

Legal Analysis of the Quality of Population Administration Services at the Population and Civil Registration Service of Pekalongan City

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Abstract. *Law Number 24 of 2013 concerning Population Administration Civil Registration is the recording of important events, namely events experienced by a person including birth, death, marriage, divorce, child recognition, child validation, adoption, name changes and changes in citizenship status experienced by a person in the civil registration register at the implementing agency. This Law regulates, among other things, Population Administration, Civil Registration, administration and population services and civil registration which are supported by derivative regulations, including all levels of society in the City of Pekalongan. The approach method in this study is a sociological legal approach method, namely an approach that begins with reviewing the Articles in the Laws and Regulations related to this writing. Data collection was carried out by conducting direct observation of the apparatus within the scope of the Pekalongan City Government, namely officials at the Population and Civil Registration Office, employees, and the community who carry out special administration of population administration services in Pekalongan City. Data were analyzed using qualitative analysis. Legal analysis of the quality of population administration services at the Population and Civil Registration Office of Pekalongan City is explained through legal theories: theory of legal implementation, effectiveness, authority, and public service in Islam. The results of the study indicate that: factors that influence the quality of population administration services of the Population and Civil Registration Service of Pekalongan City are directed at the quality of public services that satisfy users of population document services.*

Keywords: *Administration; Community; Population; Quality.*

1. Introduction

In the implementation of autonomous regional government, historically there have been many changes, especially in the management structure of regional government. This is marked by the issuance of the Law on Regional Government regulating autonomous regions that have the authority to regulate and manage their own government affairs according to the principles of autonomy and assistance tasks.

The implementation of autonomy based on Law Number 23 of 2014 concerning Regional Government Article 2 as referred to in paragraph (2) implements the broadest possible autonomy, except for central affairs. The purpose of granting the broadest possible autonomy is to improve public welfare, public services, and regional competitiveness. Population and Civil Registration are one of the mandatory affairs of regional government that must be implemented by the central government to regional governments. Population administration services consisting of population registration and civil registration services are sub-sections of public services that must be implemented properly to the community.¹

Along with the development of the era and increasingly modern human life, the government has received a lot of public attention, especially in terms of services that require state apparatus as public servants to provide the best possible service towards good governance, while the Indonesian people themselves are increasingly critical in fulfilling maximum service from the government. Therefore, the substance of administration plays a very important role in regulating and directing all activities of service organizations in achieving goals.

The above understanding means that every resident must be recorded and organized through the arrangement of documents issued by the local Population and Civil Registration Service (Disdukcapil) so that the government can easily fulfill all population matters if each resident's documents can be managed properly and orderly. Every resident has rights and obligations, the obligation of every resident is to comply with all regulations set by the government, namely Government Regulation of the Republic of Indonesia Number 37 of 2007 which is the Implementation of Law Number 23 of 2006 concerning Population Administration.

By fulfilling the population administration whose documents are issued by Disdukcapil in all regions in Indonesia, while the rights of every resident are to be protected and treated fairly in fulfilling all population affairs that have been determined by the government based on applicable laws. These rights and obligations apply to all Indonesian residents, namely Indonesian citizens and

¹Law Number 23 of 2014 concerning Regional Government, State Gazette of the Republic of Indonesia 2014 Number 244

foreign citizens residing in Indonesia.

Administrative arrangements are recommended for the implementation of population registration including the provision of Population Registration Numbers (NIK). In the implementation of this system, all residents, both Indonesian citizens (WNI) and foreign citizens (WNA) who experience vital events or changes in their population status must register themselves or record the change in status to officers appointed by the state. With this system, the government will gain convenience in regulating other forms of public services, for example in the fields of education, health and so on.

Population Administration (Adminder) is a series of activities for arranging and organizing Population documents and Data through Population Registration, Civil Registration, management of Population Administration Information and utilization of the results for public services and development of other sectors (Chapter I Article 1 point (1) PP Number 37 of 2007). The direction and objectives of implementing population administration are:

1) Population administration directions:

- a. Fulfilling the basic human rights of every person in the field of population administration without discrimination with professional public services;
- b. Increasing public awareness of the obligation to participate in the implementation of Population Administration;
- c. Fulfilling national statistical data regarding population events and important events;
- d. Supporting the formulation of national, regional and local development policies and planning; and
- e. Supporting the development of the Population Administration system.

