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Quality of birth certificate services at the population and civil registry office Tomohon city, north Sulawesi: Indonesia

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Abstract

Public services carried out by the government include community services and administrative services. These two things go hand in hand in realizing good service performance in government. The government is required to further improve its performance in order to provide the best service to the community. One aspect that needs to be improved is related to population administration services, in this case birth certificates at the Tomohon City Population and Civil Registration Service. This study is a descriptive study using a qualitative approach to determine the quality of service and the factors that influence birth certificate services. Data analysis techniques used are interviews, observation, and documentation. The results of this study indicate that the quality of birth certificate services is seen from the dimensions of tangible (direct evidence), reliability (reliability), and responsiveness (responsiveness), as well as from the factors that affect the quality of birth certificate services at the Population and Civil Registration Office of Tomohon City. quite optimal. The reduction in service hours in the current pandemic situation has resulted in increasingly limited services to the community. Then, there are still many people who do not know about the flow of online services because the socialization is not too optimal. The following relates to the continuing miscommunication between the kelurahan registration officer and the operator at the Tomohon City Population and Civil Registration Office. This could be due to the unequal distribution of registration officers from urban villages who receive technical guidance regarding the use and operation of the Tomohon e-Dukcapil application.

Keywords: Public services, service quality, birth certificates

1. Introduction

Public services carried out by the government include community services and administrative services. These two things go hand in hand in realizing good service performance in government. According to Sinambela (2006), public service is the provision of services (serving) the needs of people or communities who have an interest in the organization in accordance with the basic rules and established procedures.

The online service mechanism for the City of Tomohon Population Documents is listed in the standard operating procedure Number 09-SOP-DISDUKCAPIL, namely receiving and verifying the Application for Population Documents uploaded by the applicant, Printing of Residential Documents, Verification of Population Documents, Signing of Population Documents, Submission of Documents to the applicant is completed within one day.

From the results of research that has been done by researchers that the quality of public services in this case the making of birth certificates at the Department of Population and Civil Registration of Tomohon City is not optimal. The quality of service is very dependent on the service provider, in this case the official office employee, who in reality lacks discipline in working hours, so of course it directly affects the productivity of work results, especially the making of birth certificates.

In addition, the existing office also provides services for making birth certificates, one of which is through the e-Dukcapil online application in the hope of increasing efficiency and effectiveness. However, the socialization that was not evenly distributed because the socialization was only given to all sub-districts in Tomohon and had not yet reached all communities, causing services that should have been able to facilitate the community, could not be felt as a whole. Moreover, with the condition of the people in the City of Tomohon,

there are still many who are not reliable in the use of technology, which is one factor that certainly affects. In addition, other supporting facilities, such as equipment, electricity supply, and system or server disturbances are crucial things that have so far also affected the quality of birth certificate issuance. It is hoped that the Tomohon City Government will be able to balance the use of technology with existing infrastructure. Researchers raised this issue because basically it is the responsibility of the government to serve the community. So that people are very dependent on services provided by the government. The fulfillment or not of the community's needs can be seen from the service process carried out by the government to the community. In addition, the problems that the researcher raises are related to the subjects of public service management, organizational development, human resources and public governance bureaucracy, so that the results of this research are expected to be a constructive contribution in the learning process of subjects related to this research. The benefits of this research are as follows:

1. Viewed from the theoretical aspect, the results of this study are beneficial for the development of science, especially public administration. The use of public service concepts and theories and the quality of public services can produce new concepts for the development of public administration science.
2. From a practical point of view, the results of this study can be used as evaluation material for the Tomohon City Population and Civil Registration Office.
3. As a reference for policy-making actors in improving the quality of public services.

Based on the formulation of the problem stated, the objectives of this study are as follows

1. To describe, analyze and interpret the quality of birth certificate services at the Department of Population and Civil Registration of the City of Tomohon.
2. To describe, analyze, and interpret the factors that influence the quality of birth certificate services at the Department of Population and Civil Registration of the City of Tomohon.

