

IMPLEMENTATION OF PUBLIC SERVICES IN THE ERA OF THE COVID-19 ENDEMY TRANSITION AT THE REGIONAL POPULATION AND CIVIL REGISTRATION DEPARTMENT OF TOMOHON CITY

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Abstrak

Penelitian ini bertujuan untuk mengetahui gambaran umum implementasi Pelayanan Publik era transisi endemi covid-19 pada Dinas Kependudukan dan Catatan Sipil Kota Tomohon dalam mengimplementasikan aplikasi layanan online e-Dukcapil Tomohon. Penelitian ini menggunakan pendekatan kualitatif deskriptif, dengan teknik pengumpulan data; wawancara dan dokumentasi. Adapun informan dalam penelitian ini adalah masyarakat pengguna aplikasi e-Dukcapil dan pegawai Dinas Kependudukan dan Catatan Sipil Kota Tomohon. Teknik analisis data yang digunakan yaitu reduksi data, penyajian data, dan penarikan kesimpulan atau verifikasi. Berdasarkan hasil penelitian dapat disimpulkan bahwa pelaksanaan pelayanan di era transisi endemi covid-19 dengan penerapan aplikasi pelayanan online oleh Dinas Kependudukan dan Catatan Sipil Kota Tomohon belum baik. Terlihat dari 3 indikator yaitu transparansi, partisipasi dan efisiensi, pelayanan berbasis aplikasi online belum maksimal dalam memberikan informasi kemajuan pelayanan kepada masyarakat, partisipasi masyarakat dan petugas pelayanan dari Dinas Kependudukan dan Pencatatan Sipil Kota Tomohon. juga belum optimal dalam memanfaatkan teknologi yang ada dan layanan yang diberikan. diharapkan lebih cepat dengan adanya teknologi informasi yang belum sepenuhnya terealisasi, hal ini juga dipengaruhi oleh adanya permasalahan pada penerapan aplikasi layanan online e-Dukcapil Tomohon seperti penguasaan teknologi dari petugas layanan dan juga masyarakat yang membuat layanan online masih belum bisa berjalan dengan baik.

Kata kunci: Implementasi, Transisi endemi covid-19, Teknologi Informasi

Abstract

This study aims to determine the general description of the implementation of public services in the era of the covid-19 endemic transition at the Tomohon City Population and Civil Registry Office in implementing the Tomohon e-Dukcapil online service application. This study uses a descriptive qualitative approach, with data collection techniques; 1) interview; 2) documentation. The informants in this study were the users of the e-Dukcapil application and employees of the Tomohon City Population and Civil Registry Office. Data analysis techniques used; 1) data reduction; 2) data presentation; 3) drawing conclusions or verification. Based on the results of the study, it can be concluded that the implementation of services in the Covid-19 endemic transition era with the application of online service applications by the Tomohon City Population and Civil Registry Office has not been good. It can be

seen from 3 indicators, namely transparency, participation and efficiency, online application-based services have not been maximized in providing information on service progress to the community, community participation and service officers from the Tomohon City Population and Civil Registration Service. Also not optimal in utilizing existing technology and services provided. it is hoped that it will be faster with the existence of information technology which has not been fully realized, this is also influenced by problems in the application of the Tomohon e-Dukcapil online service application such as mastery of technology from service officers and also the community who makes online services still not able to run properly.

Keywords: *Implementation, Covid-19 endemic transition, Information Technology*

Introduction

Public services are all activities in the context of fulfilling basic needs in accordance with the basic rights of every citizen and resident of goods, services and or administrative services provided by service providers related to the public interest. The government has an important role to provide good public services for all communities in accordance with the mandate in Article 1 of Law No. 25 of 2009 concerning Public Services, Public services are activities or series of activities that fulfil service needs in accordance with statutory regulations for citizens and residents for goods, services, and/or administrative services provided by public service providers. The demand for improving good and satisfying public services to the community in the midst of the covid-19 pandemic is a need that must be met by the government in the era of the covid endemic transition. -19. The government must be able to change bad public services for the better (Publik & Indonesia, 2009). Public services do not work well, such as service uncertainty, the absence of clear and easy-to-understand service standards, making people often restless when dealing with public service providers. In addition, long procedures and a long time in the public service process are also problems that often occur (Mantiri et al., 2020).

