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REVIEW ARTICLE

Implementation of Sobat Dukcapil Application Services in The Tangerang City

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Abstract: Constitutes an attempt to ensure that public services are realized such that they can be maintained under any circumstances. Through the Sobat Dukcapil Application, Department of Population and Civil Registration in the Tangerang City is attempting to develop an online population administration service that the general public can use whenever and wherever they choose, with no daily submission cap. Charles O. Jones theory, which suggests there are three key indicators that may be used to provide a more complete picture of implementation policies, is the hypothesis that this study is based on. The purpose is to give a general summary of how the Sobat Dukcapil Application is services have been implemented in Tangerang City. The method is used a descriptive research this study. The Sobat Dukcapil Application is services have been implemented in Tangerang City, according to the study is results, but they have not been particularly successful because the neighborhood continues to have a number of issues. In order to improve the quality of service provided by the Sobat Dukcapil Application and make it easier for the general public to use. This occurs to ensure that the community is grateful for the services offered by the Sobat Dukcapil Application.

Keywords: Implementation, Public Service, Sobat Dukcapil Application

1. Introduction

Due to limitations on face-to-face services, providing population administration services ran into difficulties during the Covid-19 epidemic that occurred in 2020. In order to ensure that the community can continue to receive services under all circumstances, the Tangerang City of Population and Civil Registration Department has implemented online population administration services via the Sobat Dukcapil Application (Yulio, 2022).

Every person who lives in a community has the right to access the services that the constitution guarantees (Chrismonita, et al., 2020). Because it involves registering people who have received various demographic certificates proving their status as community members, population administration is crucial (Hasibuan, et al., 2022).

Services to residents online are defined as service applications to residents containing information and electronic forms, as well as SE (Electronic Certificate) and TTE (Electronic Signature) which can be accessed directly for the processing of residence documents, according to the Regulation of the Minister of Home Affairs Number 7 of 2019 concerning Population Administration Services Online. Web-based or mobile applications can be used to access online population administration services that use electronic forms and online administration self-service tools.



To make it simpler for the general public to manage population administration services online without time restrictions and daily submission quotas, the Tangerang City of Population and Civil Registration Department launched the Sobat Dukcapil Application in 2020. Since the community feels aided by receiving prompt and adequate services, it is believed that giving services to the community will result in satisfaction with the services supplied (Hasnih, et al., 2013).

However, based on first observations, the subject recognizes some of the problems listed below. First, the number of people who are knowledgeable in information technology and who use Sobat Dukcapil Application in the field of Knowledge and Data Utilization Department for Population Management is currently declining. Only three people who are experts in the field of information technology are present throughout the upkeep of providing assistance through the use of Sobat Dukcapil Application, the Tangerang City of Population and Civil Registration Department. Therefore, more effort must be put forth in order to improve the quality of service provided by Sobat Dukcapil Application so that the general public may understand it and use it more easily.

Second, the restricted Face-to-Face Services at the Tangerang City of Population and Civil Registration Department is to blame for the lack of public awareness on the use of the Sobat Dukcapil Application. It keeps growing according to reports of public concerns about services received through the 2020–2021 Sobat Dukcapil Application. There are still issues with the Sobat Dukcapil Application, according to the community.

Third, the public finds it challenging to use the services on the Sobat Dukcapil Application because the use it is confusing owing to a lack of clear information regarding the methods for utilizing the Sobat Dukcapil Application.

Fourth, the slow delivery of population services by officers when collecting the results of completed population documents, as explained by the Director General of Population and Civil Registration of the Ministry of Home Affairs, who explained that drive-through services are performed without requiring the user to exit the vehicle in order to be more efficient, while drive-through services at the Department Office of Population and Civil Registration in the Tangerang City have not implemented. Secondly, in accordance with data for the community and the percentage of advice groups for 2020–2021, It is stated that 25% of the general population anticipates more officers services. This indicates that the offered services have not been functioning properly.

This justification demonstrates that there are still a number of community issues with the implementation of Sobat Dukcapil Application Service in the Tangerang City. The Tangerang City of Population and Civil Registration Department, which is the authorized organization in charge of delivering population management services in the Tangerang City, can use some of these issues as input.

2. Literature Review

It is explained that population administration is a series of structuring and orderly activities in issuing documents and population data through population registration, civil registration, Knowledge and Data Utilization Department for Population Management (PIAKPD) of the results for public services and development of other sectors. This is based on Law Number 24 of 2013 concerning Amendments to Law Number 23 of 2006 concerning Population Administration. Then, online population administration services are the process of managing population documents whose data or file requirements are sent using web-based electronic media by utilizing technology, communication, and information, according to the Minister of Home Affairs Regulation Number 7 of 2019 concerning Online Population Administration Services.

