

Quality of Services for Birth Certification at the Department of Population and Civil Registration of North Tapanuly Regency, North Sumatera, Indonesia

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Abstract

Introduction: The quality of public services is an important component that must be considered to the extent to which a public service provides services to people who demand the government to provide quality public services. Birth certificates are very important as legal evidence of a person's birth status and events issued by the population and civil registration services. The purpose of this study was to determine the quality of population administration services and civil registration in birth certificate services as well as barriers to the quality of population administration services in birth certificate services.

Materials & methods: The research method that the researcher used was a descriptive qualitative research method. Data were collected based on data collection techniques by conducting interviews, observations, and documentation.

Results: The data analysis technique that the researcher uses is data collection, data reduction, data presentation, and conclusion. The theory that researchers use is the theory of service quality according to Zeithaml, namely tangibles, reliability, responsiveness, assurance, and empathy.

Conclusions: The results showed that the quality of service at the Department of Population and Civil Registry of North Tapanuli Regency was quite good, but in terms of reliability, employees were still not careful in typing the child's name in the birth certificate.

Keywords: Quality, Service, Birth Certificate.

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Introduction

Service activities are never separated from human life, because all aspects of life require service. Law No. 25 of 2009, Public service delivery is a way for the state to fulfill every basic desire and right of every citizen from administration, goods, and services provided by public service providers (Wardani et al., 2020). Service quality is one of the determining factors in the success of service delivery by the Office/Agency and service officers. The task of this service is the government's mission order to achieve the goals of the country, namely a just and prosperous society based on Pancasila and the 1945 constitution (Larasati et al., 2018). The global trend shows that the provision of competitive and quality public services to its people is part of the government's commitment that must be realized. Improving the quality of public services provided by government agencies is increasingly becoming a demand (Purba et al., 2019).

Public services so far have not met the expectations of society. Various efforts to improve the implementation of public services have been made, but the results have not been maximized because the implementation of public services so far has not been able to meet the quality expected by the community. convoluted, there is no certainty in the timeframe for completion, the costs to be incurred, less transparent requirements, the attitude of the less responsive officers, and the implementation of public services are still faced with a government system that is not yet effective and efficient and the quality of the human resources of the apparatus is inadequate (Rukayat, 2017). So that it creates a bad image that is not good for the image of the government in the eyes of its people, especially in the eyes of ordinary people who do not know anything about public services (LUMANSIK et al., 2019).

Population and civil registration are the obligatory affairs of regional governments that must be carried out by the central government to regional governments. Population administration services consisting of population registration and civil registration services are a sub-section of public services that must be properly implemented in the community (Tumiwa et al., 2016). Based on Law Number 24 of 2013 concerning Population Administration it is explained that the implementing agency for population administration for Regency/City areas is the Office of Population and Civil Registration which has the authority to provide equal and professional services to every resident for reporting population events and important events (Hidayat, 2019). In carrying out population administration, important population events which include birth, death, marriage, divorce, child recognition, child validation and others that must be recorded in the civil registration must be properly organized in the form of public services to the community (Setiawan, 2017). Birth and death are important population events for which data is collected and become an important part of the administration for the sake of good population administration.

Meanwhile, the districts that have the most villages are in the Capital City of Tarutung, Tarutung Regency, namely 7 villages out of a total of 11 existing villages. The population of North Tapanuli Regency in 2021 is 320,766 people consisting of 153,766 men and 166,960 women. The sex ratio of 97.67 means that the female population in North Tapanuli is more than the male population. The population of North Tapanuli Regency in 2021 is 320,766 people, with a population density of 79.05 people/km² and this district is an area where the majority of the population is ethnic or Batak Toba.

The Department of Population and Civil Registration of North Tapanuli Regency is a service in managing various paperwork such as making birth certificates. A birth certificate is a civil registration certificate resulting from the recording of a person's birth. If a child does not have a birth certificate, legally his existence is deemed non-existent by the State. Until now there are still many residents who ignore or do not understand the importance of birth certificates. Birth certificates are mandatory for residents who experience births and birth certificates are very important to determine a person's legal status. Based on the data the researchers obtained from the Population and Civil Registry Office of North Tapanuli Regency, the number of residents of North Tapanuli who already have birth certificates in 2021 is recorded as 168,929 people.

