State Civil Apparatus Services in Management of Population Administration in Medan Johor sub-district, Medan City

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Abstract
This study aims to determine the responsiveness of the State Civil Apparatus (ASN) serving the community in the administration of Population Administration at Medan Johor Sub-district office. The research method used is descriptive qualitative. The location of this research is Medan Johor Sub-district Office on Jln. Cipta No. 16 Pangkalan Mashhur, Medan Johor. Techniques of collection the data through observation, interviews and documentation. The data analysis technique carried out provides a clear picture of the research problem to be discussed and subsequently the data is presented qualitatively by reducing data, displaying data, and drawing conclusions. The results of this study indicate that the responsiveness of the State Civil Apparatus in the administration of population administration services in the Medan Johor Sub-district office has been going well. Related to responding to the applicant, speed, accuracy, accuracy, and responding to complaints, while regarding the timeliness indicators have not been implemented optimally. The supporting factor of responsiveness is in the form of a community that can listen well to the instructions of officers. Besides the inhibiting factors of responsiveness in the form of a network that is suddenly offline, people who do not want to be invited to cooperate, and the absence of printing machines in Medan Johor Sub-district office.

Keywords: Responsiveness; State Civil Apparatus; Population Administration


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INTRODUCTION

One of the principles for realizing good governance is Good Responsiveness. Responsiveness is the ability of the bureaucracy to recognize the needs of the community, set the agenda and priorities of services, and develop service programs in accordance with the needs and aspirations of the community. In short it can be said that this responsiveness measures the responsiveness of the bureaucracy to the hopes, desires and aspirations and demands of service users. Responsiveness is needed in public services because it is evidence of the ability of organizations to recognize community needs (Law No. 25 of 2009 concerning Public Services).

The implementation of public services in the Medan Johor District office is still in a condition that is not in line with community expectations. This can be seen from the number of people who are dissatisfied with the performance of the services provided (source). Many people complained about the length of completion of the E-KTP arrangement, where people who have taken care of the E-KTP from April 2018 to February 2019 have not yet finished and the officer only notifies that later will be informed again but did not provide clarity when exactly the E-KTP was completed. Likewise with other residents who take care of similar matters, the E-KTP has been taken care of for a year but has not yet been completed, the resident is only given a receipt to replace the temporary E-KTP. Residents said that previously in managing E-KTP residents could request a referral letter to take care of E-KTP directly to the Medan City Population and Civil Registry Office. However, now that cannot be done anymore, residents must take care of it to the local Sub-district office. For more details, the State Civil Apparatus at Medan Johor Sub-district Office did not provide further information and only asked residents to come back to the District office again.

Unoptimal information provided by the State Civil Apparatus at the Medan Johor Sub-district office, made people have to repeatedly come to the Sub-district office to ask whether the documents they had made were finished. This, of course, makes citizens lose a lot of time if the documents they take care of have not been completed.

Thus through this paper, we try to illustrate that indicators of the State Civil Apparatus in the Medan Johor Sub-district Office have not been yet fully implemented in serving the community related to population administration.

RESEARCH METHOD

This research uses descriptive research (Creswell) In which this study examines how responsiveness the state civil apparatus is in the administration of population administration services. The chosen research location is the Medan Johor Sub-district office, located at Jln.Karya Cipta No. 16 Pangkalan Mashur, Medan Johor. The research subjects in this study were the State Civil Apparatus in Medan Johor Sub-district office who worked on the Population Administration section, namely as many as 4 people and 6 people who were in the management of Population Administration at the Medan Johor Sub-district office. Techniques of collection the Data through observation, in-depth interviews and documentation. Techniques of analysis the data through data reduction, data display and making conclusions.

RESULT AND DISCUSSION

Responsiveness of the State Civil Apparatus in the Administration of Population Administration Services at Medan Johor District Office

Responsiveness is related to the ability of the bureaucracy to recognize the needs of the community, set the agenda and priorities of services, and develop service programs in accordance with the needs and aspirations of the community. In short, it can be said that this responsiveness measures the responsiveness of the bureaucracy to the hopes, desires and aspirations, and demands for the use of services. Responsiveness is needed in public services because it is evidence of the ability of organizations to recognize the needs of the community, set the agenda and priorities of services and develop public service programs in accordance with the needs and aspirations of the community.

As a service provider of the State Civil Apparatus (ASN) it should be able to recognize the needs of the community and be able to serve the needs of the community by developing service programs. The State Civil
Apparatus must also be able to create and innovate in the system and quality of services so that the needs of the community for government services can be well served.

