



Quality of Birth Certificate Services at The Population and Civil Registry Service of Banggai Islands Regency

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Article Information

Abstract

Article history:

Accepted 10-12-2025

Fixed 10-12-2025

Approved 15-12-2025

Keywords: Public services, birth certificates, Disdukcapil, quality of service

Abstract: This study aims to analyze the quality of birth certificate services at the Population and Civil Registration Office of Banggai Islands Regency. The research method used was descriptive qualitative, with data collection techniques through interviews, observation, and documentation. Data analysis was conducted through the stages of data reduction, data presentation, and conclusion drawing. The results indicate that birth certificate services have been implemented well. From a reliability perspective, the service process was deemed fast and timely. Responsiveness demonstrates that officers are responsive to community needs. From an assurance perspective, employees demonstrate competence and courtesy, fostering public trust. Empathy is also evident through the friendliness and attentiveness of officers in serving the public. The physical evidence dimension indicates that service facilities are adequate, although some areas require improvement. Overall, birth certificate services at the Population and Civil Registration Office of Banggai Islands Regency align with the principles of fast, accurate, and transparent public service.

Introduction

This study aims to analyze the quality of birth certificate services at the Population and Civil Registration Office of Banggai Islands Regency. The research method used was descriptive qualitative, with data collection techniques through interviews, observation, and documentation. Data analysis was conducted through the stages of data reduction, data presentation, and conclusion drawing. The results indicate that birth certificate services have been implemented well. From a reliability perspective, the service process was deemed fast and timely. Responsiveness demonstrates that officers are responsive to community needs. From an assurance perspective, employees demonstrate competence and courtesy, fostering public trust. Empathy is also evident through the friendliness and attentiveness of officers in serving the public. The physical evidence dimension indicates that service facilities are adequate, although some areas require improvement. Overall, birth certificate services at the Population and Civil Registration Office of Banggai Islands Regency align with the principles of fast, accurate, and transparent public service.

Public service is one form of government responsibility in meeting the basic needs of the community and guaranteeing citizens' constitutional rights. In today's modern era, public

service is no longer viewed solely as an administrative function, but has become an integral part of efforts to improve the quality of life for the community, strengthen governance, and build public trust in state institutions. Quality public service is a crucial indicator in measuring the success of bureaucratic reform, particularly in terms of transparency, accountability, and effectiveness of government administration. One form of public service that plays a very significant role is population administration services. Population administration is the main foundation of the modern government system because it includes the recording and data collection of all important events in a citizen's life, such as birth, death, marriage, migration, and other events. In this context, a birth certificate is the first document that marks a person's legal identity. A birth certificate not only serves as official proof of birth but also serves as the basis for fulfilling various rights such as education, health, legal protection, and the right to be legally recognized as a citizen by the state. Without a birth certificate, a person is likely to experience administrative obstacles that can impact their quality of life, including in obtaining other population documents such as the Family Card (KK) and Identity Card (KTP).

In Indonesia, regulations regarding birth certificates are stipulated in Law Number 23 of 2006 concerning Population Administration, which was later amended by Law Number 24 of 2013. This regulation stipulates that every birth must be reported and registered by a government agency no later than 60 days from the date of birth. This provision demonstrates that a birth certificate is a legal right that cannot be ignored. Furthermore, the government, through the Ministry of Home Affairs, has developed the Population Administration Information System (SIAK) as a form of bureaucratic modernization in population document services. This system is expected to increase efficiency, transparency, and accuracy of population data.

However, despite the preparation of regulations and supporting systems, the reality on the ground still demonstrates challenges in implementing birth certificate services in various regions, particularly those located on islands, in rural areas, or areas with limited infrastructure. Banggai Kepulauan Regency is one such region with unique geographic characteristics, consisting of scattered islands, with access being quite difficult for residents living in remote areas. These geographical conditions directly affect the effectiveness of population administration services, including birth certificate services. The application of service quality concepts in birth certificate services is highly important considering the complexity of population administration services, which involve data verification processes, data entry into SIAK, document printing, and the issuance of documents to the public. High-quality service creates public satisfaction and enhances trust in government institutions. Conversely, poor service may trigger dissatisfaction, public complaints, slow administrative processes, and low ownership rates of civil registration documents. The Department of Population and Civil Registration (Disdukcapil) of Banggai Kepulauan Regency, as the provider of population administration services, bears a significant responsibility to deliver services that are fast, accurate, and transparent. However, in practice, various limitations such as inadequate service infrastructure, personnel shortages, digital gaps, and geographical conditions present challenges that must be addressed.