The more advanced the times that meet the requirements with the use of information technology must be able to be a solution to existing public service problems. Information technology can be used to improve services faster, so that public services can become more effective and efficient (Langkai et al., 2016). Information technology-based public services need to be implemented in the current Covid-19 endemic transition era. One of the public services most frequently visited by the community is the population service and civil registration. As it is known that people's lives cannot be separated from important documents such as KTP-EL, certificates and other important documents that must be owned by every Indonesian citizen. The need for this service must of course be balanced with the implementation of good services from the government, especially the agencies in charge of providing Population Administration services (Dilapanga & Mantiri, 2020). In Tomohon City, the agency tasked with providing Population Administration services is the Tomohon City Population and Civil Registration Office. In providing services to the community, the Tomohon City Population and Civil Registration Office has utilized information technology to help the community to get online services, which has been started since 2019. The application of technology in public

services by the Tomohon City Population and Regional Civil Registration Office is in line with the issuance of the Mayor's Regulation Tomohon Number 32 of 2019 concerning the Implementation of Tomohon Smart City, a smart city concept that integrates modern information and communication technology in daily governance with the aim of increasing efficiency, providing accurate information, improving public services, and improving people's welfare. (*Peraturan Walikota Tomohon Nomor 32 Tahun 2019 Tentang Penyelenggaraan Tomohon Smart City*, n.d.).

The technology developed by the Tomohon City Population and Civil Registration Service to improve services is information technology that is packaged in the form of an online application called e-Dukcapil Tomohon, this application can be downloaded on Google Playstore and can be used by all Tomohon City people. The application contains all the features offered by the Disdukcapil Tomohon City which can be accessed by the public according to service needs. In its management, the application made by the Office of Population and Civil Registration of the City of Tomohon still has shortcomings. The drawback of this application is that there is no feature where the public can see the progress of the service directly from the application but can get progress notifications via WhatsApp if you have registered for service, it becomes an obstacle because if the progress of the service is sent via WhatsApp, sometimes there is an error notification regarding the status of the document being processed. Because the WhatsApp notification uses instant messages / automatic messages, also in this application there is no feature for

people to give questions, suggestions, or complaints. The public can only submit questions and complaints through the WhatsApp contact provided by the agency as well as through the official social media of the Tomohon City Civil and Civil Registration Office. For this reason, in this digital era, the implementation and supervision capabilities of the City Government need to be improved. By implementing the city in real time so that it can solve problems effectively and efficiently, especially in the field of service to the public (Mandagi & Mantiri, n.d.).

In the application of information technology, the problem of Human Resources (HR) becomes an obstacle. The obstacle is that there are still some employees at the Tomohon City Disdukcapil office who are not yet proficient in mastering information technology well. In addition, in responding to complaints and suggestions from the public online, they also cannot be responded to quickly because of the large workload that must be done by employees who are tasked with providing online services to the community, while there are more employees at the Tomohon City Population and Civil Registration Office. Face-to-face service. The problem of using technology also comes from the community, namely the public's ignorance of the existence of online service applications by the Disdukcapil of Tomohon City. The lack of socialization by Disdukcapil about the Tomohon e-Dukcapil application has made many people who come directly to the Tomohon City Disdukcapil office to get services or provide complaints and questions.

Utilization of information technology is also very dependent on the network,

electricity and internet networks. When the network is disconnected or experiencing interruptions, services at the Tomohon City Population and Civil Registration Office will be disrupted. Likewise, if the internet network occurs offline, online services cannot be carried out and must wait until the network becomes stable again. Utilization of information technology applied at the Tomohon City Disdukcapil office in processing services online aims to realize faster, more effective and efficient services. However, in utilizing information technology at the Office of Population and Civil Registration of the City of Tomohon, researchers still encounter many problems. For this reason, it is necessary to look at how information technology-based services are implemented in the form of an online application for e-Dukcapil Tomohon through a study entitled "Implementation of Public Services in the Covid-19 Endemic Transition Era at the Tomohon City Population and Civil Registration Service" so that it may be understood whether the application of the Tomohon e-Dukcapil online application can make services better in carrying out information technology-based public services as implemented by the Tomohon City Population and Civil Registration Office.

