

PERFORMANCE OF PUBLIC SERVICES OF THE POPULATION AND CIVIL RECORD SERVICES DURING PANDEMIC

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Article Info

Keywords:

Bandar Lampung;
Performance
Assessment.
Public Service;

Abstract: Performance is very important for organizations, especially government organizations. By measuring the performance of an organization, an organization can utilize and improve the effectiveness and efficiency of its human resources, as a basis for distributing awards, assisting in consideration and decision making efforts and identifying training needs and employee resource development. In connection with the existence of the Department of Population and Civil Registry of Bandar Lampung City, one of its main tasks is to make and issue identity cards and to handle personnel resource problems in order to improve the quality of apparatus resources properly and sustainably to support the implementation of the main tasks and functions as well as the achievement of Population work results. and Civil Registry of Bandar Lampung City. In an effort to achieve the work performance of Population and Civil Registry employees of Bandar Lampung City, it includes work motivation, ability, work environment, work discipline, leadership and personality. Based on the data on the website of the population and civil registration office of the city of Bandar Lampung, there are 7244 queues of recording electric ID cards that have not been processed and there are delays in the ID card making process which should have been completed on the specified schedule but has not been completed.

INTRODUCTION

The results obtained by an organization, both profit oriented and non-profit oriented, are produced over a period of time. More firmly Armstron and Baron said that performance is the result of work that has a strong relationship with the organization's strategic goals, customer satisfaction (Amstrong, 2006). Furthermore, Rahadi (2010) states that performance is a description of the level of achievement of the implementation of an activity/program/policy in realizing the goals, objectives, mission and vision of the organization contained in the formulation of the strategic scheme of an organization.

According to Rahadi (2010) organizational performance is the overall effectiveness of the organization to meet the defined needs of each group with regard to systemic efforts and improve the organization's ability to continuously achieve its needs effectively. Understanding

performance is a level the role of organizational members in achieving organizational goals, the role in question is the implementation of an action to carry out and complete the given task.

Performance indicators are something that can be calculated and measured. In setting performance indicators, a form of measurement must be identified that will assess the outcomes obtained from the activities carried out. These performance indicators are used to ensure that the day-to-day performance of the employee is making progress towards the goals and objectives in the strategic plan. With regard to the performance assessment of public organizations (Dimiyati, 2016). Kamaroellah (2014) performance indicators explain what must be done to achieve organizational or company goals for such success. Performance indicators are often equated with performance measures. However, in fact, even though both are the same performance measurement criteria, there are differences in meaning and meaning. According to Kamaroellah (2014) there are three concepts that can be used to measure the performance of public organizations, namely responsiveness, which describes the ability of public organizations to carry out their mission and aims to meet the needs of the community; responsibility, namely the implementation of public organization activities carried out in accordance with correct administrative principles or in accordance with implicit or explicit policies; Accountability refers to the extent to which policies and activities of public organizations are expected from the community, bias in the form of assessments from representatives of the people, officials and the public. responsibility, namely the implementation of public organization activities carried out in accordance with correct administrative principles or in accordance with implicit or explicit policies; Accountability refers to the extent to which policies and activities of public organizations are expected from the community, bias in the form of assessments from representatives of the people, officials and the public. responsibility, namely the implementation of public organization activities carried out in accordance with correct administrative principles or in accordance with implicit or explicit policies; Accountability refers to the extent to which policies and activities of public organizations are expected from the community, bias in the form of assessments from representatives of the people, officials and the public.

Population growth is one of the factors that influence the growth and development of a city, in addition to other factors (Tavares & Wacziarg, 2001). The population tends to live in urban areas with high urbanization activities due to the emphasis of development being carried out in urban areas. The influence of urban population growth and development is so strong that the relationship between the size of the population and public services, in this case providers and service providers, is often problematic. The administration of the state and government is characterized by maladministration practices, among others, the occurrence of corruption, collusion, and nepotism (Silalahi & Syafr, 2015).

