



## Quality Of Population Administration Services Improving Public Services Based On Kepmen No. 25 Of 2004 (Study Of Lubuk Pakam City III)

**Faisal Dasyah**

Sumatera University Faculty Of Law. E-mail: [faisaldasyah@gmail.com](mailto:faisaldasyah@gmail.com)

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### ABSTRACT

*This study aims to determine the quality of population administration services in terms of issuing Identity Cards in Lubuk Pakam III Village based on the Decree of the Minister of Administrative Reform Number Kep/25/M.PAN/2/2004 dated February 24, 2004 concerning General Guidelines for Compiling the Unit Community Satisfaction Index. Government agency services, and the factors that influence the quality of service for issuing Identity Cards in Lubuk Pakam III Village, Lubuk Pakam District, based on Kepmenpan Number 25 of 2004. This study uses a qualitative descriptive method with a case study approach with inductive data analysis techniques using a single table. then look for the average service quality variable. Collecting data using library research and field research. Based on the results of data analysis, it is known that. the quality of population administration services in terms of the issuance of Identity Cards in Lubuk Pakam III Village based on the Decree of the Minister of Administrative Reform No. Kep/25/M.PAN/2/2004 dated February 24, 2004 concerning General Guidelines for Compiling the Community Satisfaction Index for Service Units of Government Agencies. poor category. where from the 14 elements of service, there are 7 (seven) elements of service that are not good and 7 (seven) elements of service that are included in the good category, namely courtesy and friendliness of officers, certainty of service schedules, environmental comfort. Based on the results of the research and the conclusions mentioned above, the authors contribute suggestions to improve aspects of knowledge where the real aspect is one of the requirements for improving the quality of human resources so that they can create human resources who are able to think ahead.*

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### 1. Introduction

The scope of public services and services covers aspects of people's lives that are very straightforward. Public services and services even begin when a person is in the womb when he is examined by a government doctor or a doctor educated at a state university, takes care of a birth certificate, obtains various permits related to the business he/she engages in until a person dies and requires a cover letter and a death certificate for get a plot in a public cemetery (TPU). However, the breadth of service coverage and public services is not identical with the quality of the service itself. Because public services and services are a way of allocating resources through political mechanisms, not through the market, the quality of these services is highly dependent on the quality of democracy. Unfortunately, public services that touch almost

every corner of people's lives are not supported by an open decision-making mechanism and a democratic political process.

The demands for change as stated above have an impact on various levels of government, including the village government, especially the Lubuk Pakam III Village, Lubuk Pakam District, Deli Serdang Regency. The logical consequences of these changes require clear and firm arrangements such as arrangements in the areas of authority, organization, staffing, general government tasks, budget and logistics, and measuring the performance of kelurahan organizations. This arrangement is needed so that the implementation of the wheels of government remains in the corridor of government that is legal, authoritative, and prioritizes the factor of public accountability.

Based on the author's observations that people in Lubuk Pakam III Village, Lubuk Pakam District tend to feel reluctant to ask for services from the apparatus, assuming that the cause of the community's reluctance is because the behavior of the apparatus is still ineffective, marked by the length of the process of completing population administration service products such as Identity Cards. which sometimes takes days to complete.

This work ineffectiveness can be seen from the attitude and behavior of the kelurahan apparatus who do not carry out their duties seriously, such as delaying work, entering the office late and leaving early, being out of the office during working hours, as well as various other tendencies that are not productive for the organization. So that to achieve the goal of service to the community, it is feared that it cannot be achieved with satisfactory results. Even though the government's efforts to take a positive image and good authority have been intensively implemented, among others through the Decree of the Minister of Apparatus Empowerment Number 25 of 2004 which can specifically assess the performance of services carried out by service units. For this reason, the village government as the spearhead of services that directly deal with the community, is expected to directly improve the quality of service in accordance with the demands written in Kepmenpan No. 25 of 2004. And in the end the community as consumers of public services by the sub-district government can feel the positive progress and improvement efforts made by the central government. Because even though the higher government bureaucratic apparatus is quite good in various aspects of its performance factors, if at the kelurahan level it is not or less able to support the implementation of public service programs properly, this situation will have an impact on the achievement of higher government performance. And in the end the community as consumers of public services by the sub-district government can feel the positive progress and improvement efforts made by the central government. Because even though the higher government bureaucratic apparatus is quite good in various aspects of its performance factors, if at the kelurahan level it is not or less able to support the implementation of public service programs properly, this situation will have an impact on the achievement of higher government performance.