2. Literature Review

2.1 Concept and quality of public service

The paradigm of public policy in the era of regional autonomy that is oriented to customer satisfaction, provides directions for changing the mindset of local government officials, in responding to changes and/or shifts in the paradigm of regional government administration that is more service-oriented. The regional government administration policy, which was originally based on the rule government paradigm that puts forward procedures, has changed and/or shifted to a good governance paradigm that prioritizes togetherness, transparency, accountability, justice, equality and legal certainty.

The dimensions of public service proposed by Lovelock above are no different from those proposed by Zeithaml *et al.* Another opinion was expressed by Salim & Woodward (1992). According to him, the dimensions of the quality of public services consist of: economy, efficiency, effectiveness, & equity.

1. Economy is the use of as few resources as possible in the process of providing public services.

2. Efficiency is a condition that shows the achievement of the best comparison between inputs and outputs in a public service delivery.
3. Effectiveness or effectiveness is the achievement of predetermined goals, both in the form of targets, long-term goals and organizational missions.
4. Equity or justice is a public service that is carried out by taking into account the aspects of equity.

According to Van Looy (in Jasfar, 2005: 50), an ideal service quality dimension model only meets several requirements, if:

1. Dimensions must be comprehensive units, meaning that they can explain the overall characteristics of the perception of quality because of the differences in each of the proposed dimensions.
2. The model must also be universal, meaning that each dimension must be general and valid for a wide spectrum of service sectors.
3. Each dimension in the proposed model must be independent.
4. We recommend that the number of dimensions is limited.

According to Zeithaml *et al* (1990) ^[28], service quality can be measured from 5 dimensions, namely: Tangible (tangible), Reliability (Reliability), Responsiveness (Responsibility), Assurance (Assurance), and Empathy (Empathy). Each dimension has the following indicators:

1. For Tangible Dimensions, consisting of indicators:
 - a. Appearance of officers/apparatus in serving customers
 - b. Convenience of a place to perform services
 - c. Ease in the service process
 - d. Discipline of officers/apparatus in performing services
 - e. Ease of customer access in service requests
 - f. Use of tools in service
2. For the Reliability Dimension, it consists of indicators:
 - a. Accuracy of officers in serving customers
 - b. Have clear service standards
 - c. The ability of officers/apparatuses in using assistive devices in the service process
 - d. Expertise of officers in using assistive devices in the service process
3. For the Responsiveness Dimension (Response/responsiveness), consists of indicators:
 - a. Respond to every customer/applicant who wants to get service
 - b. Officers/apparatus perform services quickly
 - c. Officers/apparatus perform services appropriately
 - d. Officers/apparatus perform services carefully
 - e. Officers / apparatus perform services in a timely manner
 - f. All customer complaints are responded to by the officer
4. For the Assurance Dimension, it consists of indicators:
 - a. Officers provide guarantees on time in service
 - b. Officers provide a guarantee of costs in service
 - c. Officers provide guarantees of legality in service
 - d. Officers provide a guarantee of cost certainty in service
5. For the Empathy Dimension, it consists of indicators:
 - a. Prioritizing the interests of the applicant/customer

- b. Officers serve with a friendly attitude
- c. Officers serve with a polite attitude
- d. Officers serve non-discriminatory (discriminatory)
- e. Officers serve and appreciate every customer

2.2 Birth certificate concept

The definition of a deed according to Law Number 84 of 1941 Article 165 is: "A letter made by or before an authorized employee to make it sufficient evidence for both parties and their heirs as well as relating to other parties as a legal relationship, regarding all matters referred to in the letter as a notification of a direct relationship with the matter in the deed. that."

There are 4 (four) kinds of lists that are made by civil registry employees, including: birth lists, marriage lists, divorce lists and death lists. Which of the four types of deeds serves as:

1. Is the most powerful evidence in determining a person's position.
2. It is an authentic tool that has the power of perfect proof in front of a judge.
3. Provide legal certainty relating to events regarding births, deaths, marriages and divorce acknowledgments.
4. In terms of events, birth certificates from civil registration can be used for authentic evidence in terms of obtaining passports, Indonesian citizens, ID cards, school needs, work, determining the status of heirs, and so on.

