

Analysis Of The Quality Of Population Administration And Civil Registration Services In Bareng Village, Klojen District, Malang City

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Abstract

This study was designed to determine and analyze the quality of public population administration services in Bareng Village, Klojen District, Malang City. This research is a type of qualitative descriptive research with data collection through interviews, observation, and literature study. The informants taken by the researchers were secretaries, employees of the Bareng Village, Klojen District, Malang City, and community recipients of services in the Together Village. In this study, researchers used the dimensions of transparency, responsiveness, assurance, empathy and direct evidence to determine the quality of population administration services in Urban village Bareng. Based on ten indicators from five dimensions, namely: Tangible, Reability, Responsiveness, Assurance, Emphaty, only a few indicators are considered lacking. These deficiencies include, among others, the absence of adequate parking areas, special rooms for smokers and people with special disabilities which affect the comfort of the community, lack of physical facilities such as benches around counters and waiting rooms and the lack of discipline of some sub-district employees. Overall, public services in Kelurahan Bareng are considered good, although there are still a number of things that need to be improved and optimized.

Keywords: Keywords: quality of service, population administration, Urban village

INTRODUCTION

In general, every human being needs service, it can even be said that service cannot be separated from human life. Communities as users of public services certainly have hope to get good public services from the government. According to the Decree of the Minister of



Administrative Reform No. 63 of 2004 concerning General Guidelines for Compiling the Community Satisfaction Index for Government Agency Service Units, public services are all service activities carried out by public service providers as an effort to fulfill the needs of service recipients, as well as in the framework of implementing statutory provisions. . Public service providers are public service officers, both Regional Governments and Regional Owned Enterprises that provide public services. While recipients of public services are individuals or community groups and legal entities that have rights and obligations towards a public service. The poor bureaucratic system in Indonesia and KKN practices are still found to be obstacles in realizing the perfection of service quality. The KPK's presentation showed that the majority of public service problems were found in sub-district offices, the population service and civil registration, including making ID cards, family cards, and various civil certificate records as well as recording transfers and managing population data. In terms of public services, the government has not been able to provide quality public services in accordance with the challenges faced, namely the development of increasingly advanced community needs and increasingly fierce global competition. One of the implementation of public services is population administration in a government. Population administration is a series of structuring and controlling activities in controlling population documents and data through population registration, civil registration, management of population administration information and utilization of the results for public services and the development of other sectors. Bareng Village is one of the Villages in Klojen District, Malang City which carries out public services in the field of population administration. Services in the field of general population administration in Village Bareng include making Family Cards (KK), Electronic Identity Cards (e-KTP), Temporary Residence Certificates (SKTS), making birth certificates, marriage certificates, land deeds, business licenses (HO), delivery making SKCK and so on. The provision of services in the Village is certainly intended as an effort to present government in the midst of society which includes expanding the reach of services or in order to bring services closer to the community, in other words this authority has the consequence of making the sub-district the leading autonomous government unit in implementing public services ideally in to bring services closer to the community. However, in its implementation, based on observations in the field, the services provided by Village Bareng still found some deficiencies and can be said to be less than optimal, this can be seen from several aspects including:

1. Employee discipline, problems found in the field, namely in terms of discipline, from observations in the field, problems were found including the arrival and attendance of officers who were not optimal, besides that there was also a lack of employee discipline



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- when entering and leaving the office which was not in accordance with established standards set.
2. Timeliness in completing services, in terms of the timeliness of services provided by Village Bareng to the community, it is classified as inaccurate and exceeds the time standard that has been set, as for the types of administrative services available in Village Together and the time for completion.
 3. Employee response, the lack of employee response as a service provider to the community is a problem found in the Village. The lack of attention from service providers makes it difficult for the community to know the procedures in the sub-district, besides that there are differences in the treatment of employees towards the community, where people who are classified as middle and lower and do not have relations in Village Bareng, get difficulties, while for upper class people who have relations in the Village get fast and simplified services.
 4. Facilities and infrastructure, from the results of observations and physical conditions in Village Bareng, the existing facilities and infrastructure in Village Bareng are considered inadequate both in terms of physical facilities, operational facilities and other supporting infrastructure. An example of this can be seen in the waiting room or counter which only has a few seats that are inadequate for the community, so that the people who are waiting seem neglected.
 5. Starting from the explanation above, it is interesting to observe the existence of the sub-district as a government agency in providing public services, where the sub-district is considered closer to the community as the party being served and empowered than the existing government in the region. The assumption is that the closer the distance between the waiter and the person being served, the service will be in accordance with the expectations of the community. On the basis of this phenomenon prompted the author to conduct research on "Analysis Of The Quality Of Population Administrative Services In Bareng Village, Klojen District, Malang City".

