

Factors of Openness of Public Services at the Department of Population and Civil Registration of Baubau City

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Abstract:

Background: The implementation of decentralization in the era of globalization has made local government officials face high demands for service efficiency and government bureaucracy management. The inhibiting factors to the openness of public services at the Population and Civil Registration Office in Bau-Bau City include the existence of unofficial levies, inefficient time so that the settlement process is slow, lack of employee discipline, lack of facilities and infrastructure, people do not understand the rules and procedures that have been set and lack of public understanding and awareness about population administration, this shows that there is still a lack of socialization about the implementation of the correct procedures that must be followed in obtaining government services

Materials and Methods: The method used is a qualitative approach, the approach was chosen because the research seeks to obtain a new view of a phenomenon or to get a description of the characteristics of individuals or groups as a theoretical basis for understanding the qualitative approach. The research informants consisted of the Head of the Department of Population and Civil Registration, staff of the Department of Population and Civil Registration, and the public who used services with data collection techniques in the form of interviews using questionnaires. Furthermore, the data obtained is then analyzed qualitatively.

Results: Factors of human resources, facilities and infrastructure, and budget affect the application of the principle of openness in public services to support the implementation of good governance at the Department of Population and Civil Registration of Baubau City.

Conclusion: The head of the Population and Civil Registration Office of Baubau City needs to increase the availability of facilities and infrastructure that are directly related to the implementation of population administration services that are more open or more transparent.

Key Word: Influence, Openness, Civil Registration, Baubau.

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I. Introduction

Service is a way to serve, help prepare, manage, and complete the needs, needs of a person or group of people. This means that the objects served are individuals, individuals (a person), and organizations (a group of members of the organization)^{1,2,3,4}. In the sense of service, there is a condition that serves, namely having a skill or expertise in a particular field, to be able to assist in completing a need, individual or organizational need^{5,6}. Service is essentially a series of activities because it is a process whereas a process, services take place regularly and continuously covering the lives of people in society^{7,8,9}.

Public services are all forms of services carried out by an organization or certain agency that aims to meet the interests of the community to achieve satisfaction as the implementation of the provisions or obligations of the agency that has been regulated in a statutory regulation^{10,11,12}. Thus, public services can be carried out by government agencies, and the private sector, both centrally and regionally to meet the needs of the community^{13,14,15}. Therefore, public services are all forms of services carried out by an organization or certain agency that aims to meet the interests of the community to achieve satisfaction as the implementation of the provisions or obligations of the agency that has been regulated in a statutory regulation^{16,17}. Thus, public services can be carried out by government agencies, and the private sector, both centrally and regionally to meet the needs of the community.

The factors that influence public services are the supporting and inhibiting factors of service^{18,19}. This has become a complaint from the public regarding the provision of public services so that the service performance process can be measured from the performance process of quality public services, namely

orientation to change, service ethics, intensive systems, and cooperation, while the inhibiting factors for service are the lack of human resources, the lack of budget allocation as supporting services and work culture within the organization^{20,21}. The administration of government and public services is not solely based on the will of the government and technical regulations but needs to pay attention to the needs of the community or service users^{22,23}.

Public services have many aspects such as aspects of systems, procedures, and methods, personnel, especially the behavior of operators, facilities and infrastructure, and service recipient communities^{24,25}. However, these aspects have become problems that have not been fulfilled by the government in the context of public services caused by different problems according to the characteristics and climate of the bureaucracy that exist in each area of public service delivery^{26,27}.

The inhibiting factors to the openness of public services at the Department of Population and Civil Registration of Bau-Bau City include the existence of unofficial levies, inefficient time so that the settlement process is slow, lack of employee discipline, lack of facilities and infrastructure, people do not understand the rules and procedures that have been set and lack of understanding and public awareness about population administration, this shows that there is still a lack of socialization about the implementation of the correct procedures that must be followed in obtaining government services, especially.