This study is important in order to provide a comprehensive overview of the service quality of birth certificate issuance in Banggai Kepulauan Regency. By understanding the current service conditions, the local government can formulate more effective and innovative strategies to improve service quality. In addition, this research is expected to contribute to the development of public service theories, particularly in the context of population administration services.

Method

This research is a descriptive qualitative study, aiming to provide an in-depth and holistic description of the quality of public services, particularly the birth certificate process at the Population and Civil Registration Office of Banggai Islands Regency. Qualitative research was chosen because it allows for a deeper exploration of the meanings, perceptions, and experiences of informants.

Result and discussion

1. Physical Evidence

Physical evidence plays a crucial role in various administrative processes because it serves as a primary requirement to ensure that a document or service is legally valid. The presence of physical evidence, such as official documents or written requirements, provides assurance that every administrative procedure has a clear basis, can be accounted for, and operates transparently. In population administration services—such as the issuance of birth certificates, family cards, or national identity cards—citizens are required to submit supporting documents as authentic evidence. These supporting documents may include birth statements from midwives or hospitals, photocopies of parents' marriage certificates, or other relevant data. Beyond administrative requirements, physical evidence ensures the authenticity of a person's identity and prevents data duplication. Thus, physical evidence functions not only as a legal prerequisite but also as an instrument for protecting citizens' civil rights. Without physical evidence, administrative procedures risk creating uncertainty, doubt, and opportunities for abuse of authority.

Physical evidence also serves as a form of civil rights protection. With valid official documents, individuals obtain legal recognition of their identity and status before the state, enabling them to access public services more easily and avoid potential legal issues in the future. This understanding aligns with the views of Azwar Tryadi and Muhajirin (2021), who state that physical evidence significantly influences consumer decisions in utilizing services. In other words, the presence of tangible, verifiable evidence provides a sense of security, trust, and legitimacy, applicable both in public administration and consumer behavior contexts. The importance of physical evidence is further supported by Yuliana (Prodi et al., 2022), who explains that the *tangibles* dimension includes all visible physical elements such as service facilities, equipment, staff appearance, and communication tools. These components form the public's initial perception of service quality. A previous study by Mozin (Pernata et al., 2025) also emphasizes that the tangible aspect in public service refers to all physical elements that can be observed, touched, or felt by service users. This includes facility conditions, equipment quality, cleanliness, and the professional appearance of staff. High-quality physical evidence creates a positive first impression and shapes public perceptions of institutional credibility. These findings are strengthened by Rustam Tuhopi's (2024) research on public service quality in a community health center. He explains that physical evidence includes the readiness of infrastructure, cleanliness of the service environment, and the neatness and professionalism of staff. These elements reflect how committed a public institution is to providing optimal services to the community.

2. Reliability

Reliability at the Department of Population and Civil Registration (Disdukcapil) of Banggai Islands Regency refers to the institution's ability to provide population administrative services consistently, accurately, and dependably. This reliability is reflected in the timeliness of

document processing, which is always carried out in accordance with established Standard Operating Procedures (SOPs) to ensure that citizens do not experience delays or disruptions. Moreover, the accuracy of the data recorded in official documents serves as an essential indicator, as every piece of information is carefully verified to avoid errors that could affect the validity of the documents or the legal rights of the community. The consistency of service quality across various service points—whether at the central office or integrated service units—also demonstrates the institution's commitment to delivering equal service standards. This ensures that the public receives the same service quality regardless of location or the type of document being processed. The combination of accuracy, timeliness, and consistency forms a strong foundation for achieving professional, trustworthy public services that enhance community satisfaction.

Reliability is one of the key dimensions of public service quality. It emphasizes an institution's capability to provide timely services, follow established procedures, and avoid errors. In the context of Disdukcapil, reliability can be interpreted as the institution's ability to handle population administrative services—such as issuing birth certificates, family cards, and identity cards—accurately and without mistakes. This understanding aligns with the theory of S.P. Siagian (1990) in Amri (2018:13), who states that Disdukcapil is an institution responsible for providing services related to the issuance of citizen identity documents. Consequently, reliability becomes a fundamental aspect, as it directly relates to public trust in the legitimacy of the documents issued.

