



## Impact Of The Quality Of Integrated Administration Services (PATENTS) On Identity Treatment Services For Double Citizenship In The Northern Kalimantan Province

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### Abstract

*Bureaucratic reform is the government's effort to improve public services that have not met people's expectations. This is due to ignorance of public services, and unresponsive service delivery. This study aims to find out how the integrated administrative service innovation (PATEN) influences the handling of dual citizenship identities in Nunukan Regency, North Kalimantan Province. This study used a quantitative approach with a simple random sampling measurement method in Nunukan Regency. The results of the study show that there is a positive and significant relationship between the service quality variable and the satisfaction variable in handling dual citizenship identity in Nunukan Regency, North Kalimantan Province. Obstacles and obstacles faced by the Nunukan Regency government in handling dual citizenship identity, namely the low ability of the government seen from the level of education and suitability in supporting service tasks, limited service facilities and facilities in supporting service tasks, resulting in limitations in area coverage, borders that are difficult to pass because territorial waters, low community participation in ownership of identity cards (KTP).*

**Keywords:** Administrative Services, Quality of Public Services

### INTRODUCTION

The optimum and primary public service, which is the hope of the whole society, is a measure of the performance performed by the public service agency. Describing public dissatisfaction with public services will always be a reflection of the government's evaluation of the policies that have been implemented. Law No. 25 of 2009 on Public Service has already been implemented. Article 9 stipulates that in order to facilitate the maintenance of various forms of services, maintenance of the integrated service system is carried out, and Article 20 provides that all public services organized in Indonesia that fall within the scope as regulated in this Law must service standards. The extent to which the implementation of the policy is meant must be evaluated as the material in determining the next steps or policies. (Norlina, 2017).

The public can judge whether the service is easy or difficult, so in this research, the actual conditions of delivery of the service can be known, as well as the evaluation material for future policy steps.

The demands of innovation in public organizations and central and regional governments require more serious attention and must be carried out in an integrated and simultaneous manner. This is because innovation carried out in an integrated and simultaneous manner has a single power that affects the entire organization. Partially implemented innovations will only affect specific parts of the organization and have less impact on the organization's vision and mission. (Sururi, 2017).

Based on this, bureaucratic reform is the government's effort to raise profitability through various



means of effectiveness, efficiency, and accountability. But in actual reality, the conditions of maintenance of public services in Indonesia are still not effective and efficient, accompanied by the insufficient quality of equipment resources. (Nurdin dan Amelia, 2019).

This shows that there is a need to pay attention to the maintenance of public services. Of this, the Government issued Law No. 25 of 2009 on Public Service. Then, to facilitate the implementation of various forms of public services, a system of integrated services was created, as contained in Law Number 25 Year 2009, Article 9 Ayat. (1). This establishes the existence of an integrated service system to approximate, facilitate, and accelerate service to the public. The government also issued Regulation of the Minister of the Interior Number 4 of 2010 on the Guidelines for Integrated Administrative Services (PATEN). This policy was created to approximate, simplify, and accelerate the administrative services of licensing and non-licensing in the scope of districts, especially areas far from district or city government offices that are difficult to access due to factors such as geographical conditions and inadequate road infrastructure. To successfully implement PATEN, the government has issued the Decision of the Minister of the Interior No. 138-270 of 2010 on the Technical Guidelines for Integrated Administrative Services (PATEN). (Nurdin dan Amelia, 2019).

The importance of PATEN innovation is assigned to the handling of dual citizenship. Double citizenship is a status that is embedded in a person who is legally a citizen of several countries. Dual citizenship exists because several countries have different and non-exclusive nationality requirements. In general, dual citizenship means people who "have" dual citizenship but are technically claimed as citizens by the respective government of the country concerned. Therefore, someone can become a citizen of one or more countries, or even without citizenship in Mali (Suwarjo and Amos, 2020).

## METHODS

The research also uses a quantitative approach because it puts more emphasis on measurement methods and samples and because it uses a deductive approach that emphasizes detailed priorities on data collection and analysis of the impact of the quality of PATEN service on the satisfaction of handling dual citizenship in the Nunukan district.