Indonesia is currently experiencing major health problems. The problem of the spread of the Covid-19 virus is not only related to health problems. But more than that, Covid-19 is also a social problem. Social problems are a negative condition faced by society. It is not easy for the government to run public services during a pandemic like this considering the spread of the Covid-19 virus every day is still growing. The COVID-19 pandemic in Indonesia is part of a pandemic [2019 coronavirus disease](#) (COVID-19) who [is taking place all over the world](#). This disease is caused by [severe acute respiratory syndrome coronavirus 2](#) (SARS-CoV-2). The first positive case of COVID-19 in Indonesia was detected on March 2, 2020, when two people were confirmed to have contracted it from a Japanese citizen. On April 9, the pandemic had spread to 34 provinces with [DKI Jakarta](#), [East Java](#) and [West Java](#) as the province most exposed to the corona virus in Indonesia. As of November 15, 2020, Indonesia has reported 467,113 positive cases, ranking first in the world [Southeast Asia](#). In terms of mortality, Indonesia ranks third in the world [Asia](#) with 15,211 deaths. However, the death rate is estimated to be much higher than the reported data because there are no cases of death with acute COVID-19 symptoms that have not been confirmed or tested. Meanwhile, it was announced that 391,991 people had recovered, leaving 59,911 cases being treated. The Indonesian government has tested 3,313,590 people out of a total of 269 million population, which means only about 12,291 people per one million population ([Kemenkes, 2020](#)). In response to the pandemic, [some area s](#) has imposed [large-scale social restrictions](#) (PSBB). One of them is

Bandar Lampung City, where the number of positive Covid-19 patients in Lampung Province increased by 31 cases to a total of 1,825 people on Saturday (31/10). The addition of covid cases in Bandar Lampung City was confirmed the most for every additional positive case during the Covid-19 pandemic. (Kemenkes, 2020) The addition of 31 cases, came from Bandar Lampung City 23 cases, Tanggamus Regency 5 cases, Pesawaran, West Lampung, and Metro City 1 case each. 8 patients were hospitalized, and 23 patients underwent self-isolation at home.

Based on data from the Health Office (Dinkes) of Lampung Province, Saturday (31/10), the total number of positive COVID-19 patients in Bandar Lampung City was 848 people, 459 people completed isolation (recovered), and 45 deaths. Bandar Lampung City has re-entered the red zone, after initially the orange zone. The Red Zone means the risk of increasing cases is high. The head of the Lampung Health Office said there were an additional 59 positive patients who had undergone isolation or recovered. Among them came from Bandar Lampung City 49 people, North Lampung Regency 11 people, Central Lampung and West Lampung 1 person each while the death increased by 2 people to 76 people.

The Lampung Provincial Government held a Coordination Meeting to overcome the Covid-19 outbreak in Lampung Province. The meeting which was chaired directly by Governor Arinal Djunaidi was held on Saturday (15/08/2020) (<https://info.metrokota.go.id/government-provinsi-lampung-gelar-rakor-intensifikat-handling-covid-19/>) During the meeting, Arinal conveyed several efforts that the Lampung Provincial Government needed to take in order to intensify efforts to handle the Covid-19 pandemic. Among them is by restricting traveling to areas with high cases or red zones. Improved tracing, testing in all areas in Lampung. Efforts to discipline the implementation of health protocols also need to be improved, especially supervision at entrances, both land, sea and air. Some of the factors that caused the increase in cases in the New Habit Adaptation Era/IMR was that the Health Protocol had not been implemented properly in the community. The loosening of the entrance to Lampung Province, especially the entrance via sea, South Lampung (Bakauheni Port) and the high mobility of the community and officials who carry out work in and out of the region.

In response to this, the Governor of Lampung ordered all government agencies, including the Regent and Mayor to remain on standby be more disciplined in carrying out all health appeals and protocols, do not crowd and stay at home, "Especially related to the curfew and the strict implementation of health protocols in public spaces, because there are still many people who congregate. COVID-19 by increasing the discipline of citizens to carry out health protocols regarding the prevention of corona virus infection and to carry out strict handling, one of which is by applying the rules in the PSBB if not carried out simultaneously, large-scale social restrictions (PSBB) will not be effective in controlling the transmission and spread of COVID-19.

