

Overview of Integrated Population Administration Services at the Probolinggo Regency's of Indonesia

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ABSTRACT

Population administration fulfils administrative rights, such as public services and protection related to population documents, without discriminatory treatment. Population administration is the service of all population documents by the Presidential Regulation concerning the requirements and procedures for population and civil registration. However, public awareness of the importance of population documents is still deficient; economic conditions and the distance of people from their domiciles, especially those in remote areas/difficult areas, so that there are still many residents who do not have population documents. With integrated services carried out by the Population and Civil Registration Office of Probolinggo Regency, it aims to provide more effective, efficient, fast and complimentary services. This study aims to describe and analyze population administration services integrating birth certificates, family cards and child identity cards based minister of Home Affairs Regulation concerning population administration services at the Probolinggo Regency Population and Civil Registration Service and the obstacles in its implementation. This study uses qualitative methods through observation, interviews, and documentation. The analysis results show that the integrated population administration service has so far been able to adapt to new policies that require using the latest applications in population administration services. More than 1 million residents of Probolinggo Regency who cannot reach population administration service facilities offline and online can be reached and complete the application for population administration and have been facilitated to completion. Besides that, The obstacles faced from the inner side include the policy of refocusing the budget, lack of facilities and infrastructure, and human resources. Meanwhile, the outer side, including the elderly, who lack technology understanding and disabilities, require special officers and internet network disturbances.

Keywords: Implementation, Integrated Population Administration, Public Services.

1. INTRODUCTION

Population administration is the process of structuring and controlling population documents and is necessary for all citizens from birth to death. The essential functions of government are development, empowerment, and service, one of which is the service of the right to identity and citizenship. One of the efforts to fulfil these rights is the issuance of Population Administration. Population Administration is a series of structuring and controlling activities in issuing state documents and data through population registration, civil registration, population administration management and the utilization of the results for public services and development in other sectors [7].

Based on the problems above, this research has a purpose, namely to find out and describe: To describe and analyze population administration services integrated based minister of Home Affairs Regulation (Permendagri) No. 19 of 2018 concerning Improving the quality of population administration services at the Population and Civil Registration Office in Probolinggo Regency. To describe and analyze the supporting and inhibiting factors in implementing integrated population administration services to improve the quality of population administration services at the Population and Civil Registration Office in Probolinggo Regency [8].

A marriage certificate for non-Muslim residents is a resident document that provides evidence of the occurrence of a Marriage Registration event that explains a man and a woman getting married, place and date of birth, names of parents and citizenship which will guarantee the rights that will be obtained for married couples. To obtain legal guarantees in a legally valid marriage bond and the rights of children born in the marriage. The task of government in a state of the law is not only to carry out the law but also to organize the public or public interest [9].

Improving the quality of population administration services according to the Permendagri using integrated services and pick-up is

expected to make it easier for the public to have population documents, with the integration/pick-up service to realize the quality of good governance, clean and free of corruption, collusion and nepotism. With the existence of population document services that are integrated with the issuance of birth certificates as well as population documents such as ID cards, Family Cards and Child Identity Cards, they can show that the capacity and accountability of bureaucratic performance are getting better, and the human resources of government officials are more professional, as well as a mindset and culture-set that reflects higher integrity and performance.

Commitment to improving community conditions systematically through improving organizational performance and public services is necessary to improve so that the public better understands and feels satisfied with the services provided by government officials. They are improving the community service quality by making the service uncomplicated. Quality services are highly dependent on various aspects, namely the pattern of implementation (management), human resource support, and institutions.

2. LITERATURE REVIEW

Policies are usually stated in various forms of regulations. Policies are a series of concepts and principles that become the lines and basis of plans in carrying out work, leadership, and acting (about orders, organization, and so on). Public policy is closely related to government administration. Public policy According to the Cambridge Dictionary, public policy is a government policy that affects everyone in a country, state or policy in general. In A Systems Analysis of Political Life (1965), David Easton defines public policy as the forcible allocation of values to all members of society.

Encyclopedia of Policy Studies (1950), Lasswell and Kaplan state that public policy is a program of achieving goals and values in directed practice. According to Anderson in Public Policy Making (1984), public policies are policies developed by government agencies and officials. In Understanding Public Policy (1978), Thomas R Dye states that public policy is what the government chooses to do or not to do.