In general, in accordance with the results of interviews from informants who are used as sources of information that supports that in general the responsiveness of the State Civil Apparatus in the Medan Johor Sub-district office is good. In this case the authors measure it with service indicators according to Zeithaml (source), namely:
1) Respond to every customer/applicant who wants to get service. This indicator includes good attitude and communication from service providers. Officers/officials perform services quickly
2) This fast service is related to the readiness and sincerity of service providers in answering questions and meeting customer demands
3) The officer/apparatus performs the service appropriately. Appropriate service that is no error in serving means that the services provided are in accordance with the wishes of the community so that no one feels disadvantaged for the services they get.
4) The officer/apparatus performs the service carefully. Careful service that is the service provider must always be focused and earnest in providing services to the community.
5) The officer/apparatus conduct services in a timely manner. Service with the right time means the implementation of services to the community can be completed within the allotted time so as to provide certainty of service to the community
6) All customer complaints are responded by officers. All customer complaints are responded by officers, meaning that every service provider must provide access to the public to be able to submit their complaints and find the best solution. Based on the first indicator, Responds to each customer/applicant who wants to get service.

This indicator includes good attitude and communication from service providers. The attitude and communication of the State Civil Apparatus in the Medan Johor Sub-district office when serving the community is the initial thing that gives the public an impression of the servants in the Medan Johor Sub-district office. The good, friendly and polite attitude of the State Civil Apparatus will make the community feel satisfied and will feel well served by the State Civil Apparatus in the Medan Johor Sub-district office.

Related to this, the ability to respond, the State Civil Apparatus in the Medan Johor Sub-district office tried to provide good service with a friendly and polite attitude to the community, as well as communication between the community and the State Civil Apparatus has been well established. The State Civil Apparatus also provides information that is clear and easily understood by the public.

In addition, good attitude and good communication to the community have been given by the Medan Johor Sub-district, so that the community feels well served and given clear information by the service party at the Medan Johor Sub-district office. Clear information can be seen in the way employees speak to the public, employees use good language and are easily understood by the community and with a good tone too.

The second indicator, Officers/officials perform services quickly. The indicator of speed of service is the readiness and sincerity of the State Civil Apparatus in serving the community. The State Civil Apparatus that performs services quickly can be seen from its readiness. This alertness is demonstrated by the presence of officers who are deft and alert in serving the people who need help, and respond quickly when there are people asking questions and need information.

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The third indicator, indicator of accuracy of service. Appropriate service, i.e. the services provided are in accordance with service procedures and there are no errors in service and there is no error in providing services to every community, all administrative
administration documents are filed according to what they want to be taken care of, then processed according to established procedures and there is no difference in service from social status, religion and race.

On the indicator of the accuracy of serving the services provided by the State Civil Apparatus in Medan Johor Sub-district office, the community has provided appropriate services. This can be seen from the absence of typing or writing errors made by the State Civil Apparatus in making population administration that is being managed by the community and the procedures carried out in the administration of Population Administration services have been in accordance with established procedures, there are no procedural errors in service. All kinds of procedures have been carried out properly by the State Civil Apparatus in accordance with the flow of services that have been determined in the service arrangement for E-KTP or Family Card.

This is consistent with relevant research conducted by Eka (source) in a journal entitled Service Quality in the Coastal Sub-district Head Office in 2017 which states that: "Service procedures provided to the public in providing a service can be said to be good, this is due to clarity or certainty and procedural, meaning that it is in accordance with applicable regulations, because there are clear procedures and requirements in administrative services."

Based on this it can be said that good service can be seen from the suitability of the procedures carried out by the service provider. In this case the Population Administration management services performed at the Sub-district office have carried out the procedures specified. Therefore, the indicator of the accuracy of serving the community carried out by the State Civil Apparatus in the Medan Johor Sub-district office was considered appropriate in serving the community.

The fourth indicator, related to the accuracy of serving, that is to be serious and focused in providing good service to service recipients. The carefulness of the State Civil Apparatus in the Medan Johor Sub-district office is carried out with the accuracy of employees in checking the completeness of the files submitted by the community and determining the tariffs to the public in the administration of population administration.

For indicators of accuracy in serving the State Civil Apparatus in Medan Johor Sub-district office has tried to provide good and serious service to the community, in this case related to the way employees respond when there are people who are lacking in carrying files.

The State Civil Apparatus in the Medan Johor Sub-district office has tried to provide good and careful service. This can be seen from the accuracy of employees when checking the completeness of the files carried by the public, besides that in the administration of Population Administration the service does not charge a fee to the public. This shows that employees are serious in providing services to the community without expecting anything in return.

The fifth indicator, the service with the right time meant here is the service can be completed within the allotted time or not stalling in serving. In terms of population administration management services, timely service is expected for each applicant. Because delays in serving can affect community activities that require population administration as a key requirement.

Based on the results of interviews conducted, the indicator of the timeliness of serving the administration of Population Administration in Medan Johor Sub-district office is still not in accordance with Law No. 23 of 2006 Article 69 (source) regarding the deadline for completion of the E-KTP and Family Card stating that the deadline for completion is 14 (fourteen) days. This is caused by services from third parties in this case the Medan City Population and Civil Registry Service which is still slow in printing the Population Administration and lack of adequate means of printing such as the absence of blanks which causes inaccuracies in making E-KTPs and Cards Family.