Charles O. Jones (1996) continues by explaining that policy implementation is an activity meant to run a program by taking into account the three key indications of organization,



interpretation, and application. Purwantidian (2017) defined public service as meeting community needs and participating in state-organized activities. This time, it refers to a variety of community requirements, such as the need for public services on behalf of the community as a whole within a state, rather than individual needs. The Guidelines for the Implementation of Public Services Decree of the Minister of Administrative Reform Number: 63 / KEP / M. PAN / 7/2003 explains that in the implementation of public services, Every operator must take into account and put into practice six criteria for public service standards, starting with service procedures, turnaround time, service costs, service goods, facilities and infrastructure and service provider competence. Every service provider needs to be accountable to public service providers and have definite service standards.

3. Research Method and Materials

This study was carried out at the Tangerang City of Population and Civil Registration Department. This study employs a qualitative approach with a descriptive methodology. The steps of data collecting for the descriptive qualitative research approach include interviews, observation and documentation (Sugiyono, 2016). This qualitative descriptive study tries to carefully describe the information obtained. Photos, photographs and papers can all be used to represent the data that was discovered (Radiyah, et al., 2019). The researcher himself serves as the study's instrument. After that, judgments are reached after analysis (Creswell, 2016). To verify the accuracy of data from diverse sources, researchers employed data triangulation, integrating secondary data and primary data collected through interviews, observations and documentation (Timotius, 2017).

4. Results and Discussion

In conducting data analysis in this study, researchers used implementation theory according to Charles O. Jones (1996) that there are 3 important factors that can influence the implementation of population administration services in the Sobat Dukcapil Application, namely organization, interpretation and application.

4.1. Organization

According to the Tangerang Mayor Regulation Number 135 of 2021 concerning Position, Organizational Structure, Duties and Functions and Work Procedures of the Tangerang City of Population and Civil Registration Department Service is a government agency authorized in the field of population administration in the Tangerang City. To ensure the successful realization and execution of the developed programs, the Tangerang City of Population and Civil Registration Department has a clear organizational structure and qualified human resources in their respective sectors. Certainly, this is supported by unambiguous legal requirements.

Table 1. Employment at the Regional Tangerang of Population and Civil Registration Service for Online Population Administration Service Managers

No.	Institution	Department	Total
1	Tangerang City of Population and Civil Registration Office	PIAKPD	3
2	South Tangerang City of Population and Civil Registration Office	PIAKPD	14
3	Tangerang Regency of Population and Civil Registration Office	PIAKPD	0

Based on the data of Table 1 describes the human resources that oversee the Knowledge and Data Utilization Department for Population Management (PIAKPD) of the results for public services and development of other sectors, which is managed by the Population and Civil Registration Service as a local government organization authorized in the Employment at the Regional Tangerang of Population and Civil Registration Service for Online Population Administration Service Managers, specifically Tangerang City, South Tangerang City and

Tangerang Regency. The Knowledge and Data Utilization Department for Population Management (PIAKPD) field is tasked with coordinating and overseeing activities related to using data from the Sobat Dukcapil Application and managing population administration information during implementation. Three human resources work for the Tangerang City of Population and Civil Registration Department in managing the Sobat Dukcapil Application service and disseminating information about its services. The South Tangerang City of Population and Civil Registration Service then manages information on population administration services online through the Tangsel Dukcapil House Application with the use of 14 human resources in the Knowledge and Data Utilization Department for Population Management (PIAKPD) sector. In contrast, because the services are still provided face-to-face at the Tangerang Regency of Population and Civil Registration Office and does not yet have the human resources to manage online population administration services.

The Tangerang City of Population and Civil Registration Department needs personnel with information technology expertise to manage the services offered by the Sobat Dukcapil Application in order to provide online population administration services through it. The Sobat Dukcapil Application is also currently in the adjustment phase of use. This is because the community will continue to receive the greatest services from the Tangerang City of Population and Civil Registration Department, so that users of the Sobat Dukcapil Application might profit from it. The Tangerang City of Population and Civil Registration Office is Knowledge and Data Utilization Department for Population Management (PIAKPD) has a small number of personnel who are information technology specialists that operate the Sobat Dukcapil Application. South Tangerang City of Population and Civil Registration Service in the has more personnel resources available than the Tangerang City of Population and Civil Registration Department in the meantime. Therefore, despite the efforts made by Knowledge and Data Utilization Department for Population Management (PIAKPD) to provide online population administration services through the Sobat Dukcapil Application, more work is still needed to make it convenient to use the application's services.

