

QUALITY OF SERVICES IN MAKING CHILD IDENTITY CARD AT THE DEPARTMENT OF POPULATION AND CIVIL REGISTRATION

Gibra Septa

Mastergraduate of Social Science, Universitas Swadaya Gunung Jati, Cirebon, Indonesia
gibrasepta@gmail.com

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Abstract

The background for doing this research is because the implementation of Child Identity Card (KIA) at the Cirebon Regency Population and Civil Registration Service is still not optimal. This study uses a qualitative descriptive method with in-depth interviews, direct observation, literature study. The sampling technique used purposive sampling through interviews with key information from the Head of the Population Registration Service and the Population Identity Section of the Cirebon Regency Population and Civil Registration Office and supporting informants, namely the community who provided Child Identity Card (KIA) services at the Cirebon Regency Population and Civil Registration Service. The technique of testing the validity of the data used in the research is the triangulation technique. The data analysis technique used in this research is by means of data reduction, data presentation and verification. The results tangibel seen from the appearance of officers/apparatus in serving customers is optimal because it is in accordance with the provisions of the use of official uniforms, but the convenience of the place to perform services and the ease of service in the service process is not optimal because the waiting room is not comfortable and the numbers are not regular.

Keywords: Quality of Public Services, Child Identity Cards, Civil Registration

INTRODUCTION

Service quality is the main key for all agencies in achieving organizational goals and ensuring the survival of the organization. Public services need to pay attention to customer needs, customer needs can be fulfilled if public services can provide services with good service indicators.

Basically the state is obliged to serve every citizen to fulfill their rights and needs within the framework of public services. One of the implementation of public services is a government agency. The form of service from this government agency, among others, is in the field of population administration.

In Article 1 of Law Number 24 of 2013, population administration is as a series of structuring and publishing population documents and data through population registration, civil registration, management of population administration, and utilization of the results for public services and development of other sectors.

The Child Identity Card (KIA) is an identity that every child must have in order to be able to access public services independently. Since 2016, the government has implemented MCH by issuing Minister of Home Affairs Regulation Number 2 of 2016 concerning Child Identity Cards. Giving MCH to children shows the state is present

glorify and encourage children's independence and provide non-discriminatory treatment that children have their own identity cards as Indonesian citizens. Not only as population data, KIA also has many benefits for children, including being used for school registration requirements and as a requirement for banking arrangements if children want to have their own savings. In addition, KIA is also used as a condition for registering for BPJS and taking care of insurance claims. For example, if a child has an accident and dies, MCH can be used as a tool to identify and also manage health claims. MCH is also used in handling immigration and also preventing child trafficking.

Based on preliminary observations that have been made at the Cirebon Regency Population and Civil Registration Service, there are several problems regarding the making of Child Identity Cards (KIA). The problem encountered is that there are still frequent delays in the time for making/issuing a Child Identity Card (KIA), which should be 1 to 3 days but instead exceeds the stipulated time which can be up to one week or even 2 to 3 months. As well as the lack of facilities and infrastructure, such as the availability of a waiting room for the community to provide services.

RESEARCH METHOD

The research method used in this research is to use normative juridical legal research, namely legal research conducted by examining and studying library materials or secondary data. Secondary data in the form of primary legal materials, secondary legal materials, and tertiary legal materials or non-legal materials (Soekanto & Mamudji, 2015). The type of data collection used is using a literature study (bibliography study), namely written information regarding the legal position and implementation of the principle of *pacta sunt servanda* obtained from various sources and widely published and then studied. The materials collected are then analyzed by looking at the relationship between these provisions so that a qualitative conclusion is obtained.

RESULTS AND DISCUSSION

In this chapter the author will describe the results of the analysis obtained during research at the Cirebon Regency Population and Civil Registration Service, namely: First, how is the quality of service in making Child Identity Cards (KIA) at the Cirebon Regency Population and Civil Registration Service. Second, what are the factors that become obstacles in making a Child Identity Card (KIA) at the Cirebon Regency Population and Civil Registration Service. Third, what are the efforts made in overcoming obstacles in making Child Identity Cards (KIA) at the Cirebon Regency Population and Civil Registration Service. Data collection techniques in this study were through library research, interviews, observation and documentation. The informants include:

1. Key Informants (Key Informants) are Sarko, SE. as the head of the population registration service and Endang, S.IP. as the identity section residence at the Department of Population and Civil Registry of Cirebon Regency.
2. Informant Supporters (Supported Informant) is Nurjaenah and Hardiansyah as people who have experienced it service Making a Child Identity Card (KIA) at the Population Service And Civil Registration of Cirebon Regency.

Quality of Service in Making Child Identity Cards (KIA) at the Department of Population and Civil Registration of Cirebon Regency

To find out the quality of service obtained by the community, the author uses the theory from Zeithmal (in Hardiyansyah 2018: 63) with service indicators which lie in five dimensions of service quality, namely:

1. Tangible(tangible)
2. reliability(reliability)
3. Responsiveness (Response/Response)
4. assurance(Guarantee)
5. Empathy(Empathy)

Based on the description above, the authors expect a lot of information from several informants regarding these dimensions as a basis for explaining how quality is services for making Child Identity Cards (KIA) at the Cirebon Regency Population and Civil Registration Service.