Data analysis techniques used by the researchers are quantitative data analysis techniques, i.e., analysis used to test the relationship or influence of a free variable (X) against a bound variable (Y) and calculate the relationship between free variables and bound variables. Variables used for correlation coefficient analysis with the product moment correlations formula were as follows:

$$r_{xy} = \frac{n\sum xy - (\sum x)(\sum y)}{\sqrt{\{n\sum x^2 - (\sum x^2)\}\{n\sum y^2 - (\sum y^2)\}}}$$

See also:

RXY = the value of the product moment index r

N = Number of Subjects

$\sum xy$  = the sum of the results between x and y

$\sum x$  = Number of scores x

$\sum y$  = number of scores y

## RESULTS AND DISCUSSION

Measurement and collection of data from five indicators for service quality variables. Data collection in this study was done using questionnaires shared with respondents as described in the previous chapter the answers to each statement in the questionnaire used a five (5) scale with the following equations:

- |                                |    |
|--------------------------------|----|
| 1. Answer: I agree with you    | :5 |
| 2. Answered by                 | :4 |
| 3. I agree with you            | :3 |
| 4. Answer: I disagree with you | :2 |
| 5. Answer (Very Not Agreeing)  | :1 |



Based on the results of research conducted through the questionnaire instrument to obtain primary data from respondents, the following can be described as data presentation and describe data in the form of tables that contain the frequency and presentation of data and the number of answers: Presentation of data in tables and its description to facilitate understanding the distribution of data results from respondents' answers. The data is processed in frequency, percentage, and number of responses using the SPSS 21 program.

### Quality of Service

To find out to what extent the implementation of Good Governance correlates with Public Service, the author proposes five indicators, namely:

1. *Reliabilitas*
2. *Responsivitas*
3. *Assurance*
4. *Empathy*
5. *Tangibles*

Here is a list of the data collected successfully from each indicator:

Table of 1  
 Responses to Quality of Service

Indicator	Respondent's Answer					Total
	Strongly agree	Agree	Disagree	Don't Agree	Totally Disagree	
<i>Reliabilitas</i>	24 (72,7%)	9 (27,3%)	–	–	–	33 (100%)
<i>Responsivitas</i>	11 (66,7%)	22 (33,3%)	–	–	–	33 (100%)
<i>Assurance</i>	8 (24,2%)	23 (69,7%)	2 (6,1%)	–	–	33 (100%)
<i>Empathy</i>	8 (24,2%)	22 (66,7%)	3 (9,1%)	–	–	33 (100%)
<i>Tangibles</i>	11 (33,3%)	21 (63,6%)	–	–	1 (3,0%)	33 (100%)

Data Source : Research Result

Based on the above data, it is clear that for indicator 1, i.e., reliability, the population responded with strong agreement, with as many as 24 respondents, or 72.7%, and 9 respondents, or 27.3%. Meanwhile, for the second indicator of responsiveness, the population responded with a strong agreement of 11 respondents, or 66.7%, and 22 respondents, or 33.3%. For indicator no. 3, that is assurance, respondents answered very agree as many as 8 people, or 24.2%; answered agreed as many as 23 respondents or 69.7%; and fewer agree as 2 respondents or 6.1%. Quality of service is measured by the physical means of the office, computerization, administration, waiting room, and information place. For the 4th indicator, namely empathy, respondents who answered strongly agreed with 8 respondents, or 24.2%; agreed with 22 respondents or 66.7%; and disagreed with 3 respondents, or 9.1%. Meanwhile, for indicator no. 5, tangibles, respondents who answered strongly agreed with 11 respondents, or 33.3%; agreed with 21 respondents, or 63.6%; and very strongly disagreed with 1 respondent or 3%.



## CONCLUSIONS AND SUGGESTIONS

Based on the results of the research and discussions outlined in the previous chapters, the author concludes that:

1. There is a strong relationship between the Quality of Patent Services and dual citizenship identity handling services in the Nunukan Province of Northern Kalimantan.
2. The result of the test-t calculation when compared with the values on the student's t-critical price table turned out to be greater. This means that there is a positive and significant influence of service quality variables on dual citizenship identity handling service variables in the Nunukan Province of Northern Kalimantan. Thus, it can be said that the formulation of the problem in this study has been answered, and the hypothesis that the author submits can prove its truth.

## SUGGESTION

1. The dual citizenship that the community has at the border of Nunukan County explains that society's apathy toward the state, which has an impact on the destruction of the country that they have, is merely a symbol. The loss of society's legitimation toward the state has had a profound impact on the course of government.
3. The fulfillment of the wisdom of trees that must reach the remote corners of Nusantara is still not at its maximum at this moment. As well as the economic growth that has so far not been felt by the people in their own country who depend on other countries, this has caused border communities to choose dual citizenship to obtain the convenience of raw materials from other countries.
4. Population administration, as well as non-representative procedures, should be implemented to avoid defects in the accuracy of population data.

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