The Department of Population and Civil Registry has a very important role in supporting the successful implementation of population administration. This also applies to the office of the Population and Civil Registry Office of North Tapanuli Regency in providing services to the community where in the process of making birth certificates, especially in providing services to the community, it is good even though it is not optimal, things that can be felt by the community are that the process of making birth certificates is appropriate with what was promised to the community so that the completion time is right. To achieve the quality of services for making birth certificates, of course, it is hoped that the seriousness of the employees who provide services to work better.

The previous research that is relevant to this research used by the author includes: Siti Rozana & Taufik (2018), Based on the results of the research as a whole the problems faced by the Population and Civil Registration Office of the Temanggung Regency related to the strategy to increase ownership of Birth Certificates are a lack of human resources and lack of participation from the apparatus. villages to socialize with the community (Rozana & Taufik, 2018). Melinda A. Michiko Tuju (2017), Based on the results of the research, the conclusion in this study can be seen from the five dimensions that the authors use to measure service quality, namely. From the average percentage results of the five dimensions above, it can be said that service quality at the Population and Records Service Quality civil. Even though the Tangibles dimension (physical appearance) received a negative response from the community. However, the other four dimensions, namely reliability, responsiveness, assurance, and empathy, received positive responses from the community (Tuju et al., 2017).

Siti Afrida (2017) The final results of this study concluded that population administration services cannot be said to be effective. This can be seen from the lack of maximum employee human resources, the lack of socialization by the government to the community, and the large number of people who do not have birth certificates, especially people who live far from the city center or suburban areas. Therefore, the results obtained through this research can be used

as a reference and recommendation to support the smooth functioning of population administration services in the context of making birth certificates in the Asahan District (Afrida, 2017).

Based on the context of the problem, the purpose of this study was to determine the Quality of Service for Making Birth Certificates at the Population and Civil Registry Office of North Tapanuli Regency and the obstacles faced by the Office of Population and Civil Registry in making Birth Certificates.

Materials & Methods:

Research approach: This research is research that uses qualitative research methods with a descriptive approach.

Research design: Moleong (2016), explained that descriptive research is carried out by collecting data in the form of words, pictures, and not numbers, including interview scripts, field notes, photographs, personal documents, and other official documents.

Setting of the study: The research location, namely the Office of the Population and Civil Registry Office of North Tapanuli Regency, is located at Jalan, Sisingamangaraja Number. 237 North Tapanuli Regency.

Participants: The informant is a member of the participant group who acts as a director and translator of cultural content or actors who are directly involved with research problems. The informants in this study were chosen because they know the most or are directly involved (Sugiyono, 2017), while those who became research informants, namely key informants, are experts who understand and can provide explanations on various matters related to research and are not limited to the area of residence, community leaders and academics (Sugiyono, 2017). So in helping researchers who know various basic information needed for research, while the main informant in this study is Ms. Asnah Rosleli Sinaga, SH as the Head of the Population and Civil Registry Office, the main informant is a person who knows technically and in detail with research problems to be studied (Sugiyono, 2017), then as people who are directly involved in interactions with people who want to be studied. Therefore, the main informants in this study were Mr. Romusa Simanungkalit, ST, MM the Head of the Civil Registration Services Division, and additional informants, namely anyone found in the research area who is suspected of being able to provide information about the problem under study. Additional research informants are people who can provide additional information as support for research discussions (Sugiyono, 2017). The additional informants in this study were 4 people, 1 employee at the Department of Population and Civil Registry, and 3 members of the public.

Data Collection : Data collection is a tool that is selected and used by researchers in their collecting activities so that these activities become systematic and made easier by them (Arikunto, 2013). Data collection can be done in various settings, sources, and various ways (Suwarma, 2015). There are two data collection techniques Primary Data Collection Techniques and Secondary Data Collection Techniques. Data collection techniques carried out by researchers are two ways. North Tapanuli whether the implementation of duties and functions is following the North Tapanuli Regent Regulations. The second interview is a

meeting conducted by two people to exchange information and ideas by way of question and answer so that it can be drawn up into a conclusion or meaning on a particular topic (Sugiyono, 2017) where the interview aims to dig up information from the informant to understand more deeply concerning the Quality of Services for Making Birth Certificates at the Population and Civil Registry Office of North Tapanuli Regency. Furthermore, secondary data collection is the first Data collection technique using related records or documents related to research problems. The tools used by researchers during this research were notebooks and pens, books and pens were used to record important things as data sources during research. Then the tool used by researchers is a smartphone whose function is to record all conversations while conducting interviews as well as take photos of observations and documentation of interview activities as evidence that can be stored in a smartphone. Second, literature study. Data collection techniques that researchers obtain from various references in the form of books, journals, and scientific papers, as well as the opinions of experts relevant to research problems. In qualitative research, data analysis techniques are the process of searching for data, systematically compiling data obtained from interviews, field notes, and documentation, by organizing, by organizing data into categories, juxtaposing it into units, synthesizing, and arranging it into patterns of choosing which are important and which will be studied, and make conclusions so that they are easily understood by oneself and others (Sugiyono, 2017).