Public policy is made within the framework of "to solve problems and achieve specific goals and objectives." This public policy is related to what the government does and not just what it wants to do[2]. The aims and objectives of public policies are made to solve public problems that grow and develop in society. Policies will provide benefits if they can be used implemented well as planned, both the goals and objectives to be achieved.

The public policy process is a series of activities in preparing, determining, implementing and controlling policies. The effectiveness of a public policy is determined by a policy process that involves stages and variables. [3] suggests eleven activities carried out by the government during the policy process, namely: "perception/definition, aggregation, organization, representation, agenda setting, formulation, legitimacy, budgeting, implementation, evaluation and adjustment/termination"[4].

Furthermore, the model for implementing public policy is not only one; there are various models according to the model maker's frame of mind, such as the ninth model, namely the model developed by George Edwards III (1980), [1]. according to the framework of George Edwards III (1980): 10-11) the successful implementation of public policy is shown in the following figure:

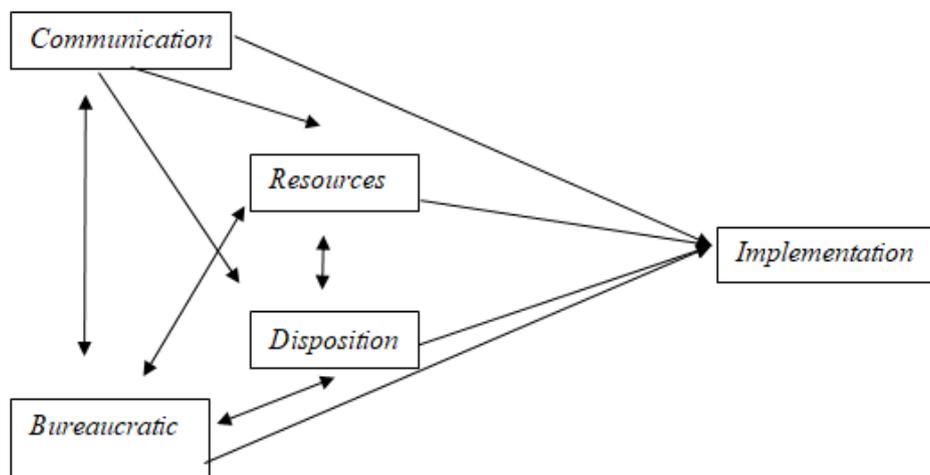


Figure 2.1 Implementation Success Factor [10]

3. RESEARCH METHODS

3.1 Research Location

The determination of the research location is adjusted to the research theme taken. Researchers will research at the Population and Civil Registration Office of Probolinggo Regency in the city and population registration field in Jl. Raya Dringu No. 32 Dringu Probolinggo Regency East Java. The research location was chosen based on initial observations that the city and population registration field are becoming a wrong one of the main focuses of the Probolinggo Regency Government's work program as a first step to providing integrated digital-based services. This is expected to be the basis for updating data for the government to determine data-based community policies like distribution of social assistance, education or health [5].

3.2 Research informants

The selection of informants in this study was carried out by purposive sampling, a subjective sampling technique with specific intent or purpose that the informants taken have the information needed for the research to be carried out. The informants in this study were government officials within the Department of Population and Civil Registration as well as the community as implementers as well as several recipients of civil registration services to be asked for their opinions or statements on whether what the implementor had carried out was going well, namely the personal field of civil registration [6];[11].

3.3 Data Analysis Technique

The data analysis technique used in the qualitative research in this study was developed [10] to present the data so that it is easy to understand, the steps in data analysis activities are divided into several parts, namely: Data Condensation (Data Condensation); According to Sadhana et al, data condensation is a process of selecting, focusing, simplifying, abstracting, and transforming data from field notes, interview transcripts, documents, and other finding data. Condensation aims to make research data stronger [10]. Data condensation occurs continuously during research activities. Data condensation can also be interpreted as a form of data analysis that aims to sharpen, sort, focus, dispose, and organize data in such a way. So that concluded. Data condensation can be done through summary writing, coding, theme development, category creation, and so on to sort out irrelevant data or information for further verification.