Based on this phenomenon, the obstacles and challenges in implementing the principle of openness in public services at the Department of Population and Civil Registration of BauBau City are the main concerns. Based on this description, there needs to be a scientific effort to reveal the application of the principle of openness in public services at the Department of Population and Civil Registry of Bau-Bau City. So that an answer can be found regarding the application of the principle of openness in public services to support good governance. Relevant to this phenomenon, this research will focus on the application of the principle of openness in public services to support good governance at the Department of Population and Civil Registry of Baubau City.

II. Material And Methods

The research was carried out at the Office of Population and Civil Registration of Baubau City starting from June-July 2021. The method used in the study was a qualitative approach, the approach was chosen because the research seeks to gain a new view of a symptom or to get an overview of individual or group characteristics as a basic theory in understanding the qualitative approach.

The qualitative method is a research procedure that produces descriptive data in the form of written or oral sentences from observable informants. The research informants consisted of the Head of the Department of Population and Civil Registration, staff of the Department of Population and Civil Registration, and the public who used services with data collection techniques in the form of interviews using questionnaires. Furthermore, the data obtained were then analyzed qualitatively.

III. Result

The application of the principle of openness which is still partial or not fully in the administration of population administration services at the Department of Population and Civil Registration of Baubau City, as described above, is certainly not a single event but is related to various factors. In this research model, the researcher predicts that three internal organizational factors influence the application of the principle of openness in the administration of population administration services, namely human resources, infrastructure, and budget. The following section presents empirical data regarding the three influencing factors that the researchers obtained from the results of interviews, observations, and studies of relevant documents.

Human Resource Factor

Human resources in public sector organizations are employees. Human resources are people who work within an organization (also called personnel, labor, workers, or employees). Humans have a sense of feeling, desire, skill, knowledge, drive, power, and work (ratio, taste, and intention). This human potential is what drives the organization in realizing its existence. Advances in information technology, availability of capital, and adequate materials, but without human resources, it is difficult for organizations to achieve their goals.

Talking about human resources, it is necessary to look at 2 aspects, namely the quantity aspect (quantity) and the quality aspect (quality). The quantity aspect includes the number of available human resources, while the quality aspect includes the ability of human resources both physically and intellectually, and mentally. From this conception, it is clear that the application of the principle of openness in population administration services at the Department of Population and Civil Registration of Baubau City requires the support of human resources both in terms of quantity and quality. The results of the researcher's interview with one of the informants said that:

"The number of employees needed according to the formation to be able to provide effective services is 44 people. The number of employees currently available is only 39 people. The shortage of staff is 5 people" (interview with DK, July 17, 2021).

The shortage of staff as mentioned above has implications for the distribution of population administration service tasks at the Department of Population and Civil Registration of Baubau City. Research informants stated that:

"With the current number of employees, the burden of population administration services is quite heavy. All employees have quite a lot of workloads so some of the tasks needed to support the implementation of the principle of openness cannot be carried out properly. The preparation of openness instruments such as flow charts and information boards encountered problems" (interview with DK, July 17, 2021).

In addition to the quantity aspect, the obstacles faced by the availability of human resources at the Department of Population and Civil Registration of Baubau City are related to quality. Researchers see the problem of the quality of human resources from the level of education where out of all employees there are only 6 people with S2 education, then 16 people with S1 education. The rest have a diploma, high school, and junior high school education. The results of the researchers' observations, employees with undergraduate education and below, especially those with only junior high school education, have relative difficulty in conceptualizing ideal ideas and better-implementing instruments of public service openness. This was also acknowledged by the research informants that the researchers interviewed who said that:

"With the current quality of human resources, it is still difficult to expect to be able to absorb new ideas in public service policies in the field of population administration. S1 education alone is not enough to carry out the strategic analysis needed to effectively implement good governance" (interview with DK, July 17, 2021).