Previously, the community could directly administer the E-KTP to the Population and Civil Registry Office directly by requesting a recommendation letter from the District Office, but at this time it cannot be done anymore. That is because there are too many people who come to the Population and Civil Registry Office so that the Population and Civil Registry Agency is unable to accommodate too many
people every day. Therefore, the management of the E-KTP or the Family Card is enough to go to the District office. It is intended that the community does not need to repeatedly come to the Department of Population and Civil Registration, Medan City, far from where the community lives. On the other hand, the administration of population administration takes longer, because it uses an intermediary party that is the sub-district and certainty of unclear information. This is because the printing machine is not in the District Office, so the sub-district cannot confirm when the printing is complete. In this case the community can only wait for information from the sub-district.

The sixth indicator, the indicator of the ability to respond to the intended grievances, is how the State Civil Apparatus in the Medan Johor District office as the giver or service provider gives access to the public to be able to submit their complaints and follow up on the complaints.

Complaints that were often raised by the community at Medan Johor Sub-District office were related to the length of completion of the E-KTP they took care of. In this case the ability to respond to complaints in the Medan Johor Sub-district office is quite good. can be seen with the suggestion box to submit complaints provided at the front entrance and the presence of the banner of the LAPOR application (Online People's Aspirations and Complaints Service) which is an online application that makes it easy for the public to submit complaints through the application without having to come to the District office. In addition, all complaints from the community were directly responded to by the service and immediately provided an explanation of what the community complained about.

Complaints that were often raised by the community at Medan Johor Sub-District office were related to the length of completion of the E-KTP they took care of. But the authors see the complaints from the community itself is a misunderstanding that occurs between the service with the community. The community considers that this process is slow at the printing stage of Population Administration, but what actually happens is that this delay is caused by a third party in this case the Medan City Population and Civil Registry Office in printing population administration whose documents have been submitted by the Medan Johor Sub-district for further action. order printed.

**Supporting and Inhibiting Factors of State Civil Apparatus Responsiveness in Population Administration Management Services in Medan Johor Sub-district office**

Basically public services are activities carried out by public service providers both from the government sector and the private sector in an effort to meet the needs of service recipients. In carrying out a service many obstacles occur when providing services either through internal factors or external factors.

In this case, the responsiveness of the State Civil Apparatus in the Population Administration Management Services in the Medan Johor Sub-district office is influenced by several factors. First, the supporting factors are all factors that are co-encouraging, launching, supporting, helping, accelerating everything. Supporting factors in this case relate to factors that facilitate service/State Civil Apparatus in providing services to the community.

Besides that the second is the inhibiting factor that makes the service/State Civil Apparatus slow to serve the community, triggered by the lack of facilities and infrastructure.

Based on the results of observations and interviews conducted by the author, see that the supporting factors and inhibiting factors in the administration of population administration services very influential on the service process. Supporting factors that facilitate the service in serving the community is if the people who are taking care of Population Administration can be invited to cooperate by listening to the directions given by the service and bringing a complete file so that the wishes of the community can be directly processed.

Based on the results of interviews and observations which become the inhibiting factor that is related to facilities and infrastructure, it is because the Sub-district office does not have a population document printing tool, the District is only as an intermediary between the community and the Department of Population and Civil Registry of the City of Medan so that the time to settle population administration for a long time,
Besides the inhibiting factor also comes from the absence of blanks and networks that are sometimes offline so the recording process cannot be done.

Things that hinder service can be influenced by inadequate facilities and infrastructure, it is synonymous with relevant research in a journal written by Olivia F.C. Walangitan (source) written in 2016 with the title "Analysis of District Government Performance in Public Services in Bone District, Bone Bolango Regency, Gorontalo Province" states that: "Inadequate service facilities and infrastructure are available causing services to be inefficient, especially in terms of time. According to employee recognition, service matters often cannot be completed on time because the supporting facilities and equipment are limited and inadequate."

In addition, other obstacles come from the community that is difficult to listen to the instructions of officers and want to be fast-paced but do not follow the procedures so that misunderstandings between officers and the community itself often occur.

CONCLUSION

The responsiveness of the State Civil Apparatus in the Management Services of Population Administration at Medan Johor Sub-district Office Medan is considered good. This is seen from the 6 service indicators examined, but only one indicator that has not been carried out properly, namely regarding the timeliness, there is still a mismatch of time that is complained by the community caused by services from third parties, in this case the Population Service and Civil Registry Medan City is still slow in printing population administration that is managed by the community, so that in this case the District as an intermediary cannot be maximized in providing services to the community.

The supporting factor of the responsiveness of the State Civil Apparatus in providing services is in the form of the public being willing to listen and receive when the State Civil Apparatus gives direction, the community completes the requirements and documents in managing population administration. The inhibiting factors of the responsiveness of the State Civil Apparatus in providing services are in the form of a network that is suddenly offline, people who do not want to be invited to cooperate, and the absence of a printing machine in the Medan Johor Sub-district office.

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