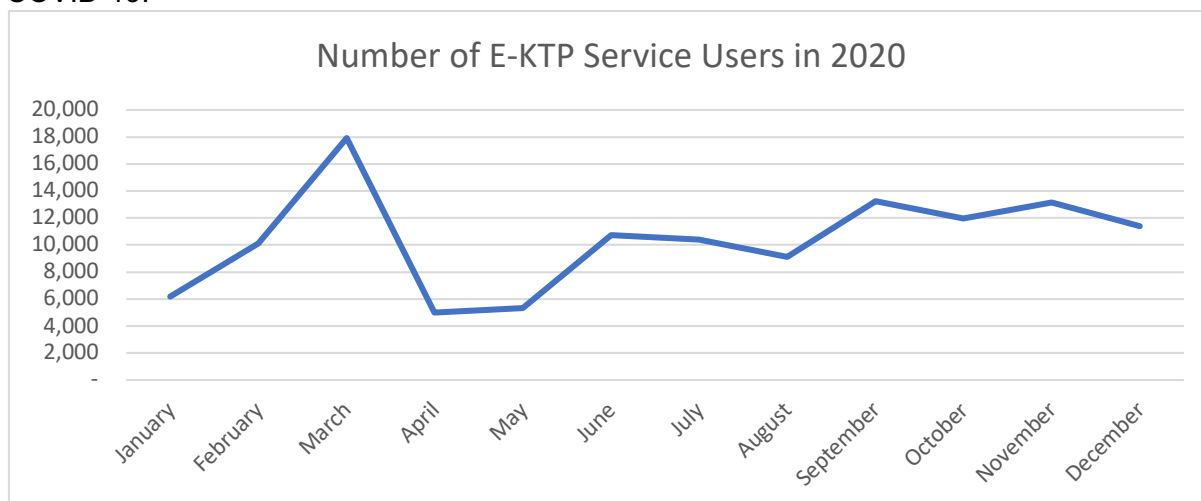


Figure 1. Number of E-KTP Service Users in 2020
Source: Population and Civil Registry Office of Bandar Lampung City, 2020

Figure 1 shows that the number of e-KTP service users in the Disdukcapil Bandar Lampung City in December decreased. However, in general during the pandemic the number of services fluctuated, this happened because the population in Bandar Lampung City sometimes decreased because many people who lived in Bandar Lampung migrated outside the area and the increase was due to the large number of residents. migrants who are left behind in the city of Bandar Lampung and because of factors such as the level of public awareness of the importance of population data is still lacking who considers population data unimportant for them.

The Population and Civil Registration Service (Disdukcapil) of Bandar Lampung City, which is usually busy with residents taking care of documents, looks deserted following the government's appeal regarding the prevention of the corona virus (covid-19). Based on observations in the One-Stop Integrated Service Mall building, the Bandar Lampung City Government Secretariat, public services continue to run but only a few residents take care of population administration. (news taken from *Antaranews.com*), Meanwhile, the Population and Civil Registration Office of Bandar Lampung city currently has 7244 queues for recording electric ID cards. (Disdukcapil, 2020) which means that there is an increase in the queue for making E-KTP during the pandemic and the schedule for taking E-KTP has not been precise.

Based on the data and explanations presented above, there are still many problems in the public service process at the population and civil registry office of Bandar Lampung city, the authors are interested in evaluating the public service performance system of the Population and Civil Registry Service during the Pandemic.

RESEARCH METHOD

One type of descriptive qualitative research is in the form of research with a case study method or approach. Case studies are included in descriptive analysis research, namely research conducted focused on a particular case to be observed and analyzed carefully to completion. The case in question can be singular or plural, for example in the form of individuals or groups. Here it is necessary to conduct a sharp analysis of various factors related to the case so that an accurate conclusion will be obtained (Gujarati & Porter, 2009). This research focuses intensively on one particular object which is studied as a case. Case study data can be obtained from all parties concerned, in other words the data in this study were collected from various sources.

Case study research or field study is intended to study intensively about the background of the problem, the situation and position of an event that is currently taking place, as well as the environmental interactions of certain social units that are given. Research subjects can be individuals, groups, institutions or communities. Case study research is an in-depth study of a particular social unit and the results of the research provide a broad and in-depth overview of a particular social unit. The subjects studied were relatively limited, but the variables and the focus studied were very broad in dimensions (Harahap, 2020).

Qualitative research method is a research method by digging up information about a symptom based on the experience, perception, or needs of the participants. Qualitative expresses an emphasis on processes and meanings that are not tested, or measured precisely, in terms of quantity, amount, intensity, or frequency (Creswell & Creswell, 2018). Qualitative methods are used to understand phenomena that are occurring naturally (naturally) in circumstances that are occurring naturally. This concept emphasizes the importance of the nature of the data obtained by qualitative research, namely natural data. This natural data is obtained from the direct expression of the informant (Harahap, 2020).

Yusuf (2014) asserts that qualitative data is what people say to a set of questions by the researcher. Qualitative research methods are also often called naturalistic research methods because the research is carried out in natural conditions.

The data used in this study is primary, namely the data obtained from observations, interviews and the results of questionnaires filled out by Disdukcapil employees of Bandar Lampung City. Secondary data is data obtained from the results of processing by a second party or obtained from publications from other institutions related to this research and the appropriate literature.

