services to the needs of the community. The Department of Population and Civil Registration of Malang Regency is aware that for benefits to run optimally, it requires support from the apparatus as service providers and must be supported by the community and service users.

3.2 Planning Service Program for Identity Card Management

Planning for the Resident Identity Card Management Service Program starts with identifying the situation and identifying the background of the problem in selecting the service, according to the results of the interview presented by the Head of Information Management for Population Administration, Mr. Subianto, S.Sos., M.Sc. in an interview on November 16, 2021, at the Department of Population and Civil Registration of Malang Regency, as follows: "Services carried out by the Department of Population and Civil Registration of Malang Regency are to help the community, because we remember that the area in Malang Regency is vast, especially for remote areas, we make it easier that people don't have to come here. In addition, we remember that their journey from their place of origin to their destination to Dispenduk is very far."

From the statement above, one of the reasons behind the holding of the service program for managing Identity Cards is the extensive reach of the Malang Regency area. The community's distance, especially those in remote areas far from the service center to process population documents, is very far.

In addition, the distance to the service center is far, making people have to spend time and spend a lot of travel costs to take care of population documents. Not to mention if the requirements brought are incomplete or there are other obstacles so that the application file cannot be processed in the management process. They have to go back and forth to complete as stated by the Head of Data Utilization and Service Innovation, Mrs. Dyah Kusuma Hastuti, SH, in an interview on November 16, 2021, at the Department of Population and Civil Registration of Malang Regency, as follows:

"Because we make it easier or closer to the community so that our services don't become an obstacle for them, considering that their area is far from the service point, for example, one person departed from Kasembon, he left in the morning and arrived here at around half past 9, we just took an apple at eight or less. Many people have come, automatically if he imagines he will come at half-past nine he gets what number, let's say he is served at 10 for example, if it's true, if it's wrong, he will come back again. We have to go home again, let's imagine taking a here for a hundred because it's wrong, we have to fix it. One hundred, come back here, fix it. Later, he takes another hundred, 400; he spends for 1 document."

The results of these interviews indicate that the problem identification process by the Department of Population and Civil Registration of Malang Regency resulted in the conclusion that the vast area of Malang Regency makes the distance that must be traveled to obtain services that are very far, and the number of transportation costs that must be incurred to manage population documents.

After identifying the problem, the Department of Population and Civil Registration of Malang Regency then began to prioritize the community's needs. In determining the priority of community needs, considering such a situation, the Department of Population and Civil Registration of Malang Regency determines the target group that will be the users of this service. As stated by the Head of the Division of Data Utilization and Service Innovation, Ms. Dyah Kusuma Hastuti, SH, in an interview on November 16, 2021, at the Department of Population and Civil Registration of Malang Regency stated that: "We see a situation like that; that's why we make innovations in cutting the costs of transportation; the money means it's free. The poverty rate in Malang Regency is quite high. Our goal is to help the poor or non-poor who are far from the service to the service point; that's why we brought services closer to them to make it easier for them to get population documents and make people aware so that they have population documents."

From the results of these interviews, it can be concluded that the targets of the population administration service program, namely the Identity Card, are the people of Malang Regency, especially the poor and people who live far from the service center. So they do not have to come to the Department of Population and Civil Registration of Malang Regency to take care of their population documents.

3.3 Competence of Human Resources in Providing Identity Card Management Services to the Community

Competence of Human Resources in providing services for managing Identity Cards to the community is appropriate to support applications in organizations. The Population Administration Management Service Program in the form of Identity Cards carried out by the Department of Population and Civil Registration of Malang Regency is deemed to be to the conditions and needs of the people of Malang Regency as expressed by the Head of Population Registration Services, Mrs. Siti Istova Agustina, SE, MM in an interview on November 23, 2021, at the Department of Population and Civil Registration of Malang Regency, as follows:

"Indeed, this existing innovation was carried out for reasons of the wide coverage area and for how we make this population administration service more effective and efficient both in terms of time and cost, also because the service is still centralized which causes accumulation of applicants. All population administration services are only carried out at the Dispenduk office, so it takes a long time to process population documents because the queues are very long. Every day about 600-700 applicants,

sometimes even up to 1,000 applicants, take care of population documents at this Dispenduk. So we need services that can break down the buildup at the head office. This service is appropriate to be carried out at the Dispenduk considering the existing circumstances and situations like this"

Based on the results of the interview, it can be explained that by considering the situation and problems that arise, the Department of Population and Civil Registration of Malang Regency provides population administration services that are to the needs of the people of Malang Regency who need assistance with easy access, also effective and efficient in terms of time and cost. Because the Population Administration program carried out by the Department of Population and Civil Registration of Malang Regency aims to bring services closer to the community and facilitate services so that they can cut time, energy, and costs for the district to take care of their population documents and have been supported by the competence of Human Resources in providing management services. Identity Card to the public