Formulation Of The Problem

1. How is the quality of population administration services in Village Bareng?

Destination

As for the author's goal in conducting this research, to determine the quality of population administration services in Village Bareng



THEORETICAL FRAMEWORK

Moenir in Hardiyansyah (2011: 18) defines service as an activity carried out by a person or group of people on the basis of material factors through certain systems, procedures and methods in an effort to fulfill the interests of other people according to their rights. In addition, according to Kurniawan, public service is a service provider (serving) the needs of people or communities who have an interest in the organization in accordance with the basic rules and procedures set out (Kurniawan, 2005: 5). Based on these two definitions, it can be seen that public service is the provision of services to the community that has certain procedures and rules in meeting the needs of the community. According to Fandy Tjiptono (Harbani Pasolong, 2010: 132) quality is compliance with requirements/demands, compatibility with use, improvements or enhancements to sustainability, freedom from damage, fulfillment of customer needs from the start and every time, doing everything right from the start. , and is something that can make customers happy. Based on this theory, it can be seen that quality is compliance with regulations, wherein providing services must be carried out in accordance with the requirements and regulations that have been stipulated in laws and regulations so that community needs are met.

Five dimensions according to Zeithaml et al in Boediono (2003: 114), which can be used to measure service quality, namely:

1. Direct Evidence (Tangibles), which includes physical facilities, equipment and supporting facilities. The physical facilities referred to here are as follows:
 - a) Office buildings and complete infrastructure
 - b) Comfort and cleanliness of the service room
2. Responsiveness, a characteristic of compatibility in human services, namely the desire of staff to help the community and provide services with responses. The responsiveness of employees in providing services here can be seen from:
 - a) Employee response to complaints
 - b) The speed of employees in serving
3. Reliability, namely the ability of officers to provide services quickly and satisfactorily, and have clear service standards. Employee reliability can be seen from:
 - a) Application of office hours punctuality
 - b) Timeliness in completing services.
4. Assurance, which includes the ability, courtesy, and trustworthy nature of the staff, free from danger, risk or doubt. The guarantee referred to herein may be in the form of:
 - a) The legal basis of service



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- b) Certainty of public service costs
5. Empathy, which includes the ease of having good communication relationships and understanding the needs of customers, without being discriminatory. Empathy in this case includes:
- a) Friendliness of Employees
 - b) Not discriminatory

RESEARCH METHODS

The method used in this research is qualitative and this type of research is descriptive. Research with qualitative methods and descriptive types aims to provide an overview of the background and complex interactions of the participants and phenomena according to the views and definitions of the participants. The focus of this research is how the quality of population administration services in the Bareng Village, so that the locus taken is based on the administrative work area which in this case is carried out in the Bareng Village office, Klojen District, Malang City, East Java. In its implementation using tools such as a list of interview questions, notebooks, and documents. The main data sources in qualitative research are words and actions, the rest is additional data such as documents and others. The data collection techniques used are observation, interviews, documentation and literature study.

DISCUSSION RESULT

Providing good service is one of the efforts of service providers to create satisfaction for service recipients. In other words, if the service provided is in accordance with the expectations of the service recipient, it can be said that the service provider has good quality, but vice versa, if the service provided is not in accordance with what is expected, it can be said that the quality of the service is not good. According to Goetsch and Davis in Ibrahim (2008: 22) service quality is a dynamic condition related to products, services, people, processes and the environment that meet or even exceed expectations. In other words, Goetsch and Davis assume that service quality is also defined as something related to the fulfillment of customer (community) expectations/needs, where service is said to be of quality if it can provide products or services according to community needs. In analyzing the quality of service in Village Bareng the author uses 5 dimensions according to Zeithaml et al 1990 in Hardiyansyah (2011: 46-47) service quality can be measured from 5 dimensions, namely: Tangible (tangibility), Reliability (reliability), Responsiveness (responsiveness), Assurance (Assurance), Empathy (Empathy). Based on the