Based on the researcher's assessment, the reliability of Disdukcapil employees in Banggai Islands Regency has been satisfactory. Employees demonstrate consistency, punctuality, and adherence to service procedures. Each staff member is expected to provide services without delays, errors, or unequal treatment toward applicants, ensuring that the public receives certainty and confidence in the quality of services offered. This finding is in line with the research conducted by Mira Nita Giani titled "*Quality of Population Administration Services in Tenggilis Mejoyo Subdistrict*", which highlights the importance of delivering accurate and timely services to citizens. The study emphasizes that precision and timeliness are crucial indicators of service quality. Furthermore, previous research by Mozin in "*Public Service Quality*" underscores that reliability is a central aspect of public service delivery. This includes the ability of service providers to fulfill service commitments, complete tasks accurately, and maintain consistent service quality. The higher the reliability of an institution, the greater the level of public trust in its administrative processes.

3. Responsiveness

The ability to provide information quickly and accurately is one of the most important aspects of delivering high-quality public services. This ability is not only related to employees' communication skills in conveying information but also reflects their readiness to assist the public whenever needed. Employees are required to respond promptly to every request, inquiry, or complaint to ensure that the public feels attended to and receives services without unnecessary delays. Furthermore, employees' willingness and ability to provide information demonstrate a form of professional public service responsibility. The information delivered must be accurate, clear, and easy to understand to prevent confusion or misunderstanding. Service speed must also be balanced with accuracy, meaning that every service provided should not only be fast but also correct, procedural, and legally valid.

Thus, the ability to deliver information quickly and accurately is not merely about providing explanations; it reflects proactive attitudes, concern, and commitment from employees to

deliver the best service. This plays an essential role in building public trust, increasing satisfaction, and strengthening the positive image of the institution. In the context of the Population and Civil Registration Office (Disdukcapil), responsiveness refers to employees' readiness to assist the public, provide clear information, and respond to various administrative requests or complaints, such as birth certificate issuance, family card processing, or national ID registration. A high level of responsiveness contributes to public comfort, satisfaction, and trust in the quality of public services. This concept aligns with the theory of Parasuraman et al. (1991), which states that service speed significantly affects customer perceptions of service quality and serves as a major indicator of responsiveness.

However, findings from the research indicate that responsiveness at the Disdukcapil of Banggai Islands Regency remains less than optimal. Limited supporting facilities—particularly the insufficient number of computers compared to the high volume of daily applicants—hamper the speed and accuracy of services. This situation reduces the responsiveness of employees in meeting public needs. This aligns with the research of Nurul Hidayati on *The Availability of Public Service Facilities at the Disdukcapil of Sambas Regency*, emphasizing that service tools such as computers, printers, scanners, office supplies, and document forms play a crucial role in supporting fast and accurate public services. Mozin's research on *Public Service Quality* also supports the view that responsiveness reflects the ability of service providers to respond quickly and effectively to public needs. Responsiveness highlights employees' readiness to assist, deliver clear information, and resolve issues without unnecessary delays. Similarly, Rustam Tuhopi (2024) in his study on public service quality in BPJS program implementation at Tilango Health Center notes that responsiveness involves the willingness to help and provide fast, accurate, and clear services. Timeliness, communication clarity, and proactive behavior are key to ensuring efficient, user-friendly, and satisfying services.

4. Guarantee

Assurance is one of the key dimensions of public service quality because it reflects the employees' ability to deliver professional, consistent services that meet established standards. This dimension goes beyond technical skills and includes a strong understanding of regulations, policies, and public service ethics. Employees with adequate competence are able to handle public requests and complaints accurately, promptly, and in accordance with procedures, thereby fostering public trust in the institution. Public trust also grows when people believe that all service processes are conducted transparently, honestly, and fairly without discrimination or harmful practices. This trust is built through services delivered based on clear rules, legally valid results, and consistently professional attitudes demonstrated by service officers. In population administration services, this trust becomes a crucial asset for Disdukcapil because the higher the public trust, the stronger the institution's legitimacy and the greater the satisfaction experienced by the community.

At the Population and Civil Registration Office (Disdukcapil), assurance is reflected through the employees' ability to provide clear information, ensure procedural certainty, and maintain polite, friendly, and professional behavior. Services such as the issuance of birth certificates, family cards, and national identity cards must be performed accurately and in accordance with regulations to ensure legal certainty for applicants. The Consumer Protection Law (Article 4, cited in Nitisusastro, 2013:259) states that consumers have the right to obtain comfort, safety, and honest information about goods and services. This principle aligns with the role of assurance in public services, particularly in institutions responsible for issuing official documents.