The population is a generalization area consisting of objects and subjects that have certain qualities and characteristics that are applied by researchers to be studied and then drawn conclusions (Sugiono, 2013). In accordance with the above limitations, the population in this study are the Disdukcapil employees of Bandar Lampung City who handle E-KTP services. Determination of the location of the research is done purposively with the consideration that the area is an agency that has the authority to handle the properization of population identity. To clarify and facilitate understanding of the variables to be analyzed in this study, it is necessary to formulate operational definitions as follows:

Responsiveness, which describes the ability of public organizations in carrying out its mission and goals are to meet the needs of the community (Holweg, 2005). Responsibility, namely the implementation of public organization activities carried out in accordance with correct administrative principles or in accordance with implicit or explicit policies (Dewsbury & Dobson, 2007). Accountability refers to the extent to which the policies and activities of public organizations are expected from the community, bias in the form of assessments from representatives of the people, officials and the public (Rock, 2020).

RESULT AND DISCUSSION

Department of Population and Civil Registration of Bandar Lampung City

The Population and Civil Registration Office of Bandar Lampung City is one of the OPD within the Bandar Lampung City Government, according to the Bandar Lampung City Regulation Number 07 of 2016, concerning the Establishment and Structure of the Bandar Lampung City Regional Apparatus which carries out government affairs in the field of Population Administration and Civil Registration for residents of Bandar Lampung City, in line with the main tasks contained in the Mayor of Bandar Lampung Regulation Number 48 of 2016 concerning Duties, Functions and Work Procedures of the Population and Civil Registration Office of Bandar Lampung City. The Department of Population and Civil Registration of Bandar Lampung City is currently led by the Head of the Department of Drs. Ahmad Zainuddin, MAP, who is assisted by one Service Secretary and four Heads of Divisions and fifteen Heads of Subdivision Heads of echelon four officials,

The Department of Population and Civil Registration of Bandar Lampung City also seeks to improve the quality of services and the implementation of public services in order to achieve community satisfaction so that a performance assessment is needed at the population and civil registry office. The Work Procedure of the Population and Civil Registry Office of Bandar Lampung City is expected to be able to provide the best service to every member of the community based on the principles of justice and equality which is an inseparable part of efforts to create a clean and free of corruption, collusion, nepotism, local government administration. even during a pandemic like now.

The government's efforts in accelerating the handling of COVID-19, which refers to Law Number 6 of 2018 concerning Health Quarantine, are a good step in the context of preventing disease transmission, but on the other hand the government must also consider the social and economic situation of the community. In line with the main tasks contained in the Bandar Lampung Mayor Regulation Number 48 of 2016 concerning Duties, Functions and Work Procedures of the Population and Civil Registration Office of Bandar Lampung City, they still carry out service activities during the pandemic even though the number of service users has decreased to 60%. Head of Bandar Lampung Disdukcapil A Zainuddin said that at least 200 more people came to take care of the Electronic Identity Card (E-KTP) every day.

A Zainuddin explained, the mechanism for administrative services has changed slightly since the stipulation of the spread of COVID-19 as a non-natural national disaster. Since the enactment of PSBB, Disdukcapil has imposed restrictions on the number of services. The service time is every day, but the reduction in hours also reduces personnel by 50 percent, the implementation of the E-KTP service is opened online.

If the public wants to apply for an E-KTP, they can go to the Bandar Lampung City Disdukcapil page, or they can contact the call center via whatsapp message or hotline. After registering online, new people can record directly.

However, recording services in the One Roof Building are limited. Recording can be done on Mondays, Wednesdays and Fridays from 13.00 WIB to 14.30 WIB. Meanwhile, other

document services run normally (the process of making e-KTP can be seen from the website of the City of Bandar Lampung Disdukcapil). Knowing the problems when public services are still carried out during the pandemic. With the limitation of public services, the benefits obtained by the community in obtaining public services are slightly reduced. However, the community still has the right to get good public services, and the community has a role in supervising the restrictions on public services carried out by public service providers. The role of the community in accordance with the law is to oversee the running of public services organized by public service providers. As regulated in Article 39, it is explained that the community should be included starting from the preparation of service standards to evaluating the implementation of public services.

In the current state of emergency and urgency due to the very fast spread of the Covid-19 virus, the public may not be involved in the preparation of service standards regarding restrictions on public services. In addition, the documents that are usually submitted by the officer making the E-KTP this time are simply uploaded in the data at the time of online registration (Rachman & Djumiarti, 2019).