3. Research Method

The method used in this research is a qualitative research method. This research was conducted at the Department of Population and Civil Registration of Tomohon City. Determination of the research location based on the number of problems found in the research location so that researchers are interested in taking this research location. Problems, among others, related to birth certificate services, namely public awareness of administration which is still lacking is one of the problems that exist in Tomohon City, but in its implementation, there are still obstacles so that it is not implemented optimally. The obstacle is in the socialization of this application to the whole community which has not been optimally carried out so that there are

still many people who do not know about this application. In addition, this application uses the latest technology where people must know how to use it. For rural communities who have not been touched by the flow of technology, there will be many who do not understand the use of this application. The location was chosen because it is a place for birth certificate services in Tomohon City. This research will be conducted for approximately 3 (three) months.

The type of data based on the source is only obtained from internal data, namely data that describes an agency organization. The informants in this study were 6 (six) people, consisting of the Head of the Tomohon City Population and Civil Registration Service, Head of Civil Registration Services, Head of Birth and Death Section, Operators, Registration Officers, and the applicant in this case the community. The key informants in this study were the Head of the Department of Population and Civil Registration of the City of Tomohon.

The data analysis technique used will be based on various techniques, namely, interviews, observation, documentation (triangulation).

1. Data Reduction.
2. Presentation of data (Data Display).
3. Data Verification (Verification and Conclusion Drawing).

4. Result and discussion

4.1 Description of the research site

Tomohon City is a highland area with an average height of 768 meters above sea level, with an area of 147.21 km². Based on the results of the 2020 Population Census, the population of Tomohon City is 100,587 people. Astronomically, Tomohon City is located at 01 18' 51 "North Latitude and 124 49' 40" East Longitude. Tomohon City consists of 5 (five) Districts namely South Tomohon District, Central Tomohon District, East Tomohon District, West Tomohon District, and North Tomohon District. With a geographical position entirely limited by the Minahasa Regency. Wale Kabasaran Tomohon City was originally the Mayor's Office but has now been turned into a Public Service Mall. One Stop Service is the hallmark of this public service mall. This Public Service Mall is one of the characteristics of Whole of Government.

