



Performance of State Civil Services at the Population and Civil Registration Services Of Bulukumba District

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ABSTRACT

This study aims to describe and analyze the performance of the state civil apparatus (study of the Population and Civil Registration Office of Bulukumba Regency) to describe and analyze the factors that influence the performance of the state civil apparatus at the population and civil registration office of Bulukumba Regency. This research was carried out at the Population and Civil Registration Office of Bulukumba Regency. This type of research is a qualitative research to analyze events in the field and match the existing theory with a case study approach. Data collection techniques are through observation, interviews and documentation. The results showed: The performance of the State electoral apparatus in the Population and Registration Service of Bulukumba Regency as seen from the elements: Productivity, Service Quality, Responsiveness and Accountability has looked good. encourage the creation of performance providing opportunities for subordinates, competence, commitment and motivation factors can support so that the performance of the state civil apparatus in the future can be improved."

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INTRODUCTION

The government has an important role to provide public services primacy for all residents according to what has been mandated in the law. In article 1 of Law Number 25 of 2009 concerning public services The definition of public service is stated as follows: Public service is an activity or a series of activities in the framework of fulfillment of service needs in accordance with statutory regulations for every citizen and resident for goods, services and / or services administrative services provided by public service providers.

Public service is a business carried out by a group or someone bureaucracy to provide assistance to the community in order achieve a certain goal. One of the implementation of public services population administration in a government. Administration population control is a series of structuring and controlling activities in controlling documents and population data through

population registration, civil registration, management of population administration information and utilization of the results for public services and development of other sectors. (Rifani & Megawati, 2023).

Along with the implementation of the regional autonomy policy, the bureaucratic apparatus Local government can manage and organize public services more concerned with the needs of the local community. There is a basic concept in terms of managing the affairs that govern the local government, namely the existence of initiatives based on the aspirations of the local people. Regional autonomy means the willingness of local people to solve various kinds of problems local people to achieve their welfare. But in reality the implementation of public services carried out by The government is still faced with services that are not yet effective and efficient Inadequate quality of human resources. It is visible from still the number of complaints from the public either directly or indirectly, such as through the mass media which demands an increase in the quality of public services.

Improving the quality of public services is a very important issue. This happens because on the one hand the demands of society for the quality of service getting bigger while the practice of service providers has not changed which means. The community at all times demands quality public services, although these demands are often not in line with expectations due to public services what has happened so far is still convoluted, slow, expensive, and tiring (Saputra, Sendy Dwi, Affifudin, 2019). In the ASN function bureaucracy is very define community service help carry out tasks and government responsibility so wheels of regional development and progress increase. (Moonti et al., 2018)

Basically, in an agency government should have done appropriate state services and based on the State Law Indonesia No. 25 of 2009 concerning State Service. Where, Act it seeks to treat citizens as residents (citizens), not customer or client oriented to the interests of state service. When making a policy, government should also pay attention impact of the policy. Policy can be detrimental to society, or vice versa provide convenience to the public or the community in enjoying the service provided by the government. In the administration of a country, still take into account the demographic aspects in terms of formulating policies or in manifest programs existing development. As is accuracy and availability of data about population which complete in development in our country is aspects that play a very important role important. (Aminah, 2021)

This demands hard work state administrators starting from the central level to the very bottom inside collect and guarantee availability population data for support information about internal residence formulate a policy in Indonesia. Therefore, in doing development related activities population as a system is an integral part of government and state government in provide guarantees of legal certainty and protection of individual rights population. (Matondang, 2017)

This protection is in the form of service countries through the issuance of documents residence as No Parent Citizenship (NIK), Identity Card Electronic (KTP-EI). Decline and integration of population administration will be very useful for the formulation policy, planning and implementation various development programs. With advances in information technology supports various activities, incl population administration services. (Ratnawaty, 2018)

This the facts that occur in the field, and the program is not easy to realize in all parts of Indonesia, there are many obstacles to the implementation of the national NIK and electronic ID cards. Constraints related to the readiness of facilities and human resources as implementers are added by the increasingly critical population who dares to express their opinions on matters relating to population administration services, especially the making of Birth Certificates, KK and KTP. More and more people are questioning the readiness" government apparatus in providing services" population administration, especially regarding the speed and convenience of administering Birth Certificates for KK and KTP. (Fahmi, 2015)

Performance is a change or paradigm shift from the concept of productivity to state the ability of a person or organization to achieve certain goals or objectives. Performance is the result of work

that has a strong relationship with the strategic goals of the organization, community satisfaction, and contributes to the economy (Armstrong and Baron, 2017:15). (Rahmisyari, 2017)

Thus Performance is about doing the work and the results achieved from that work. Performance is about what is done and how to do it. According to Anwar Prabu Mangkunegara (2020:67): "Performance (work performance) is the result of work in quality and quantity achieved by an employee in carrying out his duties by the responsibilities given to him".

