

Implementation of Permendagri Number 7 of 2019 Concerning Online Population Administration Services at The Population and Civil Registration Office of Ternate City

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ABSTRACT: The online population administration system which is expected to improve the quality of population registration and civil registration services in Ternate City has experienced various obstacles in its implementation such as the fact that there are still people who do not understand how to access electronic forms from the web or mobile, Population and Civil Registration Services to the community that are still less than optimal can hinder the implementation process. The research objective is to find out the implementation of Permendagri Number 7 of 2019 concerning Online Population Administration Services at the Population and Civil Registration Office of Ternate City (Case Study of Family Card Making Services). To explain the implementation of Permendagri Number 7 of 2019 concerning Online Population Administration Services at the Population and Civil Registration Office of Ternate City (Case Study of Family Card Making Services). Qualitative research method is a research method used to research.

The results show that information or explanations about population administration service policies are consistently conveyed by officers of the Ternate City Population and Civil Registration Office in accordance with what has been determined or stated in the policy, both regarding the administrative requirements for making family cards online and for each type of service, about service procedures, service completion time, and other matters regarding the implementation of population administration services at the Ternate City Dukcapil Office.

KEYWORDS: Implementation, Public Services, Administration, Population

INTRODUCTION

Implementation is a very decisive stage in the policy process because without effective implementation, the decisions of policy makers will not be successfully implemented. (Akib, 2010). Policy implementation is an activity that is seen after the legal direction of a policy which includes efforts to manage inputs to produce outputs or outcomes for the community. (Permatasari, 2020). The implementation process will only begin if the goals and objectives have been set, then the activity programme has been arranged and the funds are ready for the implementation process and have been channeled to achieve the desired policy goals or objectives. (Zulfikar et al., 2022). A policy that has been formulated certainly has goals or targets to be achieved. The achievement of new targets will be realised if the policy has been implemented. (Wahyono et al., 2019). The definition of policy implementation is the actions taken by government officials either individually or in groups that are intended to achieve the objectives as formulated in the policy. (Sutejo et al., 2020).

In its development, the online population administration system service which is expected to improve the quality of population registration and civil registration services in Ternate City found various obstacles in its implementation, such as the fact that there are still people who do not understand how to access electronic forms from the web or mobile, in addition to the quality of human resources, facilities and infrastructure to support the system is inadequate and the form of socialisation carried out by the Population and Civil Registration Office to the community which is still not optimal can hinder the implementation process. (Purba et al., 2019). To achieve a better level of operation and satisfaction, the online service system must contribute to effectiveness through management by improving alignment with the objectives of the government agency and with the needs of customers. (Dewantari & Kurniawan, 2021). Measuring effectiveness is very important to see the achievement of organisational goals and benefits. Population Administration Information System (SIAM) is an information system that is developed based on population administration service procedures by applying information and communication technology systems to organise the population administration system in Indonesia. (Idrus & Ferdian, 2019).

In line with Dye's view is George C. Edwards III (1980: 83), namely: Public policy is 'what is stated and done or not done by the government which can be stipulated in laws and regulations or in policy statements in the form of speeches and discourses

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expressed by political officials and government officials which are immediately followed up with programmes and government actions.' (Edwards III, 1980: 83). (Yunus et al., 2021).

Ternate City, especially in terms of population organisation, this is stated in Permendagri Number 7 of 2019 concerning Online Population Administration Services, which states that the state of population considering the change of residence address, movement comes with the aim of settling, temporary stay or limited stay, as well as changes in residence, situations with outsiders who live limited to very durable homes and important events, including birth, stillbirth, death, marriage, separation, including reception, recognition, and sanctioning of children, such as revision of citizen status, name revision and other fundamental even.

RESEARCH METHODS

This research uses a qualitative approach. Qualitative research methods are research methods used to research on natural object conditions, (as opposed to experiments) where the researcher is the key instrument, data collection techniques are triangulated (combined), data analysis is inductive, and qualitative research results emphasize meaning rather than generalisation (Rukin, 2019). According to Moleong (2011: 35) qualitative research is research that seeks to explore information in depth, and is open to all responses and not just yes or no answers. (Achjar et al., 2023).

RESULTS AND DISCUSSION

Implementation of Permendagri Number 7 of 2019 concerning Online Population Administration Services.

The implementation of Minister of Home Affairs Regulation (Permendagri) Number 7 of 2019 concerning Online Population Administration Services aims to improve the efficiency and effectiveness of civil registration services, as well as ensure the accuracy of population data and the uniqueness of NIK and population documents. Online Adminduk services include population registration, civil registration, Adminduk information management, and utilising the results for public services.