4. RESEARCH RESULTS AND DISCUSSION

4.1 Research Result

4.1.1 Integrated population administration services at the Probolinggo Regency Population and Civil Registration Office

From the study results, the data obtained at the Probolinggo Regency Population and Civil Registration Service will be described in the implementation of integrated population administration services for birth certificates, family cards and child identity cards. The description of the results of the analysis will be explained in order of the focus of research in integrated population administration services for birth certificates, family cards and child identity cards at the Probolinggo Regency Population and Civil Registration Office as follows:

1) Mechanism

The Population and Civil Registration Office of the Probolinggo Regency, in carrying out its duties and functions, provides public services in the implementation of population document services to the community; in the process of issuing population documents, of course, the community must fulfil all existing requirements completely, by standard resident document services that apply by standard public Service (SPP) by article 1 paragraph (1) of Law Number 25 of 2009 concerning Public Services, which explains that public services are activities or series in the context of fulfilling service needs by statutory regulations for every citizen and resident on goods, services and administrative services provided by public service providers.

Probolinggo Regency Regional Regulation Number 05 of 2008 concerning the Implementation of Population Administration, the Probolinggo Regency Population and Civil Registration Office provides public services in issuing population documents by standard appropriate public services and supported by accurate information to provide excellent service to the community. According to information from the Head of Population Registration Services, Mrs Suliyati, S.Sos, MM. Explained that:

"...The mechanism for implementing population administration services is by the standard public services that include the requirements for submitting population administration; Submission of population documents to the Dispendukcapil requirements are the main so that population documents can be processed, when there is a problem we can conduct consultations related to population, the community must be honest and bring the correct and original requirements, because it is our job is noting. After all, the output layer will be a document with legal status...."(Interview Wednesday,

April 20 2022, 10:06 am Probolinggo Regency Population and Civil Registration Service)

Likewise was conveyed by the Head of Civil Registration Services, Mr Anto Pursijanto, SH, MM, who said:

"...The mechanism for implementing population administration publishing services as set out in the public service standards includes the basic late implementation of population administration services can be understood by all parties, both officers and the community, because the issuance of population documents, especially civil registration deeds, is a reporting of important events that have legal implications, so the requirements submitted by the community to the population and civil registration service officers must be complete, correct and can account for...." (Interview Thursday, April 26, 2022, at 12:21 pm Probolinggo Regency Population and Civil Registration Office)

With what was conveyed by the Head of Population Registration and the Head of Civil Registration Services to the researcher, it can be concluded that the service of population documents must be by standard existing public services so that the population documents issued are correct and can be accounted for. Likewise, the results of an interview with the Head of the Population Identity Section, Mr Atma Nur Mauludiansyah, who is responsible for the implementation of the issuance of Family Cards, Child Identity Cards and existing population documents. About the main tasks and functions of the Head of the Population Identity Section in the field of population registration services:

"...The Population Identification Number in the Submission of population documents is the key to all population document management; therefore, the data provided by the community must be correct and clear because for all population document submissions starting from the Population Identification Number, such as submitting a birth certificate, the first thing what the community has to do is to add a newborn child to the Family Card) first, and then the birth certificate issuance process can be processed...." (Interview Wednesday, April 20 2022, 15:05 Hours, Probolinggo Regency Population and Civil Registration Service)

From the explanation of the identity of the population, it can be concluded that the first thing that the applicant or the community must do is to apply through the registration of the registered population starting from the (Population Identification Number), the key to all other population document issuance processes, if the data or requirements submitted by the community to the Population and Civil Registration Service officers are incorrect, all documents to be issued will certainly be incorrect. If the document is wrong, changes or corrections can be made, but the process that must be passed also takes time and effort requirements for the basis of change, such as there must be a court order. So for the administration of population documents, it is better to follow the existing mechanism to produce the correct population documents.

This was confirmed by the Head of Birth Section, Mrs Siti Mujaroh, S.Sos who said:

"...That for submitting a birth certificate requirements The the main thing is that a newborn child must have a Population Identification Number or be registered on the Family Card first..." (Interview Wednesday, April 20, 2022, at 12:10 am Probolinggo Regency Population and Civil Registration Office)

The counters for integrated administrative services at the Population and Civil Registration Service are carried out by operator officers who handle all administrative submissions or population documents; for verification, it is still carried out by the responsible echelon officials for submitting birth certificates, first family cards are used. Processed if it has been published with the addition of a new child, then the birth certificate is issued, and after the birth certificate is issued, you can immediately print the Child Identity Card because, for the application for the issuance of, the requirements are to attach a Family Card and a birth certificate. As stated by the integrated counter officer Vinny Desifa Alfionita who has been providing population document submission services to the Probolinggo Regency Population and Civil Registration Office who explained that:

"... Submission of residence documents is now easier because applicants do not need to move from the Family Card processing counter; after that, they move to the Birth Certificate counter and Child Identity Card counter staff, but the current mechanism is with integrated population administration services. Easier and faster because with one counter clerk already served other population documents..." "... (Interview Thursday, April 26 2022, at 15:10 Probolinggo Regency Population and Civil Registration Office)

This was confirmed by the people who submitted residence documents to the Office of Population and Civil Registration of Probolinggo Regency, namely Mr Muhammad Khoiron which states that : *"...Submission of residence documents is now easier and faster because he only needs to take 1 (one) queue in submitting several population documents, no need to submit documents at different counters, but enough at one counter clerk, all documents have been resolved, even though there are problems he had to wait a long time because there was a problem in the network or system which creates obstacles in the completion time of the issuance of population documents...." (Interview Tuesday, May 24 2022, at 10:10*

am Probolinggo Regency Population and Civil Registration Service)

Likewise, Mrs Nia Nor Aini said:

"...Submission of residence documents is now easy because there is no need to go back and forth for submissions, but one birth certificate process is that he immediately gets a family card, birth certificate and child identity card...."(Interview Monday, April 18, 2022, at 09.02 Department of population and civil registration Probolinggo Regency)

It is different from what was conveyed by Mr Muhammad Hizbuland Mrs Nur Ainayah; they said that:

"...The current mechanism is straightforward because there is only one queue and only one officer submits it, but the speed with which the population document is issued is also completed in days because network constraints make the document not immediately available or at the same time. ..."(Interview on Friday, May 06 2022, at 08.10 Probolinggo Regency Population and Civil Registration Service)

The application procedure, one of the critical aspects in realizing the service of the Population and Civil Registration Office of Probolinggo Regency, which is better, effective, efficient, and economical, is to apply public service standards and standard operating procedures from now on abbreviated as SOP. SOP is a series of instructions standardized written documents regarding the various processes of administering government administration, how and when to do it, and where and by whom. SOP is a guideline containing standard operating procedures for activities carried out within the organization and is used to ensure that all decisions, actions, and process facilities are carried out effectively and efficiently, consistently, standardized and systematic. Therefore, it is necessary to prepare Standard Operating Procedures (SOP) so that the service delivery process is more effective, efficient, and economical. In the researcher's interview with the Head of the Civil Registration Service, Mr Anto Pursijanto, SH, MM, who said that:

"...the implementation of population administration services in the issuance of population documents has been carried out by standard operational procedures for all services starting from the flow, timing, requirements that must be completed and everything else related with the implementation of population administration services following standard operational procedures, with the Minister of Home Affairs No. 19 of 2018 concerning improving the quality of population administration services, including integrated population administration services, implementation of more effective and efficient population administration services..." (Interview Thursday, April 26, 2022, at 12.21 Probolinggo Regency Population and Civil Registration Service)

The Head of the Population Registration Service Division, namely Mrs Suliyati, S.Sos, MM., also stated that:

"...The procedure for applying for population administration is contained in the standard operational procedure (SOP) of the Probolinggo Regency Population and Civil Registration Service. It is intended to develop appropriate population management and civil registration system supported by accurate data/information to provide excellent service to the community...." (Interview Wednesday, April 20 2022, 10.06 Hours Service Office population and civil registration of Probolinggo Regency)

According to the Head of the Population Identity Section, Mr Atma Nur Mauludiansyah said that:

"...In the implementation of public services, there are procedures that have been stated in the standard operating procedures can provide clear information to the public regarding procedures for submitting population documents, from adding members family (newborn children) by issuing the Population Identification Number on the Family Card, after the Family Card is issued, the birth certificate issuance process can be carried out due to the issuance of the birth certificate on the SIAK application (system population administration information) is also based on Population Identification Number, after the Family Card and Birth Certificate are issued, (child identity card) can printed because requirements issuance of child identity card, namely Card Family and Certificate Birth and also photos of children if they are over five years old, under 5 (five) years old without a photo,...." (Interview Wednesday, April 20 2022, 15:05 Hours, Probolinggo Regency Population and Civil Registration Service).