Although registration for making E-KTP is done online, people who register must come to the location to record photos at the Population and Civil Registry Office of Bandar Lampung City. One week is scheduled for 3 days for recording, on Monday, Wednesday and Friday and starts at one in the afternoon. Every half hour 35 people with an average of 105 people. This is because the number of people who come to take care of population documents increased after the central government began to implement a new life order or the new normal.

Responsiveness

It should be noted that during the pandemic, the administrative service mechanism changed slightly, where what should have been made directly for e-KTPs can now be done online considering the government's appeal not to gather (Wati & Despahari, 2018). Kadisdukcapil Bandar Lampung City A Zainuddin said, every day at least 200 more people come to apply for Electronic Identity Cards (E-KTP). He also explained that the administrative service mechanism has changed slightly since the determination of the spread of COVID-19 with the status of a non-natural national disaster, from before the PSBB was implemented, implementing restrictions on the number of services. Service time every day, but we reduce the hours. The number of personnel was also reduced by 50 percent.

Responsibility

Responsibility is the implementation of activities carried out by Disdukcapil Bandar Lampung City in completing the making of e-KTP. Disdukcapil Bandar Lampung city in completing the making of EKTP in accordance with the right principles. In this case the author relates the results of the research that has been done, namely by confirming by telephone with the Head of the Bandar Lampung City Civil Registry Office. This was emphasized by Mr. Zainudin regarding the stages of the Disdukcapil in completing the making of an e-KTP, namely, First, after registering online, residents will be asked to upload data as requested, then residents will be scheduled to take notes where the recording process will be carried out waiting in line after register online.

Accountability

Accountability in this study refers to how much the policies and activities of the City of Bandar Lampung are expected from the community. Accountability is a supporting factor for the implementation of good governance. Accountability is also an assessment of officials and the public. As an agency that is obliged to provide good public services, the Department of Population and Civil Registration of Bandar Lampung City must carry out accountability in making EKTP. Kadisdukcapil Kadisdukcapil in this case confirms that the making of EKTP is in accordance with standards and has complied with government regulations to maintain distance and not crowds, so that recording is limited to a maximum of 150 people per day and then completed within 3 days (according to the date listed on the E-KTP recording form).

After the Disdukcapil limits the recording of the making of E-KTP per day, the people who come also follow the schedule listed at the time of online registration. However, this is not in line with what is said by the public using public servants in making e-ID cards at the Disdukcapil of Bandar Lampung City: Feri, one of the residents of Bandar Lampung City, gave a response regarding the process of making e-KTP which is quite time consuming which should be completed today based on a letter notification but not yet completed on scheduled pick up.

The same thing was said by M. Taufik, a resident of Babusalam Ampera, Kedaton District, if there is no certainty, don't write it on a stamp that has not been completed. should say that when the E-KTP is ready, it will be called. Taufik said he was disappointed with the service applied. This is because Taufik was contacted before the E-KTP was finished, so he had to go back and forth to Disdukcapil. The statement shows that the people of Bandar Lampung are not satisfied with the performance of the Manpower Office in completing the creation of e-KTP during the pandemic.

CONCLUSION

Public services as a very important part of the role of the State in a democratic order cannot be optimized. Some of the problems that are often encountered in public services are the lack of transparency and accountability of services as well as long and convoluted procedures, this is what service users often complain about. Judging from the responsiveness aspect, which describes the ability of public organizations in carrying out their missions and objectives, the population and civil registration office of Bandar Lampung city has the right steps in meeting the needs of the community, the population and civil registration office immediately dispatched an IT team to create a registration website and queue for making e-KTPs automatically on line. The aspect of responsibility is that the activities of the population and civil registry services are carried out in accordance with correct administrative principles. With so many public service providers limiting services, initiating online services and even eliminating temporary services, it is a phenomenon that must be done. This limitation of public services has been carried out by the government since mid-March 2020.

Restrictions are being made, such as reducing the number of queues entering the room and in the room, and services must follow the recommended safe distance of at least 1 meter. This activity is in order to reduce the spread of the covid virus but is not optimal in the process of making e-KTP because the community is not involved in the process of making E-KTP. Accountability refers to how much policies and activities of public organizations are expected from the community, in the form of an assessment of the community of users of e-KTP making services at the Civil Service Office of Bandar Lampung city who were disappointed with the completion of the e-KTP making which was quite time-consuming which should have been completed today based on the notification letter listed as evidenced by the recording of the E-KTP but not yet completed on the pick-up schedule.

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