Therefore, the problem of weak aspects of the performance of the bureaucratic apparatus at the kelurahan level reflects the low quality of implementation of work effectiveness where this must be seen as a critical problem that is strategic in nature in order to make improvement efforts in order to improve public services. Based on this, it can be concluded that the kelurahan has a strategic and decisive role in achieving government goals as mandated in the regional autonomy policy, because the kelurahan is a government organization that directly interacts with the community and is more familiar with its territory.

Through the guidance and arrangement provided by the central government to the sub-district government through Kepmenpan No. 25 of 2004, it is hoped that it can provide answers for the community to provide quality services, on the other hand, the community is also expected to be able and able to understand the applicable provisions and regulations.

## **2. Method**

In this study, a qualitative descriptive method is used with a case study approach, which is a type of research that does not intend to test certain hypotheses, but only describes what it is about a particular variable, symptom, situation or phenomenon. This study is intended to collect information about the status of a variable or theme, symptom or existing condition, namely the state of symptoms or phenomena according to what they were at the time the research was conducted (Widodo & Mulhtar).

Referring to the purpose of this paper, namely to determine the quality of population administration public services in Lubuk Pakam III Village based on the Decree of the Minister of Administrative Reform Number Kep/25/M.PAN/2/2004 dated February 24, 2004 concerning General Guidelines for Compiling the Community Satisfaction Index for Institutional Service Units. government, then the method used in this study is a qualitative descriptive research method.

In accordance with the research methods and data collection techniques used in this study, to analyze the data that has been collected from the field, the analytical technique used is descriptive analysis. Through this technique, all data or facts obtained will be described by developing categories that are relevant to the research objectives and interpretation of the results of descriptive analysis based on appropriate theories.

Furthermore, this data analysis will be carried out inductively, namely analysis by drawing conclusions on the data that has been collected from a special form to a general form, or reasoning to reach a conclusion about all elements of research that are not examined or investigated in research on service quality. the public in Lubuk Pakam III Village, Lubuk Pakam Subdistrict, Deli Serdang Regency, after investigating only part of the elements in accordance with the previously determined research sample.

## **3. Analysis And Results**

### **3.1 Of Service To The Community In Improving Public Services Based On Kepmenpan Number 25 Of 2004**

#### **a. Overview of Lubuk Pakam Village**

##### **1) Geographical Circumstances**

Lubuk Village. Pakam III is one of the sub-districts in Lubuk Pakam District, Deli Serdang Regency, North Sumatra Province, with an area of + 23 Ha and consists of 9 neighborhoods, with regional boundaries as follows:

North : Lubuk Pakam Village III

East : Cemara Village

South side: Cemara and Syahmad Villages

West Side : Ward syahmad

##### **2) Population Status**

Based on the results of population data collection in 2009 the population of Lubuk Pakam HI Village, Lubuk Pakam District, was .4,656 people, consisting of 1,917 men and 2,739 women.

**Table 1** Population Structure Based on Livelihood

Type of Livelihood	Number of people)	Percentage (%)
Farmer	83	13.63
Government employees	80	13.13
Farm workers	120	19.70
BuruliJPrivate	101	16.59
Employee		
Craftsman	76	12.48
Trader	78	12.80
Farmers	28	4.60
Fisherman	10	1.64
Mechanic	21	3.45
Doctor	12	1.98
Amount	609	100.00

Source: Profile of Lubuk Pakam III Village in 2008

From the data in table 4.1, it is known that the majority (19.70%) of the community members who live in the Lubuk Pakam III Kelurahan area, Lubuk Pakam District have a livelihood as farm laborers because they work on agricultural land in other areas that do not belong to them.

### 3) Economic Situation

Kelurahan Lubuk Pakam III does not have much potential and economy because the potential for natural resources is less supportive, and some residents only have a small number of livestock, which can be seen in table 4.2 below.

**Table 2** Type and Number of Livestock Population

Type of Livestock	Quantity (tail)	Information
Pig	10	
Chicken	200	
Duck	100	

Source: Profile of Lubuk Pakam III Village in 2008

### 4) Socio-Cultural Conditions of the Education Sector

Educational development is directed to improve the quality of human resources which are expected to be the implementers of development. To improve the quality of education, adequate facilities and infrastructure must be available to be used in accordance with existing needs and developments, in the following table it can be seen about educational facilities in the Lubuk Pakam III Village area.

