

EFFECTIVENESS OF THE FAMILY CARD ONLINE REGISTRATION SERVICE(KK) IN THE DISTRICT DEPARTMENT OF POPULATION AND CIVIL REGISTRATION BANYUMAS CENTRAL JAVA PROVINCE**¹ Sumarmo Mulyanto, ² Sartono, ³ Emilius Gudonohadi**¹Student of Wijayakusuma University, Purwokerto^{2,3}Lecturer at Wijayakusuma University, Purwokerto¹sumarmomulyanto@gmail.com, ²sartono@gmail.com, ³emiliusgudonohadi@gmail.com

ABSTRACT

This study was motivated by the discovery of the same problem related to the effectiveness of services provided by the Department of Population and Civil Registration Banyumas, as there is no certainty the time of completion of the documents on population and civil registration, queues are not orderly, their discriminatory behavior in the provision of services to the society, and still found a number of errors in the making of the family card so it takes longer to fix. Things like this are often an obstacle that is found in the process of making the family card in the Department of Population and Civil Registry Banyumas. This study aims to describe the effectiveness of the services provided by the Department of Population and Civil Registration Banyumas. This study uses quantitative methods with descriptive type, involving 10 respondents as the sample in measuring the effectiveness of the services provided. Type of data collected consists of the data primary and secondary data. The technique of collecting data through questionnaires. Based on the results of the study showed that the effectiveness of making the family card in the Department of Population and Civil Registration Banyumas using the procedures, facilities and infrastructure, the spirit of cooperation and loyalty of the working group.

Keywords;

A. INTRODUCTION

National development is a continuous process always responsive to the various dynamics that occur in public. The globalization of information has positioned Indonesia as part of the world information society, so it requires establishment of arrangements regarding the management of information and technology at the national level so that the development of information technology can be done optimally, evenly, and technology has to educate the life of the nation. The rapid development and progress of information technology has caused

technology in the activities of human life in various fields that influence each other. and the use and the use of information technology must continue to develop in order to maintain, maintain and strengthen national unity and integrity based on legislation in the national interest. Utilization of information technology plays an important role in trade and national economic growth to realize public welfare. The government needs to support the development of information technology through its legal and regulatory infrastructure so that the use of information technology is carried out safely to prevent misuse by paying attention to religious values and socio-cultural culture in Indonesian society. Resident registration is the recording of population biometric data, recording of reported population events, and administratively vulnerable population data collection, residence permits and issuance of residence documents in the form of cards or residence certificates. Civil Registry is recording important events experienced by a person in the register civil registration at the Office of Population and Civil Registration (Dindukcapil) Regency or City or Technical Implementation Unit (Dindukcapil). Residents are Indonesian citizens and foreigners who reside in Indonesia. Indonesian Citizens (WNI) are native Indonesian people and people of the nation other legalized by law (UU) as Indonesian citizens (WNI). National Identity Number (NIK) is a number identity of the population that is unique or distinctive, single, and inherent to someone who is registered as an Indonesian Resident. Family Card (KK) is a family identity card that contains data about names, composition, and relationships within the family and of family members. Issuance of Family Cards (KK) for residents of Indonesian citizens (WNI) or foreign residents consists of:

A new Family Card (KK)

Issuance of a new Family Card (KK) for Indonesian citizens must have the following requirements:

- a. A marriage book or marriage certificate quote or certificate quoted divorce.
- b. A transfer certificate or transfer certificate comes for residents who move within the territory of the Unitary State of the Republic of Indonesia (NKRI).
- c. A certificate of moving abroad is issued by the Disdependent Regency or City for Indonesian citizens who come from outside the territory of the Unitary State of the Republic of Indonesia (NKRI) due to moving
- d. Certificate in lieu of identification for vulnerable populations population administration.