Methods

Researchers use a qualitative approach to parse the existing problems. By taking a case study approach at the Tomohon City Population and Civil Registration Office, researchers want to find out how the implementation of public services in the COVID-19 endemic transition era in the midst of the covid-19 pandemic. In general, the research method is defined as a scientific way to obtain data

with certain purposes and uses (Sugiyono, 2016). The method used in this research is descriptive research method with a qualitative approach. According to Moleong descriptive research method with a qualitative approach is research that intends to understand the phenomena of what is experienced by research subjects such as behaviour, perceptions, motivations, actions, etc. holistically and by means of descriptions in the form of words and language, at a special context that is natural by utilizing various scientific methods (Moleong, 2017).

In qualitative research, the instrument is a person or human instrument, namely the researcher himself. To be able to become an instrument, the researcher must have the provision of theory and broad insight, so as to be able to ask questions, analyse, photograph, and construct the social situation under study to be clearer and more meaningful. The resulting data is in the form of words, sentences to explore how social reality is happening by describing things that are in accordance with the problem and unit being studied. Research using a qualitative approach is expected to reveal events or events that actually occur in the field. This study focuses on the implementation of public services during the Covid-19 endemic transition era in the use of the Tomohon E-Dukcapil online application, seen from the implementation mechanism at the Tomohon City Population and Civil Registration Office which is divided into 3 (three) indicators, namely 1) Transparency, 2) Participation, 3) Efficiency (Sugiyono, 2012).

The research location will pay attention to several aspects such as the reach of the researcher, the source of funds, and the resources of the researcher. The

research location is the place chosen and determined by the researcher to be the place for the research process to be carried out, in the process of determining the research location, of course, it cannot be separated from the location where the focus of the problem in the research is found, the location to be researched must be in accordance with the location stated in the title and research focus. Based on the reference above, this research will be conducted at the Tomohon City Population and Civil Registration Office, because it is still found that services that implement the Tomohon E-Dukcapil online application have not run optimally during the Covid-19 endemic transition era. This is then interesting to be studied by researchers.

Theoretical study

Public service

Public service is a very important element in the administration of government. Public services can simply be understood as services provided by the government. Public service can be interpreted as providing services (serving) the needs of people or communities who have an interest in the organization in accordance with the basic rules and procedures (Mulyadi Dedi, 2015). Another definition of public service is a state service to fulfil the basic needs and civil rights of every citizen for goods, services and administrative services provided by public service providers (Langkai, 2020).

Public Service Implementation

Public services are basically efforts by local governments to provide services related to public facilities offered to the community. This makes the implementation of public services in accordance with the

provisions an important thing to do and run in accordance with the provisions. Public service is never separated from the problem of public interest, which is the origin of the emergence of the term public service. Etymologically, service comes from the word service which means to help prepare or take care of someone's needs (Hardiansyah, 2018). Service is an activity that is given to help, prepare and manage whether it is in the form of goods or services from one party to another (Sinambela, 2010).

Research Results and Discussion

Transparency

The Tomohon *e-Dukcapil* application made by the Population and Civil Registration Office in the Tomohon City Region aims to help the service implementation process become more transparent. By providing services using this application, the service is expected to be more open and the public can find out all information more quickly and precisely. Management requirements, flow, contacts (to provide questions or complaints), and the extent to which the service process is running. With the Tomohon *e-Dukcapil* application, people who will be managing documents can directly register through the application, before registering to take care of documents the public can also find out the terms and procedures for the service process.

However, the information provided by the Department of Population and Civil Registration to people who have done online document management, there are still discrepancies in the information received by the public, the public gets notifications via the WhatsApp number that has been registered to process documents,

incoming information regarding the status of document management, In the notification that comes in it states the status of the document: completed, but there is no complete information on where the community must take the document, in the notification that comes it says that the document can be picked up at the Office of Population and Civil Registration or at the kelurahan office, as a result, people come to the kelurahan office with I intended to collect documents, but the kelurahan staff said that no documents had been received from the Population and Civil Registration Service. After going to the Population and Civil Registration Office, the service staff said that in fact the files had not been received. *icetak* and says there may be an error with the automatic notification received.

In carrying out services to the community, the Office of Population and Civil Registration has maximized the use of information technology in the era of the covid-19 endemic transition during the covid-19 pandemic but is still using the manual method because there are still many people who do not know about the Tomohon e-Dukcapil application. The public can still come to the Tomohon City Population and Civil Registration Office and submit files to service officers, then the Tomohon Disdukcapil office will manually check the documents and enter them into the internal system to be managed and processed. With the frequent occurrence of discrepancies in the information received by the public who use the Tomohon e-Dukcapil application, the service is not transparent. Open services by providing clear information to the public did not occur because in fact people still often received wrong information through application

notifications and in the end people still had to come to the Tomohon City Population and Civil Registration Office to confirm the information received.