4.2. Interpretation

According to Minister of Home Affairs Regulation Number 7 of 2019 regarding Online Population Administration Services, population administration services provided through the Sobat Dukcapil Application are held. The Tangerang City of Population and Civil Registration Department Service establishes the operational standards for its services that are listed in the Decree of the Head of the Tangerang City Population and Civil Registration Office Number: 800/KEP.20-Dukcapil/2021 regarding Establishment of Population Administration Service Standards.

The website sobatdukcapil.tangerangkota.go.id provides access to the Sobat Dukcapil Application. Because they must take tangible proof that includes a chip and cannot be printed independently, The Identity Card and Child Identity Card population papers results can be obtained through the drive-thru car at the Tangerang City of Population and Civil Registration Department. While this is going on Death Certificates, Birth Certificates, Divorce Certificates and Marriage Certificates will be sent via WhatsApp and can print independently because they have adapted to the Regulation of the Minister of Home Affairs Number 109 of 2019 concerning Forms and Books Used in Population Administration that starting July 1 2020 printing of population documents and civil registration no longer uses security printing paper on the basis of the Pin given via e-Mail to the complainant, an Electronic Signature (TTE) has been listed that can be printed independently using 80 gram HVS paper.

Based on the data of Table 2 describes it turns out the Tangerang City of Population and Civil Registration Department needs to concentrate on the significance of having full population records. This is evident from information provided in the 2020–2021 Sobat Dukcapil Application regarding the amount of complete and missing residential certificates. 3.307.989 papers are owned by the entire population as of 2020, compared to 1.837.652

documents owned by the entire population wholly or partially. The overall number of documents owned by the population in 2021 will be 3.574.475 documents; however, 1.715.277 of those documents will be incompleted. According to the data, there was 266.486 documents rise in the ownership of complete population papers from 2020 to 2021, while there was a 122.375 documents drop in the ownership of incomplete population documents. It turns out, though, that a large number of people still haven't finished filling out their residence documentation. In order to raise public awareness of the value of having complete population documents, more work must be done by the Tangerang City of Population and Civil Registration Department. Having complete population documents can make it simpler to submit services through the Sobat Dukcapil Application.

Table 2. Ownership of All Citizen Documents for 2020 and 2021

No.	Information	2020		2021	
		Present	Absent	Present	Absent
1	Family Card	588.566	0	597.762	0
2	Birth Certificate	797.803	1.037.155	870.213	994.055
3	Marriage Certificate	398.972	503.896	519.342	383.781
4	Divorce Certificate	2.658	15.861	3.860	16.992
5	Child Identity Card	1.311.326	2.663	1.328.218	30.818
6	Identity Card	204.371	278.077	243.714	289.631
7	Death Certificate	4.293	0	11.366	0
	Total	3.307.989	1.837.652	3.574.475	1.715.277

4.3. Application

The Sobat Dukcapil Application, part of the Population Administration Service, enables the community to manage its population documents bravely (Muhaeni, 2022:38). This is so that the Tangerang City of Population and Civil Registration Service can adapt to societal changes, particularly those brought on by the Covid-19 pandemic in Tangerang City. To make it simple for the community to meet its population administration needs by modifying the circumstances that occur in the community, the Tangerang City of Population and Civil Registration Office does not set time limits or quotas for submitting services through the Sobat Dukcapil Application every day.

The processing and issuance of population documents have been done free of charge in accordance with the Regional Regulation of the City of Tangerang Number 9 of 2018 concerning the Implementation of Population Administration and the Decree of the Head of the Department of Population and Civil Registration of the City of Tangerang Number: 800/KEP.20-Dukcapil/2021 concerning Conditions of Population Administration Services.

Based on the data of Table 3 describe data from the 2020–2021 community satisfaction index reveals that the public gives The Sobat Dukcapil Application is services an A for service quality and a very good rating for performance. This demonstrates that the Sobat Dukcapil Application service is favorably received by the majority of users. However, the Tangerang City of Population and Civil Registration Service must continue to reach out to the public in order to encourage more people to submit submissions to complete their complete

population documents in order to improve the quality of population administration services through the Sobat Dukcapil Application.