Tangible (tangible) dimensions around which include tangible/tangible physical facilities that is the appearance of physical facilities that can be seen and felt directly by the community. It can be addressed from circumstances environment. Tangible dimensions (tangible) to measure the quality of MCH manufacturing services in this study are measured based on the parameters used:

1. Appearance of officers / apparatus in serving customers
2. Convenience of the place to perform the service
3. Convenience in processservice

Parameter officer appearanceserving customers is in accordance with the provisions of the use of official uniforms. However, in terms of the comfort parameter of the place to perform the service and the convenience in the service process, the Service has tried to provide adequate facilities but still receive complaints from the public because the waiting room is not comfortable and the queue serial number that has been given is not in accordance with the set schedule. Therefore, can it is said that the Tangible Dimension is not optimal because its two parameters are still not in accordance with service quality indicators.

Reliability dimension the ability of agencies to provide services in accordance with the promised precisely and accurately. Employee reliability is at stake, because this is directly related to the expectations and desires of the community, such as punctuality, the same service without errors, a sympathetic attitude, and high accuracy. The Reliability dimension for measuring the quality of MCH manufacturing services in this study was measured based on the parameters used:

1. Have clear service standards
2. The ability of officers or apparatus to use assistive devices in the service process

Parameters have clear service standards, namely there are service standards that apply to serve the community. And parameters ability officer/apparatus in using assistive devices in the service process the ability of employees is no longer in doubt because many have been trained and have worked lessmore than 5 years. Therefore, it can be said that the Reliability Dimension has been running optimally because it is in accordance with service quality indicators.

Dimensions Responsiveness an agency policy to assist and provide fast (responsive) and appropriate services to the community, with guaranteed clear information. In addition to fast and precise, accuracy must be applied. In the officers/apparatus parameters do services quickly, accurately and on time have not provided services carefully because of the inaccuracies of employees. The Responsiveness dimension to measure the quality of MCH manufacturing services in this study was measured based on the parameters used:

1. Officers / apparatus perform services quickly, accurately and on time
2. All customer complaints are responded to by officers

Parameter officer/apparatus perform services quickly, accurately and on time have not provided services carefully because of the inaccuracies of employees. And the parameters of all customer complaints were responded to by officers, namely the community still had not filled in the criticism box and suggestions and do not know whether people's complaints were considered or not. Therefore, it can be said that the Reliability Dimension is not optimal because these two parameters are still not in accordance with service quality indicators.

The Assurance dimension (guarantee) for each form of service must have certainty over the services provided to the community. The existence of a form of certainty from a service can be determined by the guarantee given by the officer when providing the service, so that the service recipient will believe and feel satisfied that the results of all forms of service performed by the officer can be completed with the quality of the service provided. The Assurance dimension to measure the quality of MCH manufacturing services in this study is measured based on the parameters used:

1. Officers provide timely guarantees in service

2. The officer guarantees the certainty of costs in the service

Parameter officer/apparatus provide timely guarantees in the service of making a Child Identity Card (KIA), which is less than optimal because the service process exceeds the time that has been agreed determined. For the parameters of the officer/apparatus providing a guarantee of certainty of costs in the service, it is ensured that there are no fees to be paid or it is free. Therefore, it can be said that the Assurance Dimension is not optimal because one of its parameters is still not in accordance with the service quality indicator.

The Empathy dimension in a service is that the service provider gives attention, understanding, a sincere and individual or personal sympathy that is given to the community as the recipient of the service and tries to understand what the community wants. The Empathy dimension for measuring the quality of MCH manufacturing services in this study was measured based on the parameters used:

1. Prioritize the interests of the applicant/customer
2. Staff serve with a friendly attitude and courtesy
3. Officers serve non-discriminatory (discriminatory)

There are two parameters, namely precedence interest applicant/customer Already walk Good with prioritize interest society above personal interests. And the attendant parameters serve with No discrimination (discriminating) is good regardless of the status or position of the community served. While one parameter that is less than optimal, namely the staff serving with a friendly attitude and courtesy in service due to the lack of friendliness of officers in carrying out services. Therefore, it can be said that the Empathy Dimension is not optimal because one of its parameters is still not in accordance with the service quality indicator.

What Factors Become Obstacles in Making Child Identity Cards (KIA) at the Department of Population and Civil Registration of Cirebon Regency

Lack of availability blanks in the manufacture or printing of Child Identity Cards (KIA). Lack of availability printers, printing inks, ribbons, internet networks and other printing equipment needed in the manufacture or printing of Child Identity Cards (KIA). Lack of awarenesscommunity about the importance of Child Identity Cards (KIA).

Efforts Made In Overcoming Obstacle-Obstacles in Making Child Identity Cards (KIA) at the Cirebon Regency Population and Civil Registration Service

By providing more blanks for the process of making a Child Identity Card (KIA) so that it is more optimal in providing services. As well as submitthe availability of printers, printing ink, ribbon, internet network and other printing equipment needed so that the service process is carried out more quickly according to a predetermined time. People who do not yet have a Child Identity Card (KIA) need to be socialized so they are aware that a Child Identity Card (KIA) is important.

CONCLUSION

Quality of Service in Making Child Identity Cards (KIA) at the Department of Population and Civil Registration of Cirebon Regency. What Factors Become Obstacles in Making Child Identity Cards (KIA) at the Department of Population and Civil Registration of Cirebon Regency. Efforts Made In Overcoming Obstacle-Obstacles in Making Child Identity Cards (KIA) at the Cirebon Regency Population and Civil Registration Service.

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