3.4 Socialization of the Resident Identity Card Management Service Program

The Population Administration Service in the form of an Identity Card at the Department of Population and Civil Registration of Malang Regency has been socialized, where the service has been improved, and its implementation is more adjusted to what was previously done by the Department of Population and Civil Registration of Malang Regency only limited to visiting the village or sub-district office. , as stated by the Head of Data Utilization and Service Innovation, Ms. Dyah Kusuma Hastuti, SH, in an interview on November 30, 2021, at the Department of Population and Civil Registration of Malang Regency, stating that:

"Before we provide direct services to villages like today, we also offer services to take the application file to the village or sub-district office. The community has collected the file on notification from the village and sub-district, and then we take it to the office for processing; later, when the document is ready, we will distribute it to the town and the sub-district. We can deliver, or the city can pick it up here. But it's too difficult for us to do that because many documents can't be processed because the requirements are incomplete, so we have to return them, so it's not practical. People also don't take advantage of it because there's not enough socialization.

In addition, the Head of the Cooperation Section, Mr. Ivan Hilmi Alvianto, SH, in an interview on November 30, 2021, at the Department of Population and Civil Registration of Malang Regency, stated that: "Before there was a service with the One Day Service system, the target achievement of each service was lacking, so the target was very minimal, the achievement was very minimal, we try to accommodate the needs of the community, still with pick-up services, we try to accommodate the needs of people who are far from us. So this can cut a lot, starting from the time, energy, and transportation costs; if all of that can be cut as much as possible, the service will be more effective and efficient. Service achievement has increased after this ball pick-up service and has almost met the service target."

Based on the interview results, it is shown that the Population Administration service in the form of a National Identity Card has been modified to suit the organization and needs of the people of Malang Regency. With the implementation of the Population Administration Management Service Program, namely the Identity Card, the service has changed for the better than the previous one, as evidenced by the ratio of performance achievements which has increased every year. *Service One Day Service* considered capable of accommodating the community's needs for easy, fast, and inexpensive services. The improvement of the system leads to improving the quality of services provided by the Department of Population and Civil Registration of Malang Regency.

3.5 Officers and the Community's Understanding of the Resident Identity Card Management Service Program

The understanding of officers and the public on the Identity Card Management Service Program has been widely implemented and affects all elements of the organization in their daily work. This will affect the overall organizational culture. The Population Administration Management Service Program in the form of an Identity Card positively influences the work culture at the Department of Population and Civil Registration of Malang Regency. One of them is, as stated by the Head of Data Utilization and Service Innovation, Mrs. Dyah Kusuma Hastuti, SH, in an interview on December 7, 2021, at the Department of Population and Civil Registration of Malang Regency, as follows: "The existence of this Population Administration Service has a good impact on my friends. They are deployed directly to the field, knowing the real situation and sharing empathy. Not infrequently, they also have to stay in the suburbs. It makes their communication more intensive, and their teamwork also gets better and carries over when they are in the office. So far, my friends, there are no problems during the service."

From the interview results, it was shown that with the Population Administration Management Service Program in the form of an Identity Card, the officers knew firsthand the conditions and conditions of the community to get services. This encourages them to help by providing full service to the community. In addition, they often provide services to the village and often have to stay

overnight will bring the relationship between employees closer so that communication between employees becomes more intensive. Intense contact will also affect the implementation of close teamwork, as described in the following table.

4. DISCUSSION

4.1 Implementation of Resident Identity Card Management Services

The policy implementation is influenced by: (1) communication, (2) resources, (3) disposition, and (4) bureaucratic structure. As one of the Government Agencies, the Department of Population and Civil Registration of Malang Regency has the task of carrying out public services in the Population Administration. Population Administration according to Law Number 24 of 2013 Article 1 paragraph 1 concerning Population Administration: "Population Administration is a series of structuring and publishing activities in the issuance of population documents and data through population registration, civil registration, management of Population Administration Information, and the utilization of the results for public services.k and development of other sectors."

The product of population administration is in the form of population documents consisting of Family Cards (KK) and Identity Cards (KTP). Civil Registration Certificate (Birth, Death, Marriage, and so on). Every citizen must own resident documents. For this reason, the Department of Population and Civil Registration of Malang Regency, which has duties related to Population Administration, must provide the maximum possible service so that the population data obtained is accurate and valid and ensures that all residents have population documents without complicating the terms, procedures, and mechanisms for its implementation.