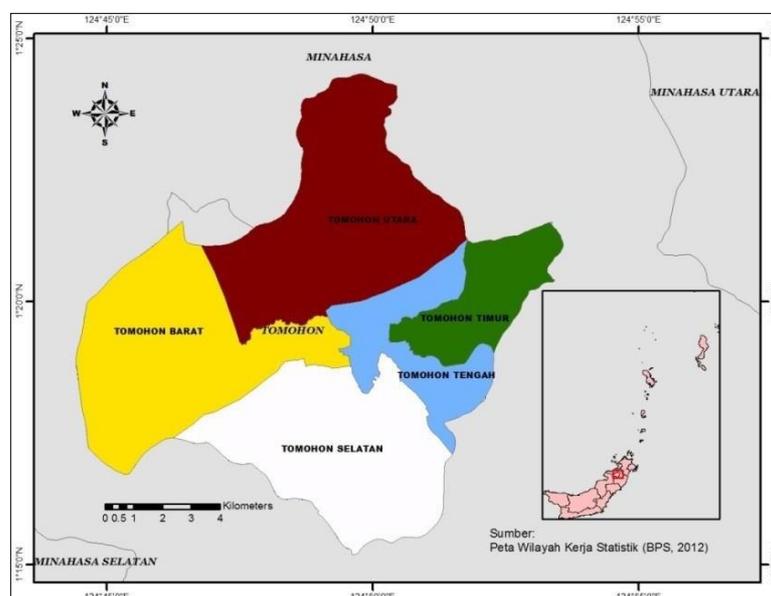


Fig 1: Location of public service office Tomohon City

The public service office "Wale Kabasaran" of Tomohon City will serve the community excellently under one roof, including licensing/non-licensing services, population and civil registration, land and building tax services, complaints, repairs, payments, banking services for Bank SULUT-GO, BNI 46, BPJS Health, BPJS Employment, Taspen, Samsat Services, PDAM, payment for electricity bills, telephone, tickets, credit, tourism, trade/industry, as well as supporting facilities for command center rooms, ATM galleries, libraries, cafes and comfortable waiting rooms and what will be even more interesting next year will be the construction of green open space facilities with flower gardens, for recreation and sports, children's play rooms, breastfeeding rooms, clinic rooms, convenience stores, and so on. The Vision and Mission of the Tomohon City Population and Civil Registration Service is to support or realize the vision and mission of the Mayor and Deputy Mayor of Tomohon in 2021-2026. The vision of the Tomohon City Population and Civil Registration Service is: "Tomohon Towards Orderly Population Administration Documents" while the Mission of the Tomohon City Population and Civil Registration Service is "To Create the Best and More Orderly Service in Issuing Population Administration Documents".

4.2 Quality of Birth Certificate Services at the Tomohon City Population and Civil Registration Service

a. Tangible (Direct Evidence). Tangible is one indicator of the quality of public services in providing quality services. Facilities and infrastructure are elements that cannot be separated in a public service. Included in the physical evidence aspect can be in the form of complete facilities and infrastructure that will make it easier for employees to serve the community such as the existence of an ID card recorder, waiting room, service equipment, physical facilities, service desks, newspapers and service communication media. Regarding facilities and infrastructure as well as the cleanliness and tidiness of employees, such as the rules at the Tomohon City Population and Civil Registration Office.

b. Reliability. Reliability is the ability (reliability) of the service unit in providing the promised service immediately and satisfactorily. Ability and reliability to be able to provide a variety of trusted services. Reliability is also a service provider to provide services in a timely and consistent manner. Reliability can be interpreted as doing it correctly in accordance with work procedures, service standards, facilities, and a predetermined time. A good and quality service needs to have reliability and professionalism in providing a service immediately, accurately, and satisfactorily. This is very necessary in order to create satisfaction in the community. Reliability is the ability to provide a good service quickly and satisfactorily so that it can be well received by seeing whether the service has been carried out in accordance with existing rules and correct procedures in providing services to the community. As for the obstacles that occur, such as there are still network disturbances from the center in the context of obtaining birth certificates, then the existing services at the Office now cannot receive files directly from the community, and not all sub-districts have received technical guidance regarding service applications, because only 3 sub-districts have been registered. get technical guidance.

c. Responsiveness. Responsiveness or capture power is the responsiveness of employees in providing the services needed and can complete services quickly according to a

predetermined time period. The ability to help and provide a service quickly and accurately and responsive to the wishes of the community. The speed of service provided is an attitude of responsiveness of employees in providing services needed by the community. This responsive attitude relates to how to carry out service processes and procedures in providing services. The response of employees in carrying out the service process has been good and fast in responding to existing problems, but sometimes there are problems in the network related to the service process such as research findings where the community is taking care of files, but the network does not allow so that the completion process is delayed and is not on time. The responsiveness of employees in providing the services needed and the willingness to help and provide fast and appropriate services and be responsive to service users or the public by conveying information relating to service needs appropriately, quickly and clearly. Service that is responsive or responsive when responding greatly affects employee attitudes. One of them is the sincerity and alertness of employees in answering questions or requests from the public by providing a good response so that it makes it easier for the community to process birth certificates.

The services carried out at the Disdukcapil Office of Tomohon City are expected to provide the best service so that it can run quickly, especially if there is a long queue in the service waiting room, it is hoped that services can be carried out immediately, so that the public as service users are satisfied with what has been provided by the government. in this case the Department.

In addition to speed, people will also feel happy if the service is carried out correctly and does not disappoint. The right service is a match between the services provided by service employees and the needs of the community so that the needs obtained by the community can be resolved properly and will ultimately achieve community satisfaction.