2) The objectives of population administration are:

- a. Providing identity validity and legal certainty for population documents for every population event and important event experienced by residents;
- b. Providing protection of the civil rights status of the population;
- c. Providing national population data and information regarding population registration and civil registration at various levels in an accurate, complete, up-to-date and easily accessible manner so that it can become a reference for policy formulation and development in general;
- d. Realizing orderly and integrated national population administration;

e. Providing population data as a basic reference for related sectors in carrying out every government, development and community activity.²

3) Population Administration Information System (SIAK)

Information systems greatly support the process in an organization, especially in carrying out managerial functions including: planning, implementation and control. In accordance with Law Number 23 of 2006 concerning Population Administration, the Indonesian Government in this case the Ministry of Home Affairs has decided to issue a Population Registration Number (NIK) as an Indonesian Population Identity Number that is unique or distinctive, single and attached to a person registered as an Indonesian Resident and is directly related to all Population Documents.

In the implementation of population administration, the process of population administration must be known by all elements so that orderly population administration can be achieved. From the scheme above, it can be seen that the flow of the document issuance process starts from the RT, RW, Lurah, Camat and Implementing Agency levels, namely Disdukcapil. Therefore, in managing population administration, all parties are involved, so if a Regional Regulation or public policy wants to run well, all elements must be involved, both employees of the implementing agency and the community so that orderly population administration can be realized. However, in the field, people are still found complaining about the complicated population administration procedures, which makes them reluctant and lazy to carry out the population administration process.

Service quality is the main key for all agencies in achieving organizational goals and ensuring the survival of the organization. Public services need to pay attention to customer needs. Customer needs can be met if public services can provide services by meeting good service indicators. Thoha defines service as an effort made by a person and/or group of people or certain agencies to provide assistance and convenience to the community in achieving goals.³

The quality of public services always prioritizes the interests of the community as customers, but so far the public still assumes that the services provided by government officials to the public tend to be less than good and of poor quality. In reality, the implementation of public services carried out by government agencies on the official path is still faced with services that are not yet effective and efficient and the quality of human resources that are not yet adequate. This can be seen from the many complaints from good society directly or indirectly, such as through mass media which demands improvements in the quality of

²Chapter I Article 1 point (1) PP Number 37 of 2007, Implementation of the 2006 Population Administration Law

³Thoha, M, 2008, Contemporary Public Administration Science (First), Kencana, Jakarta, p. 8

public services.⁴

To be able to assess the quality of public services, an understanding is needed that can help assess how public service institutions should work so that they can produce quality output, outcomes, and benefits that are in accordance with the level of public satisfaction. Population document creation services are an example of a form of public service provided by government officials.

The creation of population documents is one form of basic government service to its people. Population documents are an important element in population administration. The reason is because this document concerns the issue of a person's legitimacy in their existence as a resident in a territory of the Unitary State of the Republic of Indonesia (NKRI), and in accordance with Law Number 23 of 2006 concerning Population Administration.⁵

Improving the quality of public services for population documents triggers problems by looking at the capabilities of the apparatus, for example, Adminduk service officers provide electronic KTP recording services that are very far from public expectations, this condition creates public distrust of the government as a public service provider. According to Sinambela, public service is defined as every activity carried out by the government against a number of people who have every activity that is profitable in a group or unit, and offers satisfaction even though the results are not tied to a physical product.⁶

Similar studies have been conducted including:

- a. Implementation of Population Administration Services at the Population and Civil Registration Service of Rokan Hilir City (Study of Family Card and Birth Certificate Management) By Dona Ratna Sari, Thesis of State Administration, Riau Islamic University, Pekanbaru, 2019
- b. Implementation of Population Administration Services Based on Regional Regulation Number 8 of 2016 in Optimal Public Services in Enrekang City by Andi Arhami Hamzah, Master of Law Thesis, Hasanudin University, Makasar, 2021

2. Research Methods

Research is a means used by humans to strengthen, foster, and develop science which is knowledge that is systematically arranged with the use of the power of thought, which knowledge can always be examined and reviewed critically, will continue to develop on research conducted by its caregivers. This is because the