While the issuance of new Family Cards (KK) for residents foreigners must have the following requirements:

- a. Permanent residence permit
- b. A marriage book or a quote from a marriage certificate or divorce certificate or what is called in other words
- c. Relocation certificate for residents who move into the territory of the Unitary State of the Republic of Indonesia (NKRI)

Every citizen is obliged to report population events and important events to the Regency or City *Didukcapil* or Regency or City *UPT Didukcapil*. Reporting can be carried out manually and or online. Implementation of reporting services online at the Regency or City *Dindukcapil* or *UPT Didukcapil* Regency or City for each region is regulated by Ministerial Regulation. Population registration and civil registration services are implemented in the Population Administration Information System (SIAK), which must have an online reporting application.

Population administration online (online) called *Adminduk Online* is a series of structuring activities and issuance in the issuance of documents and population-based data through population registration, civil registration, management, information on population administration and utilization of the results for public services and the development of other sectors. Administration data online is the management of population documents that send data or the required information and is carried out using electronic media and web-based media by utilizing technology, communication and information. Electronic Signature (TTE) is a signature that consists of electronic information that is attached to, associated with or related to other electronic information that is used as a verification for verification and authentication. Any electronic information created, forwarded, sent, received, or stored in analog, digital, electromagnetic, optical, or the like, which can be seen, displayed, and or to via computer or electronically, unlimited in writing, sound, pictures, maps, plans, photographs or the like, letters, meaningful signs, numbers, access codes, symbols or perforations understood.

Implementation of the submission of the Family Card (KK) and Identity Card Population (KTP el) is a national program that must be implemented well, because it is a program that requires funding. Its utilization is also very large, both for the population, the nation and the country. Therefore, the commitment of the government, the government is needed by provinces and regencies/cities and their

officials and residents do the program successfully. Family Card Services (KK) in Regency/City can be done in Dukcapil which is regulated by regulation by the Minister of Home Affairs of the Republic of Indonesia Number 120 by 2017 concerning district/city Dukcapil technical implementation units. In Article 1, Regulation of the Minister of Home Affairs of the Republic of Indonesia charge of 2017 concerning Regency/City technical implementing units, that Population/City Service, hereinafter referred to charge Dukcapil Regency/City, is a Regency/City government apparatus and to carry out charge of the service in charge and is obliged to charge the best possible service on society. Services are provided by the Department of Population and there are many kinds of Banyumas Regency Civil Registration, one of them including the management of identity cards (KTP) and Family Cards (KK).

Electronic information is one or a collection of electronic data, but not limited to writing, sound, pictures, maps, plans, photographs, Electronic Data Interchange (EDI), electronic mail, telegram, telex, telecopy or the like; letters, signs, numbers, access codes, symbols, people perforations have meaning, or are understandable to people who can understand it. Electronic transactions are actions carried out using computers, computer networks, and other electronic media.

Table 1. Official Family Card (KK) Online Registration Statistics, People and Civil Registration of Banyumas Regency January to October 2021

NO	MONTH	TOTAL
1.	January 2021	1.096
2.	February 2021	764
3.	March 2021	1.053
4.	April 2021	1.811
5.	May 2021	1.436
6.	June 2021	2.135
7.	July 2021	2.787
8.	August 2021	3.927
9.	September 2021	4.814
10.	October 2021	2735
TOTAL		22.558

(Sources: of Regency Didukcapil Online Registration Services Banyumas in 2021)

With the use of technology today, there are many government agencies, including Didukcapil, innovating and providing services to the public online. With explanation as stated above, I carried out the effectiveness research on online registration of Family Cards (KK) at Regency Dindukcapil Banyumas, Central Java Province.

