

**THE EFFECTIVENESS OF POPULATION ADMINISTRATIVE
DOCUMENT SERVICE DELIVERY
(FAMILY CARDS AND BIRTH CERTIFICATES) IN
THE GORONTALO CITY DEPARTMENT OF POPULATION AND
CIVIL REGISTRATION**

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ABSTRACT

This research aims to analyze and describe the effectiveness of family card and birth certificate service delivery in the Gorontalo City Department of Population and Civil Registration, as well as the supporting and inhibiting factors. It used a qualitative descriptive approach. Research data sources were primary and secondary and data collection methods were observation, interview, and documentation. The data analysis technique applied was Miles and Huberman's interactive model. Research findings attest to the effectiveness of population administrative document service delivery, which in this case, the documents were family cards and birth certificates, based on the effectiveness scale by JP. Campbell, was that (1) The entire program was considered effective, based on all services delivered and registered in SIAK, (2) A target success was ineffective as the achievement of family cards did not meet the target predetermined, (3) In regard to public satisfaction, most communities gave positive responses but with several notes to elevate service quality, (4) Input and output levels by service delivery procedures, service delivery schedule, service delivery cost, facilities and infrastructures, and apparatuses' competencies were ineffective, and (5) The ultimate goal was to achieve all service delivery aspects, specifically in relation to family cards and birth certificates. Proponent factors of the effectiveness of birth certificate service delivery were both internal and external, breeding a high achievement of birth certificates. Factors inhibiting the effectiveness of family card delivery services were internal, i.e., the condition of the Department itself, and external, i.e., public awareness of and concerns on population documents, especially family cards.

Keywords: Effectiveness, Service Delivery, Population Administration, Family Card, Birth Certificate

INTRODUCTION

Public service delivery is the state's attempt to cater to the essential needs of citizens' civil rights of goods and services. The 1945 Constitution mandates the state to meet citizens' basic needs for the sake of their wellbeing. Accordingly, the effectiveness of a government system is greatly determined by public service delivery. The State Administration Agency (LAN) (2000) argued that a state, as one of the governance elements, contained public sector institutions. A society is composed of individuals and groups, either organized or unorganized, who socially, politically, and economically interplay under different formal and non-formal regulations.

Public service delivery is hierarchically defined as delivering or fulfilling good services to the community by all government apparatuses as both state and public servants, which is one of their three obligations. As government apparatus elements, State Civil Apparatuses (ASN) must deliver services to all citizens in need and satisfy them. In terms of tasks which

must be accomplished, service delivery should focus on catering to public needs, in either quality or quantity.

An effort to evaluate an organization can be carried out using the concept of effectiveness which emphasizing the achievement of predefined goals. Effectiveness levels can be measured by comparing targets or predetermined plans with outputs. If outputs do not meet targets or plans, it is ineffective. Atik and Ratminto (2005:19) contended that effectiveness was based on goals, in accordance with the extant plan. However, they added, several people gave less expected responses due to some causes, e.g., non-transparent financing, bringing about illegal fees in institutions concerned. If fees are needed, certain service fees should be defined and the fees paid and fees determined should be analogous. Service delivery quickness is also crucial so services can be delivered in accordance with the schedule set by the service implementing unit.

The Gorontalo City Department of Population and Civil Registration is one of the public administrative service delivery institutions in Gorontalo Province. Population service delivery covers population registration and civil registration. Population registration includes making a family card (KK), electronic identity cards (e-KTP), letters of transfer, and children's identity cards (KIA). Moreover, civil registration includes making quotations of birth certificates, quotations of death certificates, quotations of divorce certificates, recording child recognition and child validation, recording name changes, and recording changes in citizenship. As one of the public service delivery institutions, the Gorontalo City Department of Population and Civil Registration is also demanded to deliver quality services as expected and desired by the Gorontalo City community.

Of 200,558 citizens, and of 142,147 KTP mandatory, 135,166 citizens or 95.07% have had e-KTP. Besides services delivered in the Gorontalo City Department of Population and Civil Registration, mobile services are also delivered to sub-villages. Additionally, of 62,136 families, 39,632 or 63.76% have possessed family cards. Meanwhile, in 2019, of 65,468 people who were birth certificate-mandatory, 65,623 had owned birth certificates. From the data, the percentage of family card registration is the lowest, whereas that of birth certificate registration is the highest.