⁴Hayat. 2017, Public Service Management, PT Raja Granfido Persada, Depok, p.6

⁵Law Number 23 of 2006 concerning Population Administration, State Gazette of the Republic of Indonesia 2006 Number 124

⁶Sinambela, 2010, Public service reform: theory, policy, and implementation, Bumi Aksara, Jakarta, p. 5

use of science aims for humans to know more and go deeper.⁷ Legal research can be divided into normative legal research and sociological legal research. Normative legal research is conducted by examining library materials which are secondary data and is also called library legal research, sociological or empirical legal research mainly examines primary law.⁸ Discussion of the problems in this writing, the following will be the author's description of the method that will be used, namely the empirical legal approach method. Empirical legal research aims to examine the behavior (law) of community members.⁹ In empirical legal research, the data studied are field data or primary data, which include the results of interviews with respondents and sources. In order to support empirical legal research, normative legal research is also conducted which includes research on legal principles, research on legal systematics, research on the level of vertical and horizontal synchronization, comparative law and legal history.

3. Results and Discussion

3.1. Quality of Population Administration Services at the Population and Civil Registration Service of Pekalongan City

Population Administration Services (Adminduk) are directed at fulfilling the basic rights of every person in the field of population administration. In addition, to increase the awareness of the population and their obligations to participate in the implementation of Adminduk, fulfillment of population statistics data and population event statistics, as well as support for national, regional and local population development planning. The Population and Civil Registration Service (Disdukcapil) of Pekalongan City is the implementing agency in the field of population administration as regulated in Article 1 number (7) of Law Number 23 of 2006¹⁰ on Population Administration (and has been amended by Law Number 24 of 2013) which is further regulated through Pekalongan City Regional Regulation Number 08 of 2015 concerning the Implementation of Population Administration as stated in Article 2 letters (a)-(e). The Pekalongan City Population and Civil Registry Service has the task of (a) fulfilling the basic rights of every person in the field of population administration without discrimination with professional public services; (b) increasing public awareness of the obligation to participate in the implementation of population administration; (c) fulfilling national statistical data regarding population events and important events; (d) supporting the formulation of national, regional, and local development policies and planning, and; (e) supporting the development of a

⁷Soerjono Soekanto, 2002, *Introduction to Legal Research*, Jakarta, University of Indonesia Press, p. 3.

⁸ Ronny Hanitijo Soemitro, 2000, *Research Methodology and Jurimetrics*, Jakarta, Ghalia Indonesia, p. 9.

⁹Soerjono Soekanto, *Op. Cit.* p. 3

¹⁰Law Number 23 of 2006¹⁰ on Population Administration, State Gazette of the Republic of Indonesia 2006 Number 124

population administration system¹¹. Adminduk services include recording and issuing birth certificate extracts, family cards, temporary residence cards, marriage certificates, divorce certificates, child validation certificates, death certificates and making electronic ID cards. In order to provide services, the Pekalongan City Population and Civil Registry Office must pay attention to developments in its organizational environment, both from factors of increasing population and demands from customers (the public) who will be served at the Pekalongan City Population and Civil Registry Office.

1) Analysis of Population Administration Service Legislation

Based on the Theory of Legal Implementation, referring to Lawrence Meir Friedman's thoughts contained in the book *The Legal System a Social Science Perspective* which focuses more on the importance of legal culture in society. This is also seen in Friedman's explanation which generally views that of the three components in the legal system, legal culture is the most important component. However, of course it does not ignore the emphasis that structure and substance are core components of a legal system.¹²

The main ideas of Lawrence Meir Friedman in his book *The Legal System A Social Science Perspective* are as follows.

Friedman stated that the legal system consists of three components, namely structure (legal structure), substance (legal substancy), and culture (legal culture).

- a. *Legal structure* is an institution created by the legal system with various functions in order to support the functioning of the system. This component makes it possible to see how the legal system provides services for the processing of legal materials regularly.
- b. Substance (legal substance) is the output of the legal system, in the form of regulations and decisions used by both the regulating and regulated parties.
- c. Culture (legal culture) consisting of values and attitudes that influence the working of the law, or by Friedman called legal culture. This legal culture functions as a bridge connecting legal regulations with the legal behavior of all citizens.
- d. Friedman divides the legal culture into: (a) Internal legal culture, namely the legal culture of judges and lawyers or law enforcers in general; (b) External legal culture, namely the legal culture of the wider community.