**Table 3** Number of Population Based on Education Strata

No	Educational Strata	Amount	Note:
1	2	3	4
1	Not School yet	113	
2	Age 7-45 did not finish school	110	
	Been to elementary school but didn't finish	78	

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4	Graduated from elementary school / equivalent	63
5	Junior high school / equivalent	58
6	High school / equivalent	42
7	IN	39
8	D-2	32
9	D-3	18
10	S-1	18
11	S-2	8
12	S-3	-

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Source: Lubuk Pakam Village Profile 111 Year 2008

**Table 4** Educational Infrastructure

No	Education	Amount (units)	Information
1	landfill	2	
2	kindergarten	5	
3	Elementary school / equivalent	5	
4	Junior high school / equivalent	5	
5	High school / equivalent	2	

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Source: Profile of Lubuk Pakam III Village in 2008

5) Health Sector

This sector is directed to improve the health status of the community through improving the quality of health and nutrition services that are affordable by the community, the development of facilities and infrastructure for medical personnel in the Lubuk Pakam III Village area as follows:

- a) General Hospital 1 unit - Posyandu 2 units
- b) Pharmacy 1 unit
- c) Place for Doctors Practice 1 unit Dentist 1 person
- d) Paramedic 10 people
- e) Village Midwife 1 person

6) Family Planning Sector

The Family Planning Program is to reduce the birth rate and improve the welfare of mothers and children in order to realize the Small Happy and Prosperous Family Norm (NKKBS). The number of couples of childbearing age in the Lubuk Pakam district is 624 people using contraception.

- a) IUD 56 people
- b) MOP 39 people
- c) Implant 40 people Inject 187 people
- d) PIL 263 people Condom 39 people

7) Religion Sector

Religious life in this area is felt in an atmosphere of harmony and harmony, this is illustrated by the development of religious facilities that are quite developed. The number of religious adherents in Lubuk Pakam District has been detailed as follows:

- a) Islam religion 2,366 people
- b) Protestant Christianity 1,734 people
- c) Christianity Catholic 521 people
- d) Buddhism 18 people

- e) Hindu religion 17 people

Furthermore, for worship facilities there are 1 unit of mosque, 3 units of prayer room, and 5 units of church.

### **b. Factors Affecting the Quality of Public Services**

Based on previous descriptions of the quality of public services at the Lubuk Pakam III Sub-District Office, Lubuk Pakam District, there are still some shortcomings or weaknesses in service. Some of the factors that cause the lack of adequate services to the community are caused, among others:

- 1) The lack of awareness of employees about the duties and obligations that are their responsibility where employees work and serve is not optimal so that people are bored waiting.
- 2) Employee income is not sufficient to meet the needs of life. As a result, employees The person is trying to find additional income even though the right is his responsibility. For example: "selling" services.
- 3) Inadequate ability of employees for the tasks assigned to them so that they do not meet the standards set.
- 4) The unavailability of adequate service facilities which results in the completion of work being slow.
- 5) The existing systems, procedures, and work methods are inadequate so that the working mechanism does not work as expected.
- 6) The delay in public services is not only caused by the lack of good service at the lower level, but also due to poor work procedures within the organization. The perspective of our government bureaucratic organization, for example, is too oriented towards formal activities and responsibilities. There is very little emphasis on production results or quality of service, so that gradually jobs become less challenging and exciting. Coupled with poor work morale, a routine atmosphere becomes increasingly symptomatic and eventually the activities carried out become "counter-production".
- 7) The causes of obstacles to improving the quality of public services cannot be separated from the systems and work mechanisms applied in our government bureaucracy. Formality in the details of organizational tasks demands a high degree of uni-informality and uniformity. As a result, employees are afraid to make mistakes and tend to adjust their work according to the implementation instructions even though the operational guidelines are not in accordance with the realities faced in the field, which ultimately kills the innovation and creativity of the employees.

### **c. Quality of Public Service Based on Kepmenpan Number Kep/25/M.PAN/2/2004**

In this sub-chapter will be explained about the variables of public service research in the field of KTP at the Lubuk Pakam III Keurahan Office, Lubuk Pakam District which is measured from 14 (fourteen) service elements, namely service procedures, service requirements, clarity of service officers, discipline of service officers, responsibility service officers, the ability of service personnel, speed of service, justice in getting services, courtesy and friendliness of officers, reasonableness of service fees, certainty of service costs, certainty of service schedules, environmental comfort, and service security.

- 1) Research variable

The factors measured in order to improve public services in Lubuk Pakam III Village, Lubuk Pakam District include 14 (fourteen) indicators as described in Kepmenpan Number 25 of 2004 concerning General Guidelines for Compiling the Community Satisfaction Index of Government Service Unit Service Units.

- a) Service Procedure

Service procedures, namely the simplicity of the stages of service provided to the community in terms of the simplicity of the time service flow, the same service for every customer, and without errors.