In the application of this application regarding the provision of information to the public, it should be clarified, but the Tomohon e-Dukcapil application has not been able to maximize the adjustment of providing information. The following is the workflow of the Tomohon e-Dukcapil application as seen from the Service Flow of the Great Tomohon *Adminduk* Online Service System (SLOATH) implemented by the Tomohon City Population and Civil Registration Office.

Kelurahan has the role of helping the community to register the requirements for managing documents and then forwarding it to the Tomohon City Population and Civil Registration Office using the Tomohon e-Dukcapil application, after the Disdukcapil has finished processing the required documents for making letters/deeds sent by the kelurahan, the file submitted is finished and then sent back to the village to be printed and given to the community who do the management. However, in management with a flow like this, people prefer to do file management by filling in all the files themselves into the application because they think that even if they have to go through the kelurahan, the kelurahan still doesn't understand the existing flow and they only know about printing ready-made files that are sent. from the Department of Population and Civil Registration. Even from the kelurahan, sometimes when uploading community documents into the application, they immediately say that the document has been uploaded even though usually it hasn't, which makes people wait a

long time or even days for the document to be finished.

Providing services to the community in using technology does require effort in implementing it because it requires adjustment to the community, services by the Tomohon City Population and Civil Registration Office have too many lines which can also make people confused if they want to do the management of making documents, even people prefer to use technology. come personally to the office of the Population and Civil Registration Office of Tomohon City if you don't understand the online service process because you think that if you have to go to the kelurahan office, the services provided will definitely not meet expectations.

Regarding the provision of information and certainty of time in services carried out by the Office of Population and Civil Registration of the City of Tomohon, it must be clear how long it takes the community to produce each document, it must also be in accordance with the notification received so that there are no errors in taking the finished document.

Participation

In improving the services that will be provided to the community, of course it is necessary to have suggestions from the community. The Office of Population and Civil Registration of the City of Tomohon in receiving suggestions, input and questions from the public uses several media. The media used include WhatsApp, sms, email, social media accounts of the Tomohon City Population and Civil Registration Service such as Facebook, or through giving the Tomohon e-Dukcapil application rating on google playstore. for

WhatsApp contacts and sms the Tomohon City Population and Civil Registration Office separates each contact number for the public to make complaints, questions or suggestions.

For questions about services, people mostly contact the office using WhatsApp or sms. Many suggestions and complaints from the public have been received by the Disdukcapil office through social media Facebook and through application assessments on the Google Playstore. Since the e-Dukcapil application was published in 2019, many people have provided suggestions and complaints through the Tomohon e-Dukcapil. However, it is undeniable that most of the people's complaints and suggestions are submitted directly to the Tomohon City Population and Civil Registration Office. From the results of interviews with researchers at the Office of Population and Civil Registration of Tomohon City to people who receive services directly, from interviewing 5 service recipients, 4 of them did not know of the Tomohon e-Dukcapil application which is owned by the Tomohon City Population and Civil Registration Office. To access information, the public prefers to come directly to the Dinas office. There are many reasons why people prefer to visit the Tomohon City Population and Civil Registration Office directly. Here's the reason:

1. The public does not know about the Tomohon e-Dukcapil application which is used by the Tomohon City Disdukcapil in providing online services.
2. The inability of the public to access the Tomohon e-Dukcapil online application.

3. Complaints and suggestions submitted through the application or via WhatsApp and old sms are responded to by the Tomohon City Disdukcapil office.

Community participation in managing population documents manually in Tomohon City can be said to be good. However, community participation using information technology can be said to be not good. In the implementation of public services, those who should take advantage of the Tomohon e-Dukcapil application to be able to see the terms and procedures and see the progress of the service, still go directly to the Tomohon City Population and Civil Registration Office. WhatsApp, SMS and email contacts are also not used properly by the community, even though it is at a time like this where the COVID-19 pandemic still has to be anticipated for its spread, people need to get used to using online facilities that have been provided by the government.