Table 3. For 2020–2021, The Community Satisfaction Index

No.	Information	Value
1	Conditions Depending on the Service Type	3,76
2	Simpleness of Service Protocols	3,59
3	Officers is Speed of Service	3,46
4	The Reasonableness of Service Fees and Tariffs	3,91
5	Service Results is Compliance with the Provisions	3,64
6	Officers is Capabilities in the Service	3,64
7	Officers is Attitudes in the Service	3,63
8	Complaints Handling Level	3,48
9	The Handling of Complaints	3,72
10	There is No Possibility of Corruption, Collusion or Nepotism	3,86
11	Service Personnel Cannot Accept Payment or Goods	3,97
12	Uniform Service	3,85
13	Service Officers without Prefer Favoritism	3,86
14	Services without Clay Fees	3,95
	Service Excellence	A
	Service Performance	Very Good

Due to unclear information regarding the maximum number of documents that can be uploaded and a lack of information regarding service schedules through the Sobat Dukcapil Application, some people still have trouble using the services provided by the Sobat Dukcapil Application. As a result, the quality of service provided by the Sobat Dukcapil Application needs to be improved because The Director General of Population and Civil Registration of the Ministry of Home Affairs explained that drive thru services are carried out without having to get out of their vehicles so that it is more efficient, but the drive thru service officers' service was still slow when taking the results of population documents through the drive thru service of the Tangerang City Population and Civil Registration Office.

Based on the data of Figure 1 describe community organizations that collect complaints and ideas reveal that 50% of the community of service users have received assistance and anticipate even greater service enhancements. Up to 25% of the populace still has trouble utilizing the Sobat Dukcapil Application. 25% of people anticipate improved officer service. According to the statistics, the community's access to online population administration services through the Sobat Dukcapil Application has not been adequately served by the services given by officers.

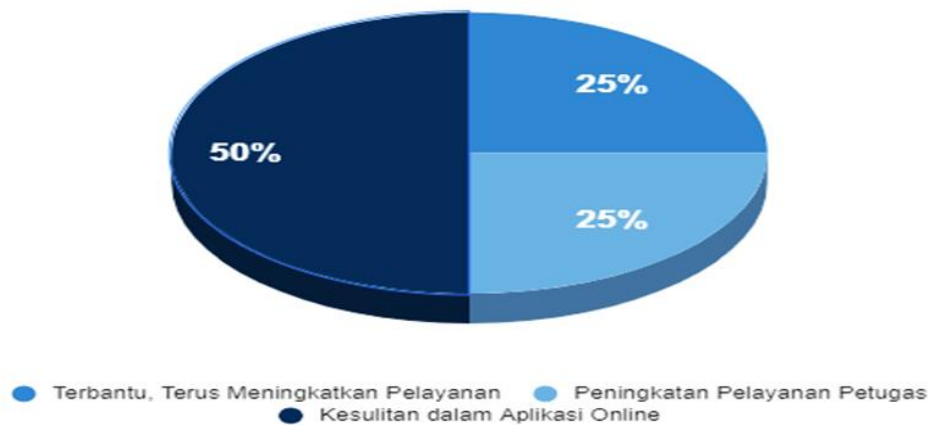


Figure 1. Percentage of Community and Advice Organizations During 2020 and 2021

Because the Tangerang City of Population and Civil Registration Office strives to adapt to the conditions that occur in the community, the Sobat Dukcapil Application service can facilitate the public's ability to take care of their population documents whenever and wherever they are without limiting quotas and service time. However, there are still problems in the community with using services provided by the Sobat Dukcapil Application, learning the maximum file size that can be uploaded and retrieving population document results from a drive-through car that has been having problems. The Tangerang City of Population and Civil Registration Office can decide to focus on this in order to enhance the caliber of its services through the Sobat Dukcapil Application.

5. Conclusion

During the Covid-19 epidemic that occurred in 2020, offering population administration services was difficult due to restrictions on face-to-face services. This study uses a qualitative methodology with descriptive research design. The Tangerang City of Population and Civil Registration Department Service is a government organization that is authorized in the field of population administration in the Tangerang City, according to Tangerang Mayor Regulation Number 135 of 2021 concerning Position, Organizational Structure, Duties and Functions and Work Procedures of the Tangerang City. The Sobat Dukcapil Application can be accessed through the website sobatdukcapil.tangerangkota.go.id. The community could bravely maintain its population documentation according to the Sobat Dukcapil Application, which is a component of the Population Administration Service.

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