The data above shows that the shortage of employees results in the abandonment of some tasks that are needed to be able to support the implementation of the principle of openness in population administration services effectively. On the other hand, the lack of quality human resources makes it difficult to absorb new ideas in public service policies in the field of population administration. The current condition of human resources is not strong enough to optimally support the translation of openness ideas in the process of administering population administration services at the Department of Population and Civil Registration of Baubau City. The empirical condition that the researchers found at the Department of Population and Civil Registration of Baubau City was that the quantity and quality of human resources for the apparatus were inadequate so the process of implementing the principle of openness in public services could not be optimized.

Infrastructure Factor

The application of the principle of openness in the implementation of public services requires the support of facilities and infrastructure. The infrastructure facilities in question are all work equipment facilities, in the form of tools or goods that function directly to be used in the work process, as well as work completeness facilities that function as facilitators and complements as well as assistive devices in work, such as computers, typewriters, stationery, telephones, tables, chairs, and more.

Several forms of public service facilities and infrastructure have been recommended in the Regulation of the Minister of State for Empowerment of State Apparatus Number 13 of 2009 concerning Guidelines for Improving the Quality of Public Services with Community Participation, including formal regulations regarding the application of the principle of openness, provision of suggestion boxes or complaint boxes, and user satisfaction index. service. The three forms of facilities are also very relevant in population administration services in addition to convenient facilities such as billboards, brochures, and leaflets. The information that the researcher obtained said that:

"The Department of Population and Civil Registration of Baubau City already has a minimum service standard set by the head of the service (interview with LD, July 18, 2021).

However, from the observations, the researcher did not see any passages of certain items from the service standard which were tried to be disseminated through leaflets, billboards, or banners to educate the public regarding service requirements, service costs, and service completion time, and other aspects. Service facilities in the form of suggestion boxes or complaint boxes are not yet available at the Population and Civil Registration Office of Baubau City. The results of the interview researchers obtained an explanation that:

"There is no special telephone number to receive public complaints (complaints) against the service process. If the public wants to submit a complaint or complaint, they can submit it directly to the existing service officers" (interview with DK, July 17, 2021).

The data above shows that the Department of Population and Civil Registration of Baubau City does not yet have sufficient infrastructure to receive complaints (complaints). Openness in the implementation of

public services can also be interpreted as a willingness to accept complaints or complaints and at the same time ready to take concrete actions towards improvement.

Other facilities needed to support the application of the principle of openness in population administration services are information boards. The results of the researcher's observations, the information boards available at the Department of Population and Civil Registration of Baubau City are inadequate to accommodate or contain information on various aspects of services, such as flow charts, service requirements, service fees, service completion times, and other important information. With these minimal facilities and infrastructure, the information that can be conveyed to the community is also very minimal, especially if the officers/service officers do not try to update the existing information.

Budget Factor

Based on the data obtained by the researchers, the budget for the Population and Civil Registration Office of Baubau City in 2021 is IDR. 3,663,681,455 (budget after amendment). The budget is allocated to finance the four main programs of the Office, namely: the office administration service program; the program for improving the facilities and infrastructure of the apparatus; the program to increase the capacity of apparatus resources; and the population administration structuring program. For more details on the distribution of the budget can be seen in Table 1.

Table 1. Budget of Baubau City Population and Civil Registration Office, 2021

Program	Budget	Realization	
		IDR	%
Office administration service program	1.839.158.455	1.614.921.649	87,8 %
Program to improve apparatus facilities and infrastructure	1.363.850.000	1.358.710.000	99,6 %
Apparatus resource capacity building program	126.873.000	108.895.250	85,8 %
Population administration structuring program	333.800.000	321.815.000	96,4 %

Source: Department of Population and Civil Registration of Baubau City.

The data above shows that from the total budget of IDR. 3,663,681,455 realized is IDR. 3,404,341,889 or about 92.9%. The four existing programs, none of which succeeded in absorbing the budget up to 100% as targeted, but the lowest absorption was the program to increase the capacity of the apparatus, which was only 85.8% of the total budget for the program. Constraints related to this budget include both the amount and the ability to implement it. The information that the researcher obtained said that:

“The budget available for the Department of Population and Civil Registration of Baubau City is relatively minimal because the budget requirements submitted to the regional government and the central government are partly not approved. As a result, several activities proposed to socialize population policies as well as increase the capacity of the apparatus and procurement of infrastructure facilities cannot be expanded”(interview with LD, July 18, 2021).