This, of course, is not entirely the fault of the community because the Tomohon City Disdukcapil itself is also lacking in socializing this application and does not provide much education to the public on how to use and the benefits of the application. People feel more satisfied if they provide services face-to-face compared to using information technology. The Tomohon City Population and Civil Registration Office in managing applications must be able to be more optimal, especially in responding to complaints submitted by the public online, so that people can have more confidence when managing documents online.

Efficiency

Efficiency means that the services that will be provided to the community can take place quickly, the work process carried out by the Tomohon City Disdukcapil office can be shortened and the level of bureaucracy can be trimmed. Before the application was launched by the Department of Population and Civil Registration of the City of Tomohon, the service process took a long time. Documents that are entered manually make the service process take longer to check the data requirements for making ID cards, certificates and letters, especially if the Population and Civil Registration office is busy being visited.

This can be seen when the researcher went to the Tomohon City Population and Civil Registration Office to make observations, the required documents brought by the community to carry out document management must be completely complete otherwise they will not be served. However, currently, with the online service system, people can directly carry out management through the application and do not need to bother coming to the Tomohon City Population and Civil Registration Office and following long queues. However, even so, the use of the Tomohon e-Dukcapil application is not yet fully efficient because even though everything is done online, starting from uploading the required documents online and being able to see how far the progress of the online service is going, people still have to collect files that have been completed at the Disdukcapil office. or at the village office, this means that people still have to come to the office even though they have registered for services online.

Utilization of information technology is expected to make the service procurement

process faster. Even though the online service application for e-Dukcapil Tomohon has been able to facilitate the work of service officers, there are obstacles, namely the shortage of skilled workers in IT control so that officers who handle online services in processing incoming documents take a little longer, because of this. delays often occur because at certain times there are many people who register online which is not comparable to the service officer who manages the application. In the use of information technology in services implemented by the Office of Population and Civil Registration of the City of Tomohon in the form of this application which should be efficient, it becomes less efficient because server disturbances that still occur frequently are one of the reasons why online services are often hampered. The occurrence of a server error due to the unstable internet network, which often occurs, is triggered because usually there are many devices connected to the wifi network that are used to manage applications so that operator officers are often overwhelmed in circumventing the situation to make the network stable.

Information technology aims to reduce bureaucratic levels so that the services provided to the community become fast and efficient. People no longer need to go through lengthy services in managing EL-KTP documents, deeds, and other important files because they are subsidized by the existence of information technology, and they no longer need to go to government agencies to access services. However, at this time, the public still has to go to the Tomohon City Disdukcapil office or the sub-district office to collect documents that have been processed by the Population and Civil Registration Office,

which means that face-to-face meetings are still taking place even though the service process is online.

In addition, the information technology applied does not work well because the public does not know that there will be an online public service application used by the Tomohon City Disdukcapil office. Until now, socialization regarding the use of the Tomohon e-Dukcapil application is still lacking. In addition, the Tomohon City Population and Civil Registration Office is currently still serving face-to-face services which makes online services not fully carried out.

Conclusion

Based on the results of the discussion regarding the implementation of public services in the Covid-19 endemic transition era at the Tomohon City Population and Civil Registration Service in the application of the Tomohon e-Dukcapil application in this thesis, it can be concluded that information technology-based public services at the Tomohon City Population and Civil Registration Service not good yet. In terms of transparency, the Tomohon e-Dukcapil application has not been able to fully assist the community in getting clear service progress. The information provided in the form of a notification is still often an error and also the provision of information about the status of the document being processed is not appropriate. Disclosure regarding information cannot be accessed by the public because some people do not know about online services through online applications run by the Tomohon City Population and Civil Registration Office.

The participation that is expected to occur by utilizing information technology has not yet occurred optimally. This is

because the Tomohon City Disdukcapil office is still not fast enough in responding to online questions and complaints given by the public. The community also has not fully participated in providing services with information technology. There are still many people who choose to come to the office directly instead of using the online application that has been provided.

The application of Information Technology in the form of the Tomohon e-Dukcapil online application has also not yet fully realized an efficient service. Currently, efficiency only occurs when people get services online, it can be easier than having to go to the official office to get services. To be able to take advantage of information technology, supporting facilities and infrastructure are good. However, with problems with the application of the Tomohon e-Dukcapil online service application, such as mastery of technology from service officers and also the community, online services still cannot run properly.

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