results of observations and interviews, the quality of population administration services in Klari District is considered to be quite good. Based on ten indicators from five dimensions, namely: Tangible, Reability, Responsiveness, Assurance, Emphaty, only a few indicators are considered lacking. These deficiencies include, there is no parking area sufficient facilities, special facilities for people with disabilities that affect the comfort of the community, lack of physical facilities such as benches around counters and waiting rooms as well as the lack of discipline of some Village employees. Overall, population administration services in Village Bareng are considered good, although there are still a number of things that need to be improved and optimized. Based on the results of the author's observations, the quality of population administration services in the Village Bareng subdistrict is currently good and has experienced a lot of progress compared to the previous few years, this has happened since the renovation of the Bareng Kelurahan building and the implementation of Si APEL in Village in Malang City. , The APEL itself has the goal of changing service to a better direction by instilling the personality that being an administrator of government apparatus at this time does not act as a ruler who asks to be served but rather becomes an apparatus that provides the best service to its people, so it is hoped that the work ethic and way of thinking as a core of the implementation of Bureaucratic Reform and public services.

CONCLUSIONS AND RECOMMENDATIONS

Conclusion

Based on the description of the results of the research and discussion, it can be concluded that the quality of population administration services at the Bareng Village Office in Malang City can be assessed from five dimensions, namely Tangible, Reliability, Responsiveness, Assurance, and Empathy. The following is the conclusion of the five dimensions:

1. Tangible Dimensions, the first indicator is Office Buildings and Infrastructure. Based on the results of observations and interviews, office buildings in the Klari sub-district can be said to be good because they have just been renovated and built, but the infrastructure is still not good because there are still inadequate infrastructure facilities in Village Bareng. The second indicator is the Comfort and Cleanliness of the Service Room. From the results of observations and interviews, it can be concluded that comfort is still considered not good because there is no air conditioning around the counter and waiting room, making customers uncomfortable. Cleanliness can be said to be good because it is always cleaned regularly.
2. Responsiveness Dimension, the first indicator of this dimension, namely Employee Response to Complaints. This indicator is considered good because Village Bareng employees are willing



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- to listen to complaints from the community and also the officers' patience in dealing with complaints from the community. The second indicator is the speed of employees in serving. Service in the front office which is fairly fast and responsive, as well as additional assistance from apprentice students makes this indicator considered good.
3. The Reliability Dimension, the first indicator in this dimension is the Accuracy of Office Working Hours, where this indicator is considered unfavorable due to the attitude of some employees who are less disciplined in providing services, such as Misused break times and delays make this indicator considered unfavorable. The second indicator is Timeliness in Service Completion. Based on the results of observations and interviews, this indicator is considered good enough, because problems occur in the process of printing documents, and the task is not the task of the Village
 4. Assurance Dimension, the first indicator in this dimension is the Legal Basis of Service. This indicator is considered good because Village Bareng already has a clear legal basis for service. The second indicator, namely Certainty of Public Service Fees, this indicator is considered not good because the Village has provided certainty about costs to the community, there is no collection at all related to making population documents, in accordance with Law No. 24 of 2013.
 5. The Empathy Dimension, the first indicator used in this dimension is Employee Friendliness. This indicator is considered quite good because according to the results of observations, most employees are friendly. The second indicator is non-discriminatory, where the indicator is considered good because in Village Bareng the community is served fairly, gets equal treatment regardless of social status.

Suggestion

Based on these conclusions, the following suggestions can be given:

The quality of population administration services in Village Bareng still has several drawbacks, namely: the absence of sufficient parking space, special facilities for disabilities that affect the comfort of the community, lack of benches around the waiting room, lack of recording equipment and the lack of discipline of some sub-district employees. Therefore Village Bareng as a public service provider should be able to improve and optimize these deficiencies such as adding air conditioners, adding seats in the waiting room, coordinating with the population and civil registration services to solve the problem of printing documents that are relatively long, in addition to providing strict sanctions for employees who lack discipline at work, especially for



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those who are not on time.

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