Based on the preliminary observation and interview with the community regarding population administrative affairs in the Department of Population and Civil Registration, in general, several issues affecting the effectiveness of service delivery with respect to population documentation registration and making were found. Among the issues are a long time taken to register a population document, unclear registration procedures, and disorderly queues. Other issues are discriminative behaviors in delivering services to the community who registers population documents and lack of information of procedures, bringing the community on reluctance to register their population documents.

Overall, some problems are indeed happening in the population document registration in the Gorontalo City Department of Population and Civil Registration. However, the problems, by our preliminary observation, only impact family card documents (as justified by the low achievement percentage), whereas birth certificate document registration achieves a high percentage.

THEORETICAL FRAMEWORK

Effectiveness

Effectiveness, in general, was “conducting the right action” (Stoner, 1996). According to Yuki (1994), effectiveness was connected to whether an option was correct to achieve the target desired. The term effectiveness is commonly applied within an organization or company to delineate whether the target chosen is correct. Effectiveness is identified from the usefulness or benefits for the organization or company.

Effectiveness is also frequently used to measure success achieved by an organization or company in regard to programs planned. The measure of effectiveness could not be assessed by examining the expenditure to do certain activities, rather, by comparing the achievement of the target of why the activities were done (Danim, 2004).

Measuring effectiveness is neither that easy nor simple. As most of the outputs are intangible and unquantifiable, measuring effectiveness is difficult. Besides, the outcome achieved is often unidentifiable within the short term, rather, it will within the long term or after the program concerned is accomplished. As such, the measure of effectiveness is qualitatively stated in the form of a judgment. In other words, if the quality engendered is good, the effectiveness will be good. Furthermore, it is considerably varied, depending on the degree of the fulfillment of several end criteria.

Cambel JP. (1989:121) contended the most salient measurements of effectiveness, i.e.:

1. The success of the program
2. Target accuracy
3. Satisfaction with the program
4. Input and output levels
5. Overall goal accomplishment

These measurements are intended to enable program effectiveness to realize aligned with operational abilities to perform work programs, achieving the goals predefined. Comprehensively, Cambel JP. (1989:48) concluded that effectiveness was an ability level demonstrated by an institution or organization in undertaking its primary tasks to achieve targets predetermined. By the description, we infer that in its essential meaning, effectiveness refers to the achievement of a goal. In conclusion, effectiveness constitutes achieved targets predefined. In other words, if a target or goal has been achieved as been planned, it is effective. On the one hand, if it is not analogous with the schedule, it is ineffective.

Public Services

Kurniawan, in Sinambela (2008:5), confirmed that public service delivery was delivering services (serving) those or the community who had affairs with the organization concerned, in accordance with the primary regulations and procedures defined. Based on Law Number 25 of 2009 on Public Services, public service delivery is an activity or a series of activities to cater to what is needed in service delivery, in accordance with legislation, for every citizen and population, regarding goods, services, and/or administrative services delivered by public service implementers.

Family Card

A family card, abbreviated as KK in Indonesian, is a family identity card which contains data of names, a structure and relationship within a family, and identities of family members. It also lists several descriptions, namely the full name of the family head and members, ID

number, sex, birthplace, birth date, birth address, affiliation, education, occupation, marital status, status in the family, citizenship, immigration document, and name of parents in columns.

Birth Certificate

A birth certificate is a certificate issued by the official authorized, addressing a birth. A person can be stated as a legitimate child of his/her parents if the person can show legal proofs, one of which is an authentic written one, to state that the person owns a certain and strong legal power base in accordance with the provisions set by the Civil Registry Institution.

Yulies Tiena Masriani conveyed that an authentic birth certificate was a certificate made by/in front of the official authorized by the ruler, in accordance with the provisions stipulated, with or without the help of the party concerned. Meanwhile, an underhand certificate is a certificate deliberately made for a proof purpose by the parties concerned without help from an official.

RESEARCH METHODS

We used a qualitative descriptive approach. Research data sources were primary and secondary, collected with observation, interview, and documentation. The data analysis technique used was Miles and Huberman's interactive model analysis.

RESEARCH FINDINGS AND DISCUSSION

Research Findings

We used effectiveness measurement by JP Campbell (1989) using:

1. The success of the program
2. Target accuracy
3. Satisfaction with the program
4. Input and output levels
5. Overall goal accomplishment

In regard to population document service delivery, the Gorontalo City Department of Population and Civil Registration operated 24 population document and population data service delivery. We figured out that in relation to goal achievement, family cards and birth certificates were dissimilar. It highlighted that the same service type could give different results. The comparison between those population document services is indicated in the Table 1.