Results and Discussion

Service Quality for Making Birth Certificates at the Office of Population and Civil Registry of North Tapanuli Regency

To find out to what extent the Quality of Services for Making Birth Certificates at the Population and Civil Registry Office of North Tapanulo Regency can be carried out properly according to the objectives, researchers used theory according to Zeithaml et al (1990) in (Pasolong, 2021) which suggests the dimensions of service quality in assessing the extent to which the service quality of the state apparatus which is the benchmark for public services which includes the dimensions of tangible, reliability, responsiveness, assurance, empathy through the dimensions of service quality can be seen in the Quality of Services for Making Birth Certificates at the Population and Civil Registry Office of North Tapanuli Regency.

Tangible. From the description above related to tangible indicators in the form of physical evidence at the Population and Civil Registry Office of North Tapanuli Regency, the results of interviews obtained by researchers from several informants are related to one another. It is proven that the explanation of Zeithaml's theory (Pasolong, 2021) regarding Tangible Indicators is marked by the adequate provision of other resources. Tangible means in the form of physical facilities that have been provided, namely: computers, printers, personnel/employees, toilets, tables, chairs, and so on which become other facilities and infrastructure in supporting services so that people who enjoy services can feel safe and comfortable. So from the results of the observations that the researchers made, there was a connection from Zeithaml's theory (Pasolong, 2021) regarding tangible indicators in the form of physical evidence that existed at the Population and Civil Registry Office of North Tapanuli

Regency, which was sufficient to make it easier for employees to carry out every task in serving the community with the availability of facilities provided by Service to employees and the community.

From the description of the responsiveness of employees, as well as the Head of Civil Registration Services and Head of Birth and Death Registration Office of the Population and Civil Registry Office of North Tapanuli Regency, the interview results obtained by researchers from several informants have similarities and relevance. Evidenced by the explanation from Zeithaml's theory (Pasolong, 2021) regarding responsiveness indicators (responsiveness) is a policy to assist and provide fast (responsive) and accurate services to the community, by delivering clear information. Concerning the availability and ability of the North Tapanuli Regency Population and Civil Registry Office as a service provider to assist the community and respond to community requests immediately. So, from the results of the observations that the researchers made, there is a connection from Zeithaml's theory regarding responsiveness indicators at the Population and Civil Registry Service of North Tapanuli Regency, it can be concluded that the responsiveness of employees of the Population and Civil Registry Service of North Tapanuli Regency is good and increasing in the process services to the community by responding to and responding to the obstacles experienced by the community who do not understand the requirements and Standard Operating Procedures in the Office. So the Department of Population and Civil Registry is always responsive to existing problems by quickly providing solutions to help the community so that the services provided continue to run well following applicable regulations.

Assurance. From the description above related to the assurance indicators in the form of ethics and morals by employees at the Population and Civil Registry Office of North Tapanuli Regency, the results of interviews obtained by researchers from several informants have similarities and are related to one another. evidenced by Zeithaml's theory (Pasolong, 2021) regarding assurance indicators (guarantee) characterized by the level of attention to ethics and morals in providing services. There is great attention from the employees of the North Tapanuli Regency Population and Civil Registry Office in maintaining ethics and morals in providing services to the community so that the community will feel valued, respected, and served wholeheartedly so that the community will feel comfortable and safe in enjoying the services being provided by Department of Population and Civil Registry of North Tapanuli Regency. So, from the results of the observations that the researchers made, there is a connection from the Zeithaml theory (Pasolong, 2021) regarding indicators of assurance in the form of ethics and morals. It can be seen that ethics and morals are owned by the Head of Civil Registration Services Head of Birth and Death Registration and Employees at the Regency Population and Civil Registry Service. North Tapanuli has been very kind and friendly in serving the community and also guarantees timeliness in the process of serving the community, in terms of guaranteeing this timeliness in the processing of birth certificate documents the time provided by the Population and Civil Registry Office is good based on observations by researchers if the community come to take care of it in the morning, the processing of the birth certificate document will be completed before break time, if it comes in the afternoon then it will be completed before work hours, and if the community comes in the

afternoon then the management of the birth certificate document will continue the next day, and the employee explains the service procedure to people who do not understand how the birth certificate service procedure.