The data above shows that in terms of availability, the budget is still felt to be minimal and has not accommodated all the proposed needs for the expansion of programs and activities that can support the application of the principle of openness in the administration of population administration services. However, on the other hand, there is also a problem of low budget absorption which according to the researcher is related to the quantity and quality of human resources who carry out the budget itself. Research informants stated that:

“Absorption of the budget is not optimal due to the workload that is quite large compared to the availability of employees. In addition, there are still obstacles related to the skills of employees who manage the budget where in the last two years there have been frequent job transfers which the newly placed employees still do not understand the procedures for implementing the budget”(interview with LD, July 18, 2021).

The data above shows that the budget factor is still an obstacle in implementing the principle of openness in the administration of population administration services. Constraints from this budget factor are related to the availability of a budget that has not been able to accommodate the proposed needs, and also the ability of the apparatus/employees who have not been maximized in carrying out the budget so that there is still a budget remaining.

An important finding of this study as described above is that the application of the principle of openness in the administration of population administration services at the Department of Population and Civil

Registration of Baubau City has not been optimal. On the other hand, the findings of this study indicate that the factors of human resources, facilities, and infrastructure, as well as the budget, are still obstacles to the optimal application of the principle of openness in the administration of population administration services at the Department of Population and Civil Registration of Baubau City.

IV. Discussion

The use of data certainty is very useful for the community. With the authenticity of the data that is owned by everyone, freedom and compliance with the state will be upheld. The population is the main basis and focus of all problems. Good people will give birth to good human resources as well. The large population will still be meaningful if most of them can work and participate in development. On the other hand, a large population will increase the burden on the economy and development, if it cannot be properly empowered.

Policies and implementation of population administration include population registration, civil registration, and population information management, both at the district and central levels²⁸. In a modern world like this, the position of citizens needs clarity because clearly, the position of citizens will ensure peace in the country, services or the implementation of population administration has an important effect, the position of citizens is very dependent on the quality of administrative implementation because the whole data process is very dependent on the implementation population administration and civil registration. Human resources owned by the Department of Population and Civil Registration should have tended to be high because human resources determine morals and expertise by service standards²⁹.

Comfortable places and facilities are part that must be fulfilled by the government to provide excellent service to the community, this is because the buildings built by the government for public services come from people's taxes, so it is natural for the government to build good service offices with adequate facilities for the sake of realization of the implementation of quality public services. These include office buildings which are the main infrastructure facilities as public services and have other supporting facilities^{30,31,32}. Because it is related to the task that must be carried out.

The provision of services by the government itself must be focused on meeting the needs of the community, both in terms of quality and quantity. In the implementation of public services itself, government officials are very responsible for providing the best service to the community as a manifestation of the creation of community welfare³³. The community has the right to get effective and best services from the government because the existing democratic system also returns to its people³⁴.

Regarding the budget for the implementation of services at the Department of Population and Civil Registration of Baubau City, it is quite minimal even though the budget is used to support the success of service policies at the Department of Population and Civil Registration of Baubau City. A critical factor in implementing a program is the availability of a budget. Availability of budget to realize the various transactions required. Thus, various needs to support the application of the principle of openness in the administration of population administration services have not been optimized.

V. Conclusion

Factors of human resources, facilities and infrastructure, and budget affect the application of the principle of openness in public services to support the implementation of good governance at the Department of Population and Civil Registration of Baubau City. These three factors are not sufficiently available so they are still an obstacle to the optimal application of the principle of openness in the administration of population administration services in the organization. The availability of human resources is not sufficient, both in terms of quantity and quality; the availability of infrastructure is not yet available as needed; the availability of the budget is not sufficient according to needs, besides there are still obstacles in terms of absorption capacity.

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