¹¹Law Number 23 of 2006, Ibid

¹² <https://nusaputra.ac.id/article/pokok-pokok-pikiran-lawrence-meir-friedman-sistem-hukum-dalam-perspektif-ilmu-sosial/> Accessed October 19, 2024

Reflecting on Friedman's thinking, in order to realize the institutions created by the legal system with various functions in order to support the functioning of the public service system, it is mandated that at the Regency/City level there is an Institution that guarantees the functioning of population administration regulations, in this case the Pekalongan City Population and Civil Registry Office. This component is possible to see how the legal system provides services for the processing of legal materials regularly. This institution not only provides services but also carries out regular legal processing in the form of monitoring population administration regulations at the City level.

In providing Population Administration services, the Pekalongan City Population and Civil Registry Office is guided by Government Regulations, Regional Regulations, and Mayoral Regulations, including: Government Regulation Number 40 of 2019 concerning the Implementation of Law Number 23 of 2006 concerning Population Administration as amended by Law Number 24 of 2013 concerning Population Administration, Central Java Provincial Regulation Number 1 of 2017 concerning the Implementation of Population Administration, Pekalongan City Regional Regulation Number 08 of 2015, and Pekalongan Mayor Regulation Number 62 of 2018 as technical instructions for the implementation of Pekalongan City Regional Regulation Number 08 of 2015 concerning Population Administration Services.

Guidelines for Adminduk services at the city level that directly interact with service users, including:

- a. Regional Regulation of Pekalongan City Number 08 of 2015

In Article 4, it is mandated that¹³:

Every resident has the right to obtain:

- a. *Population documents;*
- b. *the same service in Population Registration and Civil Registration;*
- c. *protection of Personal Data;*
- d. *legal certainty regarding ownership of documents;*
- e. *information about data results Population Registration and Civil Registration of himself and/or his family;*

The Pekalongan City Government through the Population and Civil Registry

¹³Pekalongan City Regional Regulation Number 08 of 2015 Concerning the Implementation of Population Administration, Regional Gazette of 2015 Number 08

Service carries out its obligations in fulfilling Adminduk services, as follows:¹⁴

The Regional Government is obliged and responsible for organizing Population Administration affairs, which are carried out by the Mayor with the authority including:

- a. *Coordination of Population Administration;*
- b. *establishment of an Implementing Agency whose duties and functions are in the field of Population Administration;*
- c. *technical arrangements for the implementation of Population Administration in accordance with the provisions of statutory regulations;*
- d. *development and socialization of the implementation of Population Administration;*
- e. *implementation of community service activities in the field of Population Administration;*
- f. *assignment to Sub-districts and Urban Villages to carry out some Population Administration matters based on the principle of assistance tasks;*

b. Pekalongan Mayor Regulation Number 62 of 2018

This Mayor Regulation strictly regulates the authority of the implementing agency, requirements and procedures for issuing changes to population registration documents, requirements and procedures for registering the movement of Indonesian citizens within the region, requirements and procedures for registering the movement of Indonesian citizens between regions, requirements and procedures for registering births, requirements and procedures for registering stillbirths, requirements and procedures for registering marriages, requirements and procedures for registering annulments of marriages, requirements and procedures for registering divorces, requirements and procedures for registering annulments of divorces, requirements and procedures for registering deaths, requirements and procedures for registering adoptions, child recognition and child validation, requirements and procedures for recording changes in name and citizenship status, requirements and procedures for reissuing extracts of civil registration certificates, requirements and procedures for canceling and correcting civil registration certificates, requirements and procedures for recording other important events, coordination and cooperation, and guidance and supervision.

c. Decree of the Population and Civil Registry Service of Pekalongan City Number 060/0497 of 2022 concerning the Determination of Service Standards at

¹⁴Pekalongan City Regional Regulation Number 08 of 2015, Ibid

the Population and Civil Registry Service of Pekalongan City

That the Disdukcapil Service Standards must be implemented by the organizers/implementers and as a reference for assessing service performance by the leaders of the organizers, supervisory officers and the community in the implementation of public services, especially the issuance of Adminduk.

d. *Standard Operational Procedure (SOP)* regarding Adminduk services in Pekalongan City

The Pekalongan City Population and Civil Registry Service also issued an SOP as an instructional guideline for organizing population administration services.