Empathy. From the description above regarding the indicators of empathy at the Population and Civil Registry Office of North Tapanuli Regency, the results of the interviews obtained by researchers from several informants are related to one another. As evidenced by the explanation of Zeithaml's theory regarding indicators of empathy (empathy) empathy is characterized by the level of willingness to know the wants and needs of consumers. With a sense of empathy that is owned by the apparatus towards people who need services without having to be approached by the community but rather an apparatus that approaches the community itself so that they can find out what their needs are. What's more for the public who feel confused about the flow of services and the requirements that are required in applying for the issuance of documents. So from the results of observations that researchers have made, there is a connection from Zeithaml's theory (Pasolong, 2021) regarding indicators of empathy (empathy) that the empathy for employees of the Population and Civil Registry Office of North Tapanuli Regency is good and the level of willingness to ask questions is also good, where employees there always put their interests first in the community and so that the community can provide an assessment of the Service employees that they have served well, then there is also no form of discrimination or discrimination between communities and also does not look at the status of the community when serving the community.

Factors Inhibiting the Quality of Service Making Birth Certificates at the Office of Population and Civil Registry of North Tapanuli Regency

Location. Based on the explanation above, from the results of interviews with researchers with informants, it can be seen that employee performance is still hampered, especially in terms of the location of the Subdistrict, which is a remote community. The spread of the community in North Tapanuli Regency, which consists of 15 sub-districts with locations that are far apart, greatly hampers the performance of the Population and Civil Registry Service in providing services to the community.

Community Understanding of the Importance of Document Ownership. Based on the explanation above, from the results of interviews with informants, it can be seen that employee performance is still hampered by a lack of public awareness in terms of ownership of birth certificate documents. The birth certificate document is important and is very much needed by every newborn child or for a child who does not have a birth certificate. This document is very necessary for each of the requirements needed as example if a child wants to pursue education then a birth certificate will be required as one of the conditions for registration.

Lack of Information for the Public About the Requirements for Birth Certificates. Based on the explanation above, from the results of interviews with informants, it can be seen that employee performance is still hampered, lack of information to the public about the requirements for birth certificates is one of the obstacles faced by this Office. This agency did not include banners regarding the required files for arranging birth certificates in the room, then the staff did not socialize enough with the community, and the people did not understand or see the

banners outside the room regarding the file requirements for processing birth certificate documents.

Insufficient Network, Based on the explanation above, from the results of interviews with informants, it can be seen that employee performance is still hampered, the next inhibiting factor is a network system that is not good enough. The poor network system will hamper employee performance, people who want to apply for the issuance of documents such as birth certificates and other documents cannot be processed or issued because the network is not good.

Conclusions:

The quality of service provided by the Population and Civil Registry Office of North Tapanuli Regency in making birth certificates can be said to be good, although not optimal. This can be seen from Tangible (physical evidence) that it is sufficient, as evidenced by the availability of facilities such as car workshops, PCs, notebook laptops, Tabloid PCs, and other personal computers. Reliability provided by employees is reliable enough, it is proven that employees have the skills to operate a computer to issue birth certificate documents, but there are still employees who are not careful in writing names. Responsiveness given by employees is well proven by the response of employees to people who do not understand or ask for requirements by providing explanations. Assurance (guarantee) provided by employees is good, it can be seen from the timeliness also given as well as possible in the service according to the SOP. Empathy The sense of empathy possessed by Service employees is very good and also high and willing to ask what the community wants.

The obstacles faced by the Department of Population and Civil Registry of North Tapanuli Regency in serving the community are as follows: The first inhibiting factor is the distance from the location of the community sub-district to the Population and Civil Registry Office of North Tapanuli Regency, the second inhibiting factor is the lack of public awareness of the importance of ownership birth certificate documents, the third inhibiting factor is the lack of information for the public about the requirements for birth certificate processing documents. The next inhibiting factor is the poor network system in the community service process.

Conflict of Interest: There are no conflicts of interest

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