The same thing is to be delivered by the Head of Birth Section, Mrs Siti Mujaroh, S.Sos who said:

"...the procedure contained in standard operating procedures can also measure service quality from the implementation of population administration services, flow, time and cost requirements that must be completed have also been posted on the announcement board of the Department of Population and Civil Registration with the aim that people who come you can go to the office of the Population and Civil Registration Office to complete all the document files correctly and the implementation time, the flow steps that must be followed can also be understood...." (Interview Wednesday, April 20 2022, at 12:10 pm Probolinggo Regency Population and Civil Registration Service)

Interviews conducted by researchers with the community, namely Mr MuhammadKhoironwho applied for the issuance of his child's birth certificate, also said that:

"...the procedure for applying for population administration at the Population and Civil Registration Office of the Probolinggo Regency, which is displayed on the bulletin board, as well as on brochures, pamphlets, and posters, are very helpful in managing population administration, so what steps should be taken and *requirements anything that must be completed can already be prepared so that the submission of population documents is easier....*" (Interview Tuesday, May 24 2022, at 10:10 am Probolinggo Regency Population and Civil Registration Office)

Mrs Nia Nor Aini, who proposed population administration, also said that:

"...*The procedure for submitting a residence document application can be easily understood because the information on the procedure for submitting a population document is obvious and can obtain on bulletin boards, posters, and brochures and officers in the information section too can ask directly if there is something you cannot understand....*"(Interview Monday, April 18 2022, at 09.02 Probolinggo Regency Population and Civil Registration Office)

5. CONCLUSIONS AND RECOMMENDATIONS

5.1 Conclusions

Based on the results of research conducted at the Population and Civil Registration Office of Probolinggo Regency, it can be concluded as follows: Implementation of integrated population administration services for Birth Certificates, Family Cards and Child Identity Cards has been carried out based on the Regulation of the Minister of Home Affairs concerning Improving the Quality of Population Administration Services, both in an integrated population administration service, as well as ball pick-up services to villages, sub-districts, schools starting from early childhood, kindergarten, elementary to high school, in order to provide population administration services that are easy, fast, effective and efficient so that they can provide population administration services quality ones. The commitment of the officers is outstanding, responsible, friendly, fast and responsive to serve the community; punctuality solutions to resident documents are already standard, and of course, the issuance of residence documents is free.

Supporting factors for the implementation of integrated population administration services for Birth Certificates, Family Cards and Child Identity Cards at the Probolinggo Regency Population and Civil Registration Office, among others: Probolinggo Regency Government support in the population administration service process at the Probolinggo Regency Population and Civil Registration Office in providing public services field Population Administration.

The existence of facilities and infrastructure in implementing population administration services is a basic need to provide facilities to support the success of the population administration service process to create quality and quality population administration services.

The existence of a Work Partnership, namely collaboration between other parties carried out by Dispenduk capil who collaborates with officers in the District and Village, Hospitals and Puskesmas in integrated population administration services for Birth Certificates, Family Cards and Child Identity Cards.

Factors inhibiting the implementation of integrated population administration services at the Population and Civil Registration Office of Probolinggo Regency:

Internal: The internet network is not good, so the implementation of services is not optimal, the number of employees who are inadequate causes services to be hampered, the lack of budget due to the refocusing policy, and the lack of additional tools to support the latest applications in population administration services. External: Low public awareness regarding Population Administration, difficulty in accessing people in remote or mountainous areas so that they cannot directly apply for population documents, internet networks in mountainous areas are complex, elderly and disabled people cannot access population administration services so that there is a need for officers special operations to be able to assist the application of population administration, people who are less technologically savvy and cannot use online communication facilities.

5.2 Recommendations

With the problem found by the author in the field, the researcher submits some suggestions as follows: There is a need for the delivery of information or socialization so that people are aware of the importance of population documents, improve ball pick-up services to the community and integrated population administration services so that people in remote areas that are difficult to reach can also get population document services quickly, accessible, effective and efficient. In addition, it is necessary to strengthen the coordination system between the Population and Civil Registration Office of Probolinggo Regency with existing operators in the District and Village so that integrated population administration services can run well, increase access to population administration services in each village in Probolinggo Regency, and be able to suppress the existence of a practice of

illegal levies (Pungli) and brokers. There needs to be budget support from the Probolinggo Regency Government to add service officers.

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