This Permendagri aims to simplify the civil registration service process, reach a wider community, and reduce operational costs by utilising information technology. Online services help control population data accurately and avoid duplication of NIK and population documents. The implementation of this Permendagri is expected to realise better governance through transparent, accountable, and participatory civil registration services. Requests for population documents, such as identity cards (KTP), family cards (KK), and birth certificates, can be made online through an application system provided by the Population and Civil Registration Office (Disdukcapil). Online services use an integrated application system, such as the civil registration application system, population information system, and other digital platforms.

1. Communication

Communication is intended to improve coordination, share information and fulfil social needs. Communication can support the achievement of organisational goals if communicated effectively and efficiently within an organisation. Edward III states that communication is the first aspect that needs to exist to implement a public policy. Communication is a process of conveying information related to the way policies are conveyed to organisations and the general public, the availability of policy resources, attitudes and responses of stakeholders and organisational structures to implement policies.(Asriadi, 2020).

The Ternate City Dukcapil Office shows that information or explanations about population administration service policies are consistently conveyed by officers of the Ternate City Population and Civil Registration Office in accordance with what has been determined or stated in the policy, both regarding the administrative requirements for making family cards online and for each type of service, about service procedures, service completion time, and other matters relating to the implementation of population administration services at the Ternate City Dukcapil Office.

For this reason, the development of a population information system that can be accessed and utilised by various interested parties for different intervention purposes is a major need to be applied immediately, so that the more complete and accurate the population data available, the easier and more precise it will be in planning and implementing development.

Communication of policy implementation is also essential, communication is also one of the important variables that influence the implementation of public policy, communication determines the success of achieving the objectives of public policy implementation. Effective implementation will be carried out if decision makers know what they are doing. Information known by decision makers can be obtained through good decisions.

2. Resources

According to George C. Edward III that the sources that can determine the success of implementation are one of the available resources, because according to George C. Edward III resources are the source of drivers and implementers. Humans are the most important resource in determining the success of the implementation process, while resources are the success of the implementation process which is influenced by the use of human resources, costs, and time.

1). Human Resources

Policy implementation will not be successful without the support of sufficient quality and quantity of human resources. The quality

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of human resources relates to skills, dedication, professionalism, and competence in their fields, while quantity relates to the number of human resources whether it is sufficient to cover all target groups. Human resources are very influential on the success of implementation, because without reliable human resources, policy implementation will run slowly.

As of 31 July 2021, there were 63 employees (PNS/PTT) at the Population and Civil Registration Office, consisting of 17 men (30%) and 44 women (70%). From this number, it is known that the education level for the Civil Servant group is dominated by employees with a Bachelor's degree as many as 22 people (73%), followed by SMA 6 people. Especially for the Non-Permanent Employee and Honorary Worker groups, totalling 32 people, 17 people (53%) are dominated by high school education levels, 13 people (40%) S1 and 2 people (6%) D3.

Ternate City Dukcapil's resources include human resources (HR), equipment, and infrastructure used to carry out tasks and functions in the field of population and civil registration. Human resources include Dukcapil employees, field officers, and volunteers involved in services. Equipment includes software and hardware used for data recording, family cards and administration. Infrastructure includes Dukcapil offices, service centres and other supporting facilities.

2). Equipment resources

Equipment resources, according to George C. Edward III, are important factors in policy implementation. These resources include facilities and infrastructure that support policy operationalisation, such as buildings, land, and other facilities that facilitate service delivery. The main deficiency that certainly greatly affects the performance of the Population and Civil Registration Office of Ternate City as a whole is the lack of supporting facilities such as laptops, personal computers (PCs), recording equipment, tables and chairs for officials and staff and printers. As a service office, this need becomes very urgent and crucial because it has a very big impact and influence on public satisfaction with the services provided by the office.

3). Budgetary Resources

Budgetary resources, according to George C. Edwards III, is one of the important factors in successful policy implementation. Sufficient and targeted budget resources enable organisations to implement policies effectively. The Population and Civil Registration Office of Ternate City throughout the 2019 Fiscal Year has implemented activity programmes to support the performance achievements of the SKPD with satisfactory achievements as seen from the percentage of indicator achievement above 90%. Of the total budget allocation for direct expenditure of the Office of Rp. ,- 3,567,566,500 absorption of Rp. 3,319,664,537, - Meanwhile, in 2020 the Population and Civil Registration Office of Ternate City based on the achievements and realisations obtained results where the average level of performance achievement in all target indicators is 100%, while continuing to make efficiency in the use of the budget and the total direct expenditure budget of Rp. 2,408,695,000. 2,408,695,800, the realisation of budget achievements was Rp. 1,955,440,121 or 81.18%, low budget absorption occurred due to Budget Refocusing.

With the above research results, budgetary resources include all financial resources needed to carry out the policy, including funds, operational costs, and a special budget for policy implementation. Adequate budget resources allow organisations to, Purchase necessary equipment and materials, Recruit and train competent staff, Conduct promotional and educational activities about the policy, Manage and monitor policy implementation effectively. Inadequate or inappropriate budget resources can hinder or even threaten the success of policy implementation.