RESEARCH METHOD

The approach used in this study is a qualitative researchers go to the field to collect data in a natural context, and researchers interact with subjects/participants to gain their perspective in the real world. All field activities are oriented to provide a rich description "performance of the state civil apparatus at the population and civil registration office of Bulukumba district" The perspective of the participants, the nature of data collection, fieldwork, and the richness of description are all key characteristics of qualitative research.

"This research uses sources"-multiple data sources as is common in qualitative research. Most qualitative study references identify three main sources of data for qualitative research, namely "interviews, observations, and documents. This study uses data collected from the following three sources: (1) interviews with selected participants; (2) program/activity archives and documents, and (3) direct observation". The use of different data sources is important because it allows triangulation strategies to be applied to improve the validity of study findings.

Primary data sources come from informants "The chosen ones are policy implementers in the field to policyholders. The characteristics of the selected informants are informants" The informants in this study were the head of the Bulukumba district dukcapil service, the secretary, the head of population identity, the head of moving to come and population data collection, the head of the "civil registration service, head of population data processing and presentation", dukcapil staff and the community.

"The data is analyzed using several steps according to the theory of Miles, Huberman, and Saldana (2014:14), namely analyzing the data with three steps: data condensation (data condensation), presenting data (data display), and drawing conclusions or verification (conclusion drawing and verification). Data condensation refers to the process of selecting, focusing", simplification (simplification), summarization (abstracting), and data transformation (transforming)..

RESULTS AND DISCUSSIONS

"The results of research interviews and secondary data obtained in the field are discussed in this section. The discussion is following what has been stated in the previous section, Performance of the state civil apparatus at the population and civil registration service of Bulukumba Regency" "Every organization certainly has goals to be achieved by setting targets or goals. The success of individuals or organizations in achieving these targets or targets Government public services, in this case in the population and civil registration services of Bulukumba Regency, are currently felt increasingly need to be addressed and improved, especially in this era. Efforts to improve the quality of public services are a must that must be done immediately to create services that are more efficient, effective and in accordance with the needs and aspirations of the community. The quality of public services can be seen from the performance theory presented by Agus Dwiyanto (2019:50-51) in the quote by Harbani Pasolong, (2019:178) there are performance indicators, namely:" (Yayat, 2017).

Productivity

"Productivity, which is not only measuring the level of efficiency but also measuring service effectiveness, where productivity is generally understood as a ratio between inputs and outputs.

One measure of productivity that includes how much the public service has the expected results. If seen from the results of interviews about facilities and infrastructure at the Population and Civil Registration Office of Bulukumba Regency, it can be explained that the existing facilities and infrastructure at the Bulukumba Regency Population and Civil Registration Office are still inadequate because the office is still on loan status so that it is difficult to renovate the room properly, with the existence of a comfortable room can affect employee performance in providing" services for the sake of community satisfaction, especially services to the community who will take care of ID cards, birth certificates, and family cards.

service quality

Quality is a measure of how well the work is done, according to Goesth and Davis (in Pasolong, 2007: 51) suggesting that quality is defined as a dynamic condition which (that) relates to products, services, people, processes, and the environment that meet or exceed expectations (Huda & Sofjan, 2022).

Furthermore, according to Umar (2020) the quality of public services is services provided by government agencies that are open, easy and accessible to all parties that are provided for the community and can provide community satisfaction (Mutiarra, 2022). In line with the opinion above, according to (Nurmasari, 2017) quality is a measure of the quality of each work achieved. Where every result in carrying out all the work carried out by each employee includes accuracy of work results and timeliness in completing work. Galib Lahada, 2018) Service quality tends to be important in explaining the organizational performance of. (public service organizations. Many negative views that are formed about public organizations arise because of public dissatisfaction with quality. Thus the public's satisfaction with the service can be used as the performance of the public bureaucracy. The main advantage of using community satisfaction as a performance indicator is information on community satisfaction. Information regarding public satisfaction with service quality can often be obtained from the mass media or public discussions. The quality of service is relatively very high, so it can be a measure of the performance of the public bureaucracy that is easy to use. measuring the quality of work is carried out in three processes, namely at the process level, output level and outcome level, so measuring the quality of work is not only focused on the output.