The same thing was done by the Department of Population and Civil Registration of Malang Regency. The Department of Population and Civil Registration of Malang Regency has made delivery developments to maximize the services provided. The story carried out is by implementing a Population Administration management service program in an Identity Card. The Population Administration Management Service Program in Identity Cards has been implemented since 2013. This program refers to the Decree of the Malang Regent Number: 180/121/KEP/421.013/2011 concerning the establishment of the "Regent Greet the People Program," in which all SKPD in Malang Regency to support the program by making a work program according to the main tasks of each SKPD.

The Department of Population and Civil Registration of Malang Regency has an initiative through the Population Administration Management Service Program in the form of an Identity Card. The Population Administration Program in the form of Identity Cards is carried out by providing population administration services in the villages with the service objectives. In addition to supporting the Malang Regent's program, the background behind creating a Population Administration management service program in the form of an Identity Card is the many problems that arise due to the geographical and demographic conditions of Malang Regency. Kabupaten Malang is the second-most district after Banyuwangi Regency, which covers an area of 3,534.86 km² and has the largest population after Surabaya, spread over 33 sub-districts and 378 villages.

The area of Malang district and the size of the population scattered in Malang Regency, and the income gap of the people so that it has implications for the ability of the community to access population administration services. As stated by ^[7]. "Innovation comes because of a problem or need. When a problem or need arises amid society, innovation will automatically emerge". Thus, the objectives to be achieved in the Population Administration Management Program in the form of Identity Cards by bringing services closer to the community are: Fulfilling the civil rights of citizens for Population Administration services. Increase public awareness regarding Ownership of Population Documents. Provide services that are easy, fast, cheap, and uncomplicated. Making population data more accurate and valid.

They realize a national and integrated population order. Provide population data essential for related sectors in implementing every government, development, and community activity. The above principles are the basis for ensuring the performance of Population Administration as required by law.

By using the *methadone Day, Service* Several agencies have implemented the service to provide convenient services for the community. In particular, administrative services such as the mobile Samsat Service carried out by the police for the issuance of a SIM, Ball Pick-up Service for the Business and Trade License service carried out by the Lamongan Regency Investment and Licensing Agency, as well as Ball Pick-up Service through the Mobile Government program in Gorontalo Regency. . Although this method has often been used by several agencies and is no longer new, the one-day service method is considered a new program for the Department of Population and Civil Registration of Malang Regency because it has never used this method before.

The Population Administration Management Service Program in the form of an Identity Card, based on research conducted when classified in the typology of public sector innovation. Service product innovation comes from changes in product form and design or service. Based on the typology of public sector innovation, the program population Administration management services in Identity Cards are included in the service method. Because the Population Administration Management Service in the form of an Identity Card is a new way of providing services. Only the service method has changed; applicants do not need to come to the Malang Regency Population and Civil Registration Office to prepare population documents because service officers will visit villages to provide population administration management services in Identity Cards.

In addition, it is classified as a service method in the type of typology of the public sector; the population administration service program in the form of a National Identity Card is at the Radical Innovation Level. "Radical innovation is a fundamental change in public services or the introduction of completely new organizational or service processes. Radical innovation is needed to bring about real improvements in long-neglected service performance."

Changes resulting from the program population administration management services in the form of Identity Cards are fundamental to population administration management services in the form of Identity Cards. The method used is a new method that has never been done before by the Department of Population and Civil Registration of Malang Regency. So that it dramatically affects the relationship within the organization, especially towards meeting the needs of the community as service users, which have been neglected.

In a different concept, services can also be divided into two categories: Sustaining Innovation and Discontinued Innovation. Based on the results of the research carried out, the population administration service program in the form of an Identity Card is more directed at Sustaining Innovation (continuous innovation).

That is running or existing products." In managing population administration in the form of an Identity Card, the only changes that occur are the media. When the population administration management service in the form of an Identity Card is carried out, innovations are new ways to improve or make something better. Services provided by the Department of Population and Civil Registration of Malang Regency can change the paradigm that services for managing population administration in the form of Identity Cards are carried out conventionally at the office and can be done in various easier ways. The population administration service program in the form of an Identity Card at the Department of Population and Civil Registration of Malang Regency does not replace the conventional method in the office. Still, it provides other alternatives not to make it difficult for the community to manage population documents in an Identity Card.

4.2 Planning Service Program for Identity Card Management

Edward III (1980) stated that communication is transmitted to appropriate, precise, accurate, and consistent persons to increase the implementor's ability to translate general policies into specific actions. Communication in planning for the Resident Identity Card Management Service Program is the earliest stage before the service will be made.

Based on the research conducted, the planning of the population administration service program in the form of an Identity Card carried out by the Department of Population and Civil Registration of Malang Regency has gone through identifying and prioritizing needs and problems. After identifying and prioritizing needs, a search is carried out within the organizational environment to determine where the service will be applied.