2) Implementation of Population Administration Services in Pekalongan City

In the Theory of Authority, according to Bagir Manan³⁰, authority in legal language is not the same as power (*macht*). Power only describes the right to do or not to do. While in law, authority means rights and obligations. Authority in relation to regional autonomy is a right that has the meaning of the power to regulate itself (*zelfregelen*) and manage itself (*zelfbesturen*). While obligations consist of vertical obligations and horizontal obligations. Horizontal obligations mean the power to organize regional government properly. Vertical obligations mean the power to organize regional government in an orderly state government bond as a whole and in a state of law, the existence of government authority comes from the applicable laws and regulations. Express implied authority is authority whose intent and purpose are clearly subject to legal limitations, both written and unwritten, while facultative authority is authority that is determined by regulations when and under what circumstances an authority can be used, while *vrij bestuur* authority is authority given by law with the flexibility to officials to apply it according to conditions.¹⁵

In relation to this, in providing population administration services, the Pekalongan City Population and Civil Registry Office is required to provide services in accordance with the provisions or principles of public service law. Three principles that are no less important to apply are the principles of participation, openness, and accountability.

a. Principle of Transparency

One of the service principles that should not be ignored is the principle of openness in services. According to Article 4 letter (h) of Law Number 25 of 2009 concerning Public Services, openness is that every recipient of services can easily access and obtain information about the desired service. Openness in the context of public service provision is also interpreted as information being

¹⁵Bagir Manan, *Welcoming the Dawn of Regional Autonomy*, Fourth Edition, Center for Legal Studies, Faculty of Law, Islamic University of Indonesia, Yogyakarta

delivered openly, easily and can be accessed by all parties who need it and is provided adequately and easily understood.¹⁶ Transparency in the realm of public services, especially in the field of population administration, primarily includes transparency of matters relating to management and service delivery, service procedures, technical requirements and service systems, details of service costs, service completion times, authorized and responsible officials, service locations, service promises and service standards. So far, the Pekalongan City Population and Civil Registry Office has not been fully open regarding information about the services provided.

b. Participatory Principle

Public participation is an important part of the public service system. Law Number 25 of 2009 concerning Public Services has clearly regulated the role of the public, including as part of the organizing organization, active users, and as stakeholders who have the right to complain and be involved in the formulation of service standards, processes and service evaluations. The explanation of Article 4 letter (f) of Law Number 25 of 2009 concerning Public Services also emphasizes that there needs to be an increase in public participation in the provision of services by considering the aspirations, needs and expectations of the public starting from the process of compiling service standards, processes and service evaluations.¹⁷

From the aspect of service evaluation, the Service has fully provided adequate participation space, such as providing a complaint room and measuring customer satisfaction (Community Satisfaction Index) which should be a means for the community to convey input, responses, reports and/or complaints to the organizers, running quite effectively.

c. Principle of Accountability

As stated in the explanation of Article 4 letter (i) of Law Number 25 of 2009 concerning Public Services, what is meant by the principle of accountability in the context of public services must be accountable in accordance with the provisions of the Laws and Regulations. According to the Decree of the Minister of Administrative and Bureaucratic Reform No. 26/KEP/M.PAN/2/2004 concerning Technical Instructions for Transparency and Accountability in the Implementation of Public Services, the accountability in question includes performance accountability, including the level of accuracy, professionalism of officers, completeness of facilities and infrastructure, clarity of rules and discipline, cost accountability, and service product accountability.

¹⁶Law Number 25 of 2009 concerning Public Services, State Gazette of the Republic of Indonesia 2009 Number 112

¹⁷Law Number 25 of 2009 concerning Public Services, State Gazette of the Republic of Indonesia 2009 Number 112

Services at the Population and Civil Registry Office still encounter several problems in implementing the principles of good public service law, especially regarding the principles of openness, participation and accountability. Regarding these problems, it has consequences for the aspect of legal protection of the rights of the community embedded in the provisions of Article 2 of Law Number 24 of 2013 concerning Amendments to Law Number 23 of 2006 concerning Population Administration which have not been implemented properly in accordance with the predetermined corridor, the rights include: (1) the right to population documents and legal certainty of ownership of documents, where the estimated time and even distribution of population documents in the community are homework that must be improved in terms of service quality. This is due to the limited facilities and infrastructure owned by the Office which are also still obstacles in guaranteeing certainty of ownership of population documents for the community as a whole. The facilities and infrastructure in question, namely the ratio of electronic ID card printing machines and the internet network which is often disrupted when printing population documents is also limited.