Research findings indicate that the assurance aspect at the Disdukcapil of Banggai Islands Regency covering employee competence, credibility, and service free from doubt — has been implemented very well. This provides a sense of security to the public because all documents issued are valid, legally recognized, and accountable. A high level of assurance also prevents worries or hesitation when the public submits administrative requests. These findings are consistent with the study by Mira Nita Giani titled *Quality of Population Administration Services in Tenggilis Mejoyo Subdistrict*, which highlights that employees' ability to build customer trust is essential in public service. Officers must be able to clearly explain procedures based on existing regulations. Further support comes from Ruslisa (2025) in his study *Quality of Administrative Services in the Public Administration Department, Faculty of Social Sciences, Gorontalo State University*. He emphasizes that assurance is a crucial dimension in public service, involving safety, certainty, timeliness, transparency of costs, and comfort during service processes. The professionalism of officers in providing accurate information and polite communication also enhances public confidence. In conclusion, assurance serves as a fundamental component of high-quality population administration services. When the public feels secure and trusts the institution, Disdukcapil's reputation as a public service provider strengthens, and the service process becomes more effective and satisfying.

5. Empathy

Organizations and public service institutions must understand the problems faced by their consumers and act in their best interests. Personal attention, convenient service hours, and genuine concern are essential components of quality service. In government institutions such as the Department of Population and Civil Registration (Disdukcapil), empathy becomes a crucial element that reflects the ability of officers to understand the needs, feelings, and expectations of the public more deeply. In population administration services, empathy is reflected through friendly attitudes, willingness to listen to complaints, and sincere attention toward the issues faced by applicants. A positive relationship between officers and citizens helps create a harmonious service atmosphere, allowing the public to feel valued and cared for. Clear, polite, and easy-to-understand communication enables citizens to receive accurate information about procedures, requirements, and processing times. This not only improves public trust in the institution but also strengthens a more human-centered relationship between service providers and recipients.

This finding aligns with the theory of Enjelina et al. (2024), which states that one of the main causes of service problems is the lack of effective interpersonal communication between Disdukcapil officers and the public. Effective communication is crucial for ensuring that administrative procedures are well understood, reducing confusion, and accelerating service delivery. It fosters a friendly, transparent, and efficient service environment that ultimately increases public satisfaction. Research results indicate that the aspect of empathy—especially communication ease—has been implemented quite well at the Disdukcapil of Banggai Kepulauan Regency. Citizens are able to easily communicate and consult with officers regarding the documents they need. Through effective communication, the public receives clear information about requirements, allowing them to complete administrative processes more easily, quickly, and accurately. However, some challenges remain, such as the limited mastery of local languages by officers, which sometimes hinders communication.

These findings are in line with prior research by Ferry Setiawan, which highlights the importance of prioritizing applicants' needs, providing friendly and polite service, avoiding discrimination, and respecting every applicant. Similarly, Isa (2025) emphasizes that empathy

in public services is the ability of officers to truly understand the feelings and needs of the citizens from their perspective. Empathy is not only about listening but also about providing sincere attention and appropriate responses. Research by Tahir (Habi et al., 2024) further supports this. In their study, empathy was used merely as one indicator within the SERVQUAL service quality model, as the focus lay on the impact of civil servant professionalism on overall service quality. In contrast, your research places empathy as a central aspect, examining how officers understand public needs, show genuine concern, and assist applicants throughout the administrative process. Thus, your study provides deeper insight into the role of empathy in shaping the public's service experience at Disdukcapil.

Conclusion

Based on the results of the study, the quality of birth certificate issuance services at the Department of Population and Civil Registration of Banggai Islands Regency is generally considered good. The service facilities are adequate, although they have begun to feel limited due to the increasing number of applicants. In terms of reliability, the staff are able to complete documents on time, accurately, and consistently, which helps build public trust. Regarding responsiveness, the staff respond quickly to the needs of the community, although limited computer equipment sometimes slows down the service process during peak hours. In the aspect of assurance, the staff demonstrate professionalism, competence, and trustworthiness, making the public feel confident about the validity of the issued documents. In terms of empathy, the service is delivered in a polite and friendly manner, making citizens feel attended to, although communication barriers still occur with some individuals who use local languages. Overall, the services at the Department of Population and Civil Registration of Banggai Islands Regency can be categorized as good, although improvements are still needed in terms of facilities, responsiveness, and interpersonal communication.

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