**Table 5**

Distribution of Respondents According to Their Responses to Service Procedures

No.	Information	Frequency	Percentage (%)
1.	Not easy	26	17.33
2.	Not easy	24	16.00
3.	Niudah	70	46.67
4.	Very easy	30	20.00
	AMOUNT	15	100

Source: Research Results, 2009.

b) Terms of Service

Service requirements are technical and administrative requirements needed to obtain services according to the type of service. Service requirements relate to the variety of files that must be met by the community who will deal with the village office. The simpler the requirements, the easier the service process because it is not complicated. To see respondents' responses to service requirements at the Lubuk Pakam III Village Head Office, see table 6:

**Table 7**

Distribution of Respondents According to Responses to Service Requirements

No	Information	Frequency	Percentage (%)
1	It is not in accordance with	22	14.67
2	Not suitable	30	20.00
3	In accordance	74	49.33
4	Very suitable	24	16.00
	AMOUNT	150	100

Source: Research Results, 2009.

Based on table 4.11, it is known that the service requirements with the type of service are 49.33% appropriate and 16.00% very suitable, meaning that the people who deal in the Lubuk Pakam III Sub-District Office have felt a match between the service requirements and the type of service. Meanwhile, those who stated that they were not suitable and not suitable were 34.67%. This shows that the existing affairs at the Lubuk Pakam III Village Head Office have not been able to provide conformity in service requirements with the services provided to the community.

c) Service Officer Clarity

Clarity of service officers, namely the existence and certainty of officers who provide services (name, position, and authorities and responsibilities).

**Table 8**

Distribution of Respondents According to Their Responses

No	Information	Frequency	Percentage (%)
1	Unclear	42	28.00
2	Unclear	38	25.33
3	Clear	54	36.00
4	Very clear	16	10.67
	AMOUNT	150	100

Source: Research Results, 2009.

Based on table 4.12 it is known that 36% of the public clearly know the officers who serve them, 10.67% are very clear while 25.33% of respondents are not clear and 28 % of respondents are not clear about the officers who serve them.

d) Service Officer Discipline

Discipline of Service Officers, namely the seriousness of officers in providing services, especially on the consistency of working time in accordance with applicable regulations.

**Table 9**

Distribution of Respondents According to Their Responses to the Discipline of Service Officers

No	Information	Frequency	Percentage (%)
1	Undisciplined	42	28.00
2	Lack of discipline	28	18.67
3	Discipline	68	45.33
4	Very disciplined	12	8.00
	AMOUNT	150	100

Source: Research Results, 2009.

With this it can be concluded that in general the performance of the KTP service unit in Lubuk Pakam III Village, Lubuk Pakam District is included in the poor category, in the sense that the ID card service at the office is not good. However, when viewed from each service element, there are differences. And for the 14 service elements, there are 7 (seven) elements of service that are not good, namely the clarity of service officers, discipline of service officers, responsibilities of service officers, willingness of service officers, speed of service, reasonableness of service fees and certainty of service costs and 7 (seven) ) service elements included in the good category are: service procedures, service requirements, fairness in getting services, courtesy and friendliness of officers, certainty of service schedules, environmental comfort and service security.

**Table 10** Service Quality and Performance

No	Service Quality	Service Performance	Service Element
1	C	Not good	(1)Clarity of service personnel (2)Service officer discipline (3)Responsibilities of service officers (4)Service officer ability (5)Service speed (6)Fairness of service charge (7)Service fee certainty
2	B	Well	(1)Service procedure (2)Service requirements (3)Justice gets service (4)Courtesy and friendliness of officers (5)Confirmation of service schedule (6)Service convenience (6)Service security

Source: Research Results, 2009.

#### 4. Conclusion

Quality of Population Administration Services in terms of issuance of Identity Cards at the Lubuk Pakam III Subdistrict Office of Lubuk Pakam District as measured by 14 (fourteen)

service elements, namely service procedures, service requirements, clarity of service officers, discipline of service officers, responsibility of service officers, the ability of service personnel, speed of service, justice in getting services, courtesy and friendliness of officers, reasonableness of service fees, certainty of service costs, certainty of service schedules, service comfort, and service security, in general, based on the specified criteria, are included in the poor category.

And for the 14 service elements, there are 7 (seven) elements of poor service, namely clarity of service officers, discipline of service officers, responsibility of service officers, ability of service officers, speed of service, reasonableness of service costs and certainty of service costs and 7 (seven) elements. services included in the good category, namely: service procedures, service requirements, fairness in getting services, courtesy and friendliness of officers, certainty of service schedules, environmental comfort and service safety.

Factors that affect the identity of the identity card issuance service at the Lubuk Pakam III Village Office, Lubuk Pakam District are: (1) The quality of human resources is still low where employees still lack awareness in providing services; (2) Limited service facilities; (3) Service systems and procedures are still long and convoluted; (4) There is no minimum service standard in bureaucratic management regarding procedures, time, and costs.

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