Table 1. The Comparison Between Population Document Services

No.	Jenis Dokumen	Jumlah Target Kepemilikan	Realisasi Kepemilikan	Persentase (%)
1	KTP	143.315	137.101	95,66
2	Kartu Keluarga (KK)	61.549	34.332	55,72
3	Akta Kelahiran	65.514	65.388	99,80
Jumlah Penduduk Kota Gorontalo			201.154 Jiwa	

Sumber: Data SIAK, 2020

According to the table, family cards had the poorest achievement, indicated by their high discrepancy with birth certificate registration, whose achievement rate was nearly 100%. Population document service delivery, specifically family cards and birth certificates, had been

optimally undertaken by optimizing the extant information system and innovations which elevate the quality of the service.

Moreover, in terms of facilities and infrastructures, the Gorontalo City Department of Population and Civil Registration had catered to service standards. Despite several flaws identified, in stepwise, it consistently enhanced service quality. Additionally, the head of the Department was determined to also focus on human resources which delivered services. The punctuality and cost insurance regarding population document registration had been commensurate with service procedures. No fees were charged by the Department, which was very eager to deliver services punctually.

Overall, population administrative document service delivery in the Gorontalo City Department of Population and Civil Registration had been well implemented and in conforming with service procedures predefined Service procedures should be applied to all types of services delivered to the community.

Determinant Factors in Family Card and Birth Certificate Population Administrative Document Service Delivery in the Gorontalo City Department of Population and Civil Registration

1. Proponent factors

Public awareness was an external factor, or a factor derived outside the organization, which was the Department of Population and Civil Registration, which supported a high achievement of birth certificates. Moreover, the internal factor or the factor derived from the organization was ease perceived by the community who would register birth certificate documents. It was considerably helpful when the pandemic was hitting and making the community act effectively and efficiently.

2. Inhibiting factors

- a. The community's lack of participation and concern.
- b. The community's perception that registering family should be mediated by RT/RW.
- c. No socialization which emphasized the ease and significance of family card documents.

Discussion

Effectiveness of Family Card and Birth Certificate Population Administrative Document Service Delivery in the Gorontalo City Department of Population and Civil Registration

1. The success of the program

Population administrative services delivered in the Gorontalo City Department of Population and Civil Registration had been well implemented in correspondence with service procedures predetermined. Nevertheless, some population document service delivery still indicated a poor achievement rate. Meanwhile, from the success indicator aspect, the program was considered effective.

2. Target accuracy

Population administrative document service delivery was effective as it had covered all service needs. However, findings suggested that several services, e.g., family card registration, delivered by the Gorontalo City Department of Population and Civil Registration could not make the expected achievement.

3. Satisfaction with the program

In general, the community, as the population document service delivery target in the Gorontalo City Department of Population and Civil Registration, was exceptionally satisfied.

They had given positive responses. However, some people expressed dissatisfaction with service delivery. It could generate a decreasing trend in performance and unfulfilled achievement which was obviously seen in family cards.

4. Input and output levels

Input and output levels of population administrative service delivery had not been effective. Multiple aspects should be mended and met, especially with respect to family card registration with its poor achievement. This mending activity would be sustainably carried out using information and technology available and based on the goals of population document service delivery.

5. Overall goal accomplishment

In general, service delivery in the Gorontalo City Department of Population and Civil Registration had catered to the majority of population administrative documents required by the Gorontalo City community amidst different constraints, using information and technology which was supposed to be able to deliver services as expected by the community. However, we highlighted some issues which should be evaluated to rectify the service quality.

CONCLUSION

1. Population document services delivered by the Gorontalo City Department of Population and Civil Registration were considered effective, considering the program and service delivery success. The Gorontalo City Department of Population and Civil Registration had fulfilled what the community needed in regard to population documents.
2. Several services, e.g., family card registration, could not meet the expected achievements of population administrative documents, attested by their poor achievement rates.
3. Overall, population document service delivery, which was in this case, family cards and birth certificates, acquired positive responses from the community, who were satisfied with the services.
4. Input and output levels in population administrative service delivery were considered ineffective, as there were still many which needed repairment and improvement, such as family card registration which had a poor achievement rate.
5. Overall goal achievements indicated achieved aspects of population document service delivery, specifically in relation to family cards and birth certificates.
6. Internal factors were quick registration processes, file completeness, and online systems. The external factor was high public awareness of birth certificate registration.
7. Factors inhibiting the effectiveness of population administrative document service delivery, particularly family cards, were both internal and external. The internal factor was minimum socialization in terms of family card registration, whereas the external factors were public participation and concerns.

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