B. METHODS

The research method used in this research is the quantitative method. The qualitative method is a research procedure that produces descriptive data in the form of words written or spoken by people and observing behavior that they are observing (Bogdan and Taylor in Moleong, 2004:3). Determination of Informants Researchers choose the considered informants know (key informants) and can be trusted to be they source of data and know the problem in an accurate manner in depth (Sutopo, 2005:22). Research Targets The targets of this research are employees at Dindukcapil of Banyumas Regency and community members who obtain family card (KK) introductory services. The necessary data will be collected through a combination of three collection techniques, namely, in-depth interviews, observation and documentation. In testing the validation of the data obtained in the study, carried out using the data triangulation method which includes sources (data) and the theory of triangulation, namely gathering several sources to collect data, is the same technology check that leverages something else, comparison of the data for checking purposes or as such comparison of the data (Moleong, 2004:178).

C. RESULTS AND DISCUSSION

Efforts to provide quality public services are the hope of society. The government, as an organizer, the state, has many duties, one of which is to provide services for the community to meet their needs. Society as an object of service certainly expects good service, fast, and simple. To measure the success of achieving these goals can be seen by the level of community satisfaction with the attitudes and behavior of officers, employees and service procedures offered. For

indicators used in service effectiveness making Registration, KK at the Department of Population and Civil Registration, Banyumas Regency is as follows:

a. Service Procedure

Service procedures are a series of processes or work procedures which are related to each other, so that there are clear, clear and certain procedures that must be taken in the completion chain. In the effectiveness of the services provided in making KK in District Population and Civil Registration Office Banyumas, there are indicators of service procedures, namely administrative requirements needed in the service, process or service flow and clarity of service procedures. In general, service procedures and service flow have been clearly running in accordance with the existing service mechanism. Administrative requirements needed are informed clearly to the public in making KK. This matter prove that the service procedure for making KK in District Population and Civil Registration Office Banyumas has been effective.

b. Suggestions and Infrastructure

Facilities and infrastructure are very influential in the framework of efforts to increase services and the availability of supporting facilities at the Office of Population and Civil Registration, Banyumas Regency is already good. Availability of information facilities and communication technology will make it easier for the community to receive services by making KK in District Office of Population and Civil Registration Banyumas. Online media (website) is a form of commitment and public accountability, so that with completeness of adequate facilities and infrastructure to prove KK services have been effective.

c. Precaution

The certainty of document completion time shows that there is a sense of responsibility that officers are provided by internal officers providing services to the community. In the making KK at the District Population and Civil Registry time, Banyumas shows that the certainty of completion of documents in delivering services has been effective, though we often find typing errors in name, date of birth, place of birth and so on.

d. Service delivery style

The ability and skills of officers for serving the community is already good with the skills possessed by every employee to provide effective service to society. Justice shown by officers in providing services in accordance with the queue. Besides that, the ability of officers to serve the demands of society indifferent, makes some communities unserved. This proves that the fairness and ability of the officers in providing services for making KK has been effective, but there is a small portion that is not satisfactory.

D. CONCLUSION

Based on the results of research conducted by the author involving 10 people as informants, it shows that the effectiveness of the online registration service for household families at the Office Population and Civil Registry of Banyumas Regency Office is effective, but there are still a number of aspects that need to be repaired. The indicators used in assessing the effectiveness of the online registration service for household families at the Office Population and Civil Registration of Banyumas Regency, namely:

- a. Service Procedure Service procedures at the Department of Population and Registration, Banyuma Regency civil servants in terms of requirements required in the service, process or service flow and clarity of service procedures in the satisfactory category.
- b. Facilities and of infrastructure Facilities and infrastructure at the Department of Population and Civil Registration of Banyumas Regency in the category of satisfying.
- c. Of accuracy on the research results show that the effectiveness of online registration service at the Population Service and Banyumas Regency Civil Registration in terms of accuracy is in the satisfactory category, although it still needs to be addressed or repaired is people are still complaining about the mismatch of promises given and the accuracy of the issuance of the remaining KK lacking, as still found good typing errors caused by the operator in inputting data (typing name, date of birth, address and so on) or errors caused by the applicant alone.

- d. Service delivery style If viewed in terms of style of service delivery, the effectiveness of KK online registration service at the Population Service and Civil Registration of Banyumas Regency is an satisfactory category.

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