According to Article 36 of Law Number 25 of 2009 concerning Public Services, it states that the organizer is obliged to provide a means of complaint and assign competent implementers in managing complaints and the organizer is also obliged to follow up on the results of managing complaints from the community. Based on this description, the Disdukcapil of Pekalongan City seriously manages public complaints in order to provide legal protection for the rights of the community that are violated in the implementation of population administration services.

If the problem is not addressed wisely and professionally, it will result in the community tending to be silent and passive in not making any efforts related to the losses or violations of their rights. Even though their rights have been violated, the community is often silent, compared to making legal efforts. This also results in the community never making complaints to other institutions, other than the Service, both the Ombudsman and the judicial institutions. The reason is that the community's ability related to the complaint procedure due to losses incurred in the service is still low, so that legal protection for the rights that have been violated does not run well.

1) Empathy (Empathy)

Providing sincere and individual or personal attention given to customers by trying to understand consumer desires where a company is expected to have an understanding and knowledge of customers, understand specific customer needs, and have operating hours that are convenient for customers.¹⁸ Allah SWT says:

¹⁸Gregorius Candra, 2001, *Marketing Strategy and Programs*, Andi Offset, Yogyakarta, pp. 8-9.

Meaning: "Indeed, Allah commands (you) to act justly and do good deeds, to give to your relatives, and Allah forbids evil deeds, evil and enmity. He teaches you so that you can learn a lesson."¹⁹

3.2. Factors Affecting the Quality of Population Administration Services at the Population and Civil Registration Service of Pekalongan City

In general, Law Number 23 of 2006 concerning Population Administration regulates the rights and obligations of residents, the authority of organizers and implementing agencies, population registration, civil registration, protection of residents' personal data, investigations, and administrative sanctions.²⁰ In order to improve professional, orderly, and non-discriminatory population administration services in achieving service standards towards comprehensive prime services to overcome population problems, Law Number 24 of 2013 was formed as a form of amendment to Law Number 23 of 2006 concerning Population Administration.²¹

Based on Law Number 24 of 2013 concerning Amendments to Law Number 23 of 2006 concerning Population Administration, population events are events experienced by residents that must be reported because they result in the issuance or change of Family Cards, Population Identification Cards, and/or other population certificates. The recording of population events as referred to is called population registration. Meanwhile, important events are events experienced by a person which include birth, death, stillbirth, marriage, divorce, child recognition, adoption, name changes, and changes in citizenship status. The recording of important events as referred to is called civil registration. In this case, the activities of recording population registration and civil registration produce individual data and/or structured aggregate data called population data.²²

In order to realize the quality of population registration and civil registration activities, there are factors that can influence the quality of service, including:

- 1) Awareness
 - a. Seriousness in doing work
 - b. Sincerity in doing work

Based on the questionnaire data collected by researchers with indicators of sincerity and honesty in carrying out work towards customers and several

¹⁹QS. An Nahl (16): Verse 90.

²⁰Law Number 23 of 2006 concerning Population Administration

²¹Law Number 24 of 2013 concerning Amendments to Law Number 23 of 2006 concerning Population Administration

²²Law Number 24 of 2013, Ibid

questions related to the indicators. The awareness factor is a factor that comes from the service employees themselves. The Pekalongan City Population and Civil Registry Office provides assistance by providing motivation and training to support the quality of service that will be provided by employees. The awareness factor has a fairly strong influence on the quality of service because employees who are aware of the importance of providing good service will also produce good quality of service.

Based on the questionnaire table above, the number of respondents who agree with employees who show sincerity or seriousness in serving the community is greater than respondents who disagree. In response to this, the resource person also agreed that employee performance was good even though it still needed improvement. Uncertain field conditions are a factor that affects employee performance. However, the Service itself will continue to strive for services that are in accordance with the wishes of the community.