Employee to provide reliable services, the ability to help and provide services quickly and accurately, even people with disabilities are still served by being visited, the responsiveness of employees to the wishes of the community, the ability and friendliness and courtesy of employees in ensuring public trust and attitude firm but full of attention from employees to the public who have an interest. Based on the results of the research that has been carried out, it is obtained that information on work quality indicators are indicators that can be applied to the Population and Civil Registration Office of Bulukumba Regency. The employee's work is pretty good. If the quality of work is poor, it will lead to less than optimal performance or even worse.

Responsiveness

"Responsiveness is the ability of a bureaucracy to recognize community needs, develop service agendas and priorities, and develop public service programs by community needs and community aspirations. In short, responsiveness here refers to the alignment between programs and service activities with the needs and aspirations of the community. The apparatus also helps people who need services, especially people who file complaints, especially in the development of children's education. Responsiveness is meant here, namely responsiveness directly describes the ability of the public bureaucracy in carrying out its mission and goals, especially to meet the needs of the community" (Arini, 2021).

Based on the results of interviews about responsiveness, so far, the employee's response to the needs of the community has been quite good. "Where there is a match between the responses given by employees to the hopes and aspirations in meeting the needs of the community, the school is

quick to respond and responds when there is a problem, and the community always earns money for the school so that there is no miscommunication between the two parties. However, on the other hand, it also does not rule out the possibility to further optimize its employees in providing services so that they will be even better in the future" (Yosri, 2018).

Accountability

"Accountability refers to how much the policies and activities of the public bureaucracy are subject to political officials elected by the people. The assumption is that political officials elected by the people will automatically prioritize the public interest. In this context, the concept of public accountability can be used to see how much the policies and activities of the public bureaucracy are consistent with the will of the public." "The performance of the public bureaucracy can not only be seen from the internal measures developed by the public or government bureaucracy, such as for achieving targets. Performance is the result of work that can be achieved by a person or group of people/employees in an organization with their respective authorities and responsibilities, to achieve the goals of the organization concerned legally, not violating the law and in accordance with morals and ethics (Valentine et al., 2009).

Bureaucratic performance should be seen from external measures, such as values and norms that exist in society, so it can be said that a public bureaucratic activity has high accountability or responsibility if the activity is considered correct by the values and norms. growing in society." "Judging from the results of the study, it can be concluded that employees providing services to the community already have a high responsibility for their work, which in providing services is in accordance with the vision and mission of the institution. the existence of a vision and mission we can achieve goals effectively and efficiently (Abdurrahman, 2017). Employees in the population service" "and the civil registry of Bulukumba district have also carried out their work by norms and values, then by applicable regulations. With this quality of performance, they are required to work well in accordance with the positions and tasks assigned to them by the leadership. quality human resources from each employee are expected to improve employee performance better too, because the success of an institution or organization is strongly supported by the quality of its human resources itself. Although the system can be said to be good, it is possible that when the quality of the resources is low, the objectives to be achieved will not be carried out properly. So between the system and human resources in it must be equal (Bukit et al., 2019).

CONCLUSION

Based on the results of data analysis and discussion that has been described in the previous chapter, it can be concluded several things as follows: 1) Performance of the State Civil Apparatus (Study of the Population and Civil Registry Office of Bulukumba Regency) as seen from the elements; Productivity, Quality of service, and Responsiveness overall look good. However, in terms of existing facilities and infrastructure, it is still not comfortable so many people and employees complain about doing their jobs, 2) The factors that affect the performance of the State Civil Apparatus of the Population and Civil Registration Service of Bulukumba Regency includes: Leadership factor, where a leader must be able to influence, direct and provide opportunities for employees, competency factor, an employee is required to be competent with the training, commitment, the State Civil Apparatus must be able to realize the goals of the organization by prioritizing the interests of the service rather than the interests of oneself, a person, and/or a group, employee motivation at the Population and Civil Registration Office of Bulukumba Regency requires motivation from the leadership because it can inspire enthusiasm to work and even show work performance".

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