4). Information Resources and Authority

Information Resources and Authority, information resources are an important factor in policy implementation, because with clear information about a policy the implementers will not make a mistake in interpreting how to implement or implement the policy. In addition, authority is another resource that affects the effectiveness of policy implementation, especially ensuring and ensuring that the policies implemented are in accordance with what has been intended.

Based on the results of research in the field, it is known that not all employees at Dukcapil Kota Ternate have the same authority. As for access, it can only be accessed by employees who are given the right to access. In addition, the community also does not have the authority to perform services at will, the service process must follow the SOP rules in the Ternate City Dukcapil Office.

Resources in the context of Edward III's authority, which is often associated with public policy implementation theory, include various aspects that support successful policy implementation. According to Edward III's theory, resources are an important variable that, along with communication, disposition and bureaucratic structure, influence implementation success. Broad authority in governance and policy decision-making. Its authority includes the right to make laws, appoint officials, control the military, and take other actions necessary to run its government.

3. Disposition

According to Edward III, an important resource in implementing policies is staff or employees. Failures that often occur in policy implementation are caused by inadequate, insufficient or incompetent staff or employees in their fields. In addition, information, in implementing policies, information has two forms, namely, first information related to how to implement policies. Second, information regarding compliance data from implementers to established government rules and regulations.

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Furthermore, according to Edward III, tendencies or dispositions are one of the factors that have important consequences for effective policy implementation. If the implementers have a positive tendency or attitude or there is support for policy implementation, there is a high probability that policy implementation will be carried out according to the initial decision and if on the contrary when the attitude of the implementers is negative or rejects policy implementation due to conflicts of interest, policy implementation will face serious obstacles.

Based on the research results, the attitude of the staff during the service process to the community can be said to be good, such as the attitude of friendly employees, serving residents in the order of arrival, and helping people if they experience other difficulties. Implementers who have a positive disposition will be easier and more effective in implementing policies. The disposition or attitude of the policy implementer is an important factor in the approach to the implementation or public policy.

4. Bureaucratic Structure

According to Edward III, there are two main characteristics of bureaucracy, namely standard operational procedure (SOP) and fragmentation. a. Standard Operational Procedure (SOP) Standard operational procedure (SOP), is the development of internal demands for certainty of time, resources and the need for uniformity in complex and broad work organisations. SOPs are usually used to deal with common circumstances in various public and private sectors. By using SOPs implementers can optimise the time available and can serve to uniform the actions of officials in complex and widespread organisations

. So that it can cause great flexibility and great similarity in the application of regulations. In implementing the SOP policy, it is very possible that it can become an obstacle to policy implementation, however, besides hindering policy implementation, besides SOPs that have the potential to hinder policy implementation, SOPs also have benefits.

Based on the results of the research conducted above, the family card printing policy carried out independently is not so complex, in this case both in the Dukcapil Kota Ternate so that it does not experience difficulties in organising. The results of observations in the field show that the Dukcapil Office has fulfilled the service aspects of who carries out, when it is carried out and how the service is handled properly.

CONCLUSIONS

Based on the results of research conducted by researchers using the theory of Edward III, which has four indicators, namely communication, resources, disposition, and bureaucratic structure, namely:

1. Communication

That information or explanations about population administration service policies are consistently conveyed by officers of the Population and Civil Registration Office of Ternate City in accordance with what has been determined or stated in the policy, both regarding the administrative requirements for making family cards online and for each type of service, about service procedures, service completion time, and other matters relating to the implementation of population administration services at the Dukcapil Office of Ternate City and have been implemented properly and effectively.

2. Resources

Based on the results of research conducted in Ternate City, it can be seen that the human resources owned by the Dukcapil Office are quite adequate where human resources understand each task and its limits in policy implementation. It is known that not all employees at the Dukcapil of Ternate City have the same authority. As for access, it can only be accessed by employees who are given the right to access. In addition, the community also does not have the authority to do services at will, the service process must follow the SOP rules in the Ternate City Dukcapil Office.

3. Disposition

That the attitude of the staff during the service process to the community can be said to be good, such as the attitude of friendly employees, serving residents in order of arrival, and helping people if they experience other difficulties. Implementers who have a positive disposition will be easier and more effective in implementing policies. The disposition or attitude of the policy implementer is an important factor in the approach to the implementation or public policy.

4. Organisational Structure

The policy of printing family cards independently is not so complex, in this case at the Dukcapil of Kota Ternate, so there are no difficulties in organisation. Observations in the field showed that the Dukcapil Office has fulfilled the service aspects of who carries out the service, when it is carried out and how the service is handled properly.

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