Based on the questionnaire table above, more than 50% of respondents agree with the opinion that employees have implemented existing standards or regulations when serving the public. So it can be said that the basis or basis of the regulations have been implemented by employees in serving the public and are running well.

2) Ability

a. Able to use equipment related to service

Based on the questionnaire data collected by researchers with indicators of being able to use equipment related to customer service and several questions related to the indicators. As explained above, employees are given various training to improve employee skills. In addition, the Pekalongan City Population and Civil Registry Office also has an SOP as a standard for employees to complete population document services. The interview results also stated that the creation of documents other than E-KTP had been carried out well.

Public dissatisfaction with the handling or administration of Adminduk records is gradually decreasing. Completion of Adminduk documents with timely completion and accuracy of handling are the most influential factors and are the main concern for Adminduk service officers in serving the community.

The capability factor certainly has a big influence on the quality of service. Appropriate capability will improve the quality of service provided. Based on the questionnaire table, most people agree that the handling or administration of documents has been running well.

In the public satisfaction survey at the Pekalongan City UPP, the questionnaire was compiled based on the results of discussions with the Team at the

Pekalongan City UPP. The components in the questionnaire include:

- 1) Respondent identity
- 2) Respondents' opinions on the service performance of each element
- 3) Feedback and Suggestions

The assessment used in the questionnaire, namely Performance/ reality of services provided to consumers. Performance/ reality shows the respondent's assessment which shows how far the reality of services provided by public service units to the community as consumers.

The assessment scale used in the questionnaire uses a Likert scale of 1 to 4, the higher the scale indicates the better/higher the assessment. For Performance, the number 4 means that the respondent is very qualified with the performance assessment statement, the number 1 means that the respondent is very unqualified with the performance assessment statement.

Example :

Ease of Assessment service procedures:

If according to the respondent the flow of the service procedure is not easy, then the value = 1 for service performance. To facilitate analysis, interpretation and understanding, the assessment scale will be converted into a percentage.

Respondents were selected randomly according to the coverage area of the Pekalongan City UPP service area. To meet the accuracy of the index compilation results, 96 respondents were selected in Semester I of 2023 and 484 in Semester II of 2023.

b. Data processing methods

Each survey question is given a value for each element. The value is calculated using the "weighted average value" of each service element. In calculating the public satisfaction survey on the 9 service elements studied, each service element has the same weighting with the following formula:

$$\text{Weighted average value} = \frac{\text{Total Weight}}{\text{Number of Elements}} = \frac{1}{9} = 0.111$$

c. Data Processing Analysis

- 1) The questionnaire data from each respondent is entered into the form starting from element 1 (U1) to element 9 (U9);
- 2) The next step to obtain the average value per service element and the service unit index value is as follows:
 - a) Average value per service element.

Mark each service elements are summed up (down) according to the number of questionnaires filled out by respondents, then to obtain the average value per service element, the total value of each service element is divided by the number of respondents who filled it out. To obtain the weighted average value per service element, the total average value per service element is multiplied by 0.111 as the weighted average weight value.

b) Service index value

To obtain the service unit index value, add up the 9 elements from the weighted average value.

4. Conclusion

Based on the indicators used in assessing the implementation of population administration services at the Population and Civil Registration Office of Pekalongan City, it is running well, including: Availability of integrated Laws and Regulations in service standards including Procedures and Standard Operational Procedures for Population Administration services in accordance with the provisions and principles of public service law. In addition, the implementation of three service principles is applied, namely the principles of participation, openness, and accountability. In the service procedure indicator, in general the service procedures and service flows are clearly running in accordance with the existing service mechanisms. The administrative requirements needed are informed to the public in making Population Administration documents for the Pekalongan City Population and Civil Registration Office, which are quite good. Judging from the indicators of the spirit of cooperation and loyalty, in general employees who deal directly with the public have been caring, friendly and polite, giving a fairly good personal impression. Meanwhile, from the indicators of facilities and infrastructure, it can be seen that the condition of the service room and the availability of supporting facilities in the service at the Pekalongan City Population and Civil Registration Office are quite good. In the service time target indicators and service delivery style, the principle of justice demonstrated by officers in providing services, no discriminatory behavior was found in providing services to the community.

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