4.3 Factors Affecting the Quality of Birth Certificate Services at the Population and Civil Registration Office of Tomohon City

a. Internal Service Quality Factor

Building a quality service is not easy, because there will be several challenges and obstacles that must be addressed positively for the sake of further service development, and good communication between public service providers must be established. These challenges and obstacles are natural considering the many components that support the management of public services. In the Book of Public Service Standards for the Institute of State Administration of the Republic of Indonesia (2003:24-27) it is stated that the basic challenges and obstacles in public services are: 1) Contacts between customers and service providers; 2) Variation of service; 3) Service officers; 4) Organizational structure; 5) Information; 6) Sensitivity of demand and supply; 7) Procedure; 8) Public distrust of service quality.

Based on this theory, if it is related to the results of existing research, it is found that there is already technical guidance for employees at the Tomohon City Population and Civil Registration Office. The competence of employee skills must be able to adapt to technological developments, which in practice are currently carried out online. In addition, the inadequate number of employees who specialize in birth certificates affects the quality of public services.

Public services are carried out nothing but to provide satisfaction for service users, therefore its implementation necessarily requires service principles. In other words, in providing public services, public service providers must pay attention to the principle of service.

b. External Service Quality Factors

To find out customer satisfaction, it can be done through customer surveys based on the dimensions of service quality that are closely related to customer needs. How to measure the quality of services provided by service providers, in fact there are many dimensions designed by experts that can be adopted, or as a guiding tool for the apparatus. The dimensions of service quality according to experts are not only one or two, but there are various kinds, but it should be noted that the dimensions of the quality of public services that will be explored "there is not a single metaphor" that can provide a general theory or apply in general, every dimensions provide a comparative advantage as an explanation in different contexts. This is emphasized by Winardi (2000:145), "If we want to carry out exploration beyond the simple model put forward, we will face the fact that there is no universally accepted and all-encompassing theory. There are many theories that approach the subject matter from a variety of perspectives."

Based on the results of research that has been done by researchers, if it is associated with the theory, it was found that the leadership only supervises and monitors the work process of employees via cellphones. Even the existing equipment turns out to be old so that its use is sometimes not optimal anymore. Then there is no solution given for the obstacles that occur. In fact, according to the theory of Gibson, Ivancevich & Donnelly which explains that in this case the performance of public services must consist of production, which is a measure that shows the organization's ability to produce outputs required by its environment. Then there must be quality, is the ability of the organization to meet customer and client expectations.

5. Conclusion

Based on the research description, discussion, and research objectives, namely to describe, analyze and interpret the quality of birth certificate services at the Population and Civil Registration Office of Tomohon City which the researchers described in the previous chapter, it can be concluded that the services provided are still not optimal.

The following are the conclusions that exist for each indicator in the first focus.

1. Tangible (Physical Evidence). The facilities provided by the Population and Civil Registration Office of Tomohon City are adequate, but the current pandemic situation has reduced service operational hours, thus affecting service optimization. In addition, the lack of understanding of employees regarding regulations regarding public services as the basis for carrying out their duties has an impact on the community as service recipients.
2. Reliability. The processing and issuance of birth certificates are often constrained by the internet network, electricity supply, or server system disturbances, which affect the completion time of documents. Then, the Tomohon City Population and Civil Registration Office is slow in providing technical guidance related to online services to officers in each

sub-district so that until now only 3 out of 5 sub-districts have received technical guidance.

3. Responsiveness. Some employees still do not understand in detail the flow of birth certificate issuance services so that there is often miscommunication between officers at the Kelurahan office and the Tomohon City Population and Civil Registration Office.

Based on the research description, discussion, and research objectives, namely to describe, analyze and interpret the factors that affect the quality of birth certificate services at the Tomohon City Population and Civil Registration Service which researchers have described in the previous chapter, it can be concluded that the services provided are still not optimal.

The following conclusions are drawn on the factors that affect the quality of birth certificate services at the Population and Civil Registration Office of Tomohon City:

1. Internal service quality factor: the quality of birth certificate issuance services apart from depending on the skill competence of employees who must be able to adapt to technological developments, which in practice are currently carried out online. In addition, the number of employees who specialize in birth certificates is not sufficient.
2. External service quality factor: Facilities and infrastructure are adequate but highly dependent on the network and electricity supply. In addition, the existing equipment turns out to be old so that its use is no longer optimal.

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