The problems that become the background for holding Population Administration management services in the form of Identity Cards are the low service achievements of the Population and Registration Service so that they are still far from the service targets that have been set. Many people in Malang Regency still do not have Population documents, such as e-KTP, Civil Registration Deeds for Birth, Marriage, and Death. This problem arises because of the size of the area, the large number of residents of the Regency, and the economic condition of the population; the reasons can be described as follows: Long distances cause people to be reluctant to take care of population documents if they feel they are not needed. High transportation costs must be incurred to process residence documents to the service center. Many residents of Malang Regency and services that are still centralized in the Department of Population and Civil Registration of Malang Regency have resulted in the accumulation of applicants, which impacts the length of service time. The low awareness of the people of Malang Regency about the ownership of population documents and managing population documents only when needed.

These problems are considered when determining what services are appropriate so that existing problems can be resolved. Prioritizing Needs After knowing the problems faced by identifying issues, the next step is determining the priority needs. This priority setting is based on the problems that have been identified earlier to determine the target group for Population

Administration Management Services in the form of Identity Cards. This population administration service program targets all people of Malang Regency who do not yet have population documents, especially those in the outskirts or remote areas. Whose place of residence is far from the service center, in this case, the Department of Population and Civil Registration of Malang Regency, considering the vast area of Malang Regency. As well as underprivileged communities who find it difficult to access services. The target was chosen by considering the existing situation and problems preventing the community from receiving population administration services.

The service will be applied. After identifying the problem and determining the priority needs, the next step is to determine where the service will be used. Services are carried out by approaching the target to achieve the desired goal. Because this program is a population administration service program in the form of an Identity Card, the appropriate location is close to the service target, namely the village community, so that the areas where the population administration service program is in the form of Identity Cards are all villages in Malang Regency, with a total of 378 towns and sub-districts spread over 33 sub-districts which are the work areas of the Malang Regency Population and Civil Registration Service.

5. CONCLUSION

Based on the results of research on services through the Population Administration Management Service Program in the form of Identity Cards at the Department of Population and Civil Registration of Malang Regency, which has been discussed in the presentation of focus data and discussion of focus data, the following conclusions can be drawn: Implementation of Resident Identity Card Management Services: Planning of the Resident Identity Card Management Service Program, In the service process of the Population Administration management service program in the form of a Resident Identity Card, planning has been carried out by the Malang Regency Population and Civil Registration Service in the form of a problem identification process, targeting and location where this program will be applied.

Competence of Human Resources in providing Identity Card Management Services to the community in the process of the Population Administration Management Service Program in the form of Identity Cards, the competence of Human Resources of the Malang Regency Population and Civil Registration Service in providing services has been adequate in terms of number and level of education. The services that have been made have been adapted to the conditions and needs of the organization and the community. It is also done by looking at the feasibility of the Population Administration Management Service Program in an Identity Card to be applied in Malang Regency.

Based on these conclusions, suggestions that can be recommended for managing Identity Cards are as follows: It is necessary to delegate authority related to the administration of population documents to the sub-district government so that services are not centralized and can be easily accessed by the community. A definite schedule is accompanied by an implementation date to allow the Department of Population and Civil Registration of Malang Regency to determine their plan outside of the Malang Regent's program of activities so that service targets in all villages in Malang Regency can be quickly met.

REFERENCES

1. Winarno, Budi. 2002. Public Policy Theory and Process. Yogyakarta.
2. Nafi, M. and Supriadi B., (2017), 'Strategies of Tourism. Development through Ecotourism Spectrum for Increasing Tourists' Visit', in Rural Research and Pallanning Group and Pallanning Group, pp. 75–85.
3. Mukarom, Z and M.W. Like. 2016. Building Public Service Performance: Towards Clean Government and Good Governance). Bandung: CV. Faithful Library.
4. Edlistio Yomata in 2012 with the title Optimizing Population Administration Services (Study on Public Services at the Department of Population and Civil Registration Malang Regency)
5. Rogers, E.M. 1971. Diffusion Of Innovations. New York: Free Press.
6. Sinambela, L.P. 2006. Public Service Reform (Theory, Policy, and Implementation). Jakarta: PT. Earth Literature.
7. Keban, Y.T. 2008. Six Strategic Dimensions of Public Administration: Concepts, Theories and Issues. Yogyakarta: Media Style.
8. Nafi, M. and Supriadi B., (2017), 'Strategies of Tourism. Development through ecotourism Spectrum for Increasing Tourists' Visit', in Rural Research and Pallanning Group and Pallanning Group, pp. 75–85.
9. Intan, D., Sari, P., Widjajani, R., & Noor, T. (2022). Implementation Of E-Government In Improving Public Service: The Policy of the Directorate General of Taxes at the South Malang, in Indonesia. 8(2), 42–46. <https://doi.org/10.31695/IJASRE.2022.8.2.6>