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## PERFORMANCE OF THE POPULATION AND CIVIL REGISTRATION SERVICE IN PUBLIC SERVICES DURING THE COVID-19 PANDEMIC IN DKI JAKARTA PROVINCE

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### ARTICLE INFO

#### Article History:

received  
revised  
accepted

#### Keywords:

Organizational Performance;  
Covid-19 Pandemic; Public  
Service.

### ABSTRACT

The Population and Civil Registration Agency of DKI Jakarta Province have the task of implementing population administration services and civil registration, one of which is online services during the Covid-19 pandemic. Online civil registration service is done to reduce the physical contact and interaction between people and administrator. Indeed, tracing found that people who want to public service hardly to adapting the new mechanism process. Researcher is interesting to do research under the title The Population and Civil Registration Agency Performance in Public Service Providing in DKI Jakarta Province in Covid-19 pandemic era. The purpose of this research is to analyse the performance of the Population and Civil Registration Agency of DKI Jakarta Province in providing services to the community during the Covid-19 pandemic, obstacle to service, and the efforts made. The research method used is a qualitative method with operational data analysis techniques, and the selection of informants is determined by the Criterion-based Selection technique and accidental sampling. Data analysis was carried out by the stages of presenting data, coding data, and drawing conclusions. The results showed that the performance Population and Civil Registration Agency of DKI Jakarta Province in public services in the Covid-19 pandemic era was not optimal, where there were still obstacles, namely; 1) longer process of verification and validation of NIK, 2) limitations of the community in accessing online services, 3) disruption to the website and application system, and 4) budget constraints. The efforts that the Population and Civil Registration of the Province Agency of DKI Jakarta include; 1) invite the public to play an active role in checking the validity of population data independently, 2) socialize existing online services and how to use them to the public so that people can access these services quickly and easily, 3) limit the number of online services that are directly regulated by the system application, 4) setting budget priorities by postponing major for the next program planning.

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### INTRODUCTION

Socio-cultural changes due to the Covid-19 pandemic include the first changes to the religious education system, the second changes to the health service system, the third optimization of the use of natural and environmental resources, the fourth changes to the political system in the election of regional heads, the fifth changes to the economic system and employment opportunities. the sixth system changes in the defense and security sector. In the Covid-19 pandemic, we

know the development is when the normal period is then the next Covid-19 pandemic period is the new normal or adaptation in new habits (IMR). In adapting new habits to a safe productive society for Covid-19, several strategic steps are taken, the first is tips for not being exposed to Covid-19 by using or implementing very strict and adequate health protocols, namely changing behavior to a cleaner life, disciplined health protocols from the 3M movement, namely wearing masks. , washing hands with soap and maintaining

distance which later became the 5M movement, namely wearing masks, washing hands with soap, maintaining distance, staying away from crowds and limiting mobilization.

To minimize layoffs (Termination of Employment) is to pay attention to regional risks, meaning that it is time to activate different Covid-19 productive and safe community activities depending on the level of risk or increase in cases in the region. Next is the reactivation of sectors and socio-economic activities carried out in stages according to their respective risks and priorities. Currently the government is implementing PPKM (implementation of restrictions on community activities) handling micro protocols so as to ensure that the health protocols apply to the smallest area or area in this case RT, RW. This policy was taken to reduce the rate of spread or transmission of Covid-19, especially in the areas of the islands of Java and Bali as well as several major cities in Indonesia based on the zoning of exposure to the Covid-19 pandemic, both the red zone and orange zone. This is the government's special attention to implementing the micro PPKM program or limiting community activities on a micro scale or smaller. Then, for productive and safe Covid-19 communities, such as pre-conditions, then the timing is adjusted to each region, meaning that it pays attention to epidemiological data, the level of compliance with the application of health protocols. Furthermore, regional organization and management in this case the task force (officer unit) that works comprehensively and synergistically, then the readiness of health workers who are supported by medical devices, medical personnel, hospitals, be it referral hospitals or other regional general hospitals.

PP Number 21 of 2020 concerning Large-Scale Social Restrictions in the Context of Accelerating the Handling of Corona Virus Disease (COVID-19) on March 31, 2020, a policy emerged in several regions of Indonesia to impose PSBB (Large-Scale Social Restrictions), especially the national capital, namely DKI Jakarta Province which causes schools and workplaces to be closed, religious activities or worship together are limited and activities in public places or public facilities are also restricted. This is to avoid large crowds of people so that the risk of transmitting this virus can be reduced. The

implementation of PSBB in Indonesia also has an impact on the accessibility of public services. In following up on the PSBB policy, the Minister of State Apparatus Empowerment and Bureaucratic Reform (PANRB) issued a letter of order Number 19 of 2020 concerning Adjustment of the Work System of the State Civil Apparatus as an effort to prevent the spread of Covid-19 within the Government. This Circular applies work from home in turn for employees in Government Agencies. This affects the accessibility of public services.

The implementation of work from home must also be carried out by the Population and Civil Registration Office in the DKI Jakarta Province. In this case, to continue to serve the needs of population administration, the Indonesian Ministry of Home Affairs issued Letter Number 443.1/2978/Civil Registration Agency as of March 16, 2020. Previously, the Ministry of Home Affairs through the Directorate General of Population and Civil Registry instructed that all population administration services be carried out online. . This policy was taken because the current Corona virus (Covid-19) outbreak in Indonesia requires people to limit physical interaction. The instruction was issued through SE Number 443.1/2978/Civil Registration Agency as of March 16, 2020, which has been extended until the Covid-19 pandemic ends. For people who desperately need population documents such as for BPJS management, hospitals, registration for the TNI-Polri can be done through online service applications or via WhatsApp and SMS to avoid queue buildup.

The Department of Population and Civil Registration as the Implementing Element of the DKI Jakarta Provincial Government in the field of population registration and civil registration was established based on the Regional Regulation of the Special Capital Region of Jakarta Number 12 of 2014 concerning Regional Apparatus Organizations. This regional regulation was then followed up with the Regulation of the Governor of the Special Capital Region of Jakarta Number 263 of 2016 concerning the Organization and Work Procedure of the Population and Civil Registration Service, Regulation of the Governor of the Province of the Special Capital Region of Jakarta Number 300 of 2016 concerning the Establishment, Organization and Work Procedure of the Population Information Technology Management Unit.

and Regulation of the Governor of the Special Capital Region of Jakarta Number 301 of 2016 concerning the Establishment, Organization and Work Procedure of the Population Administration Document Management Unit.

The online service has several features such as making Birth Certificates, Death Certificates, Child Identity Cards (KIA), Electronic Identity Cards (KTP-el), Family Cards (KK), Biodata Changes, Family Data Info, Arrival Requests, Divorce Certificates, Marriage Certificate until Application for transfer. Only around 8,935 Jakarta residents are registered as active users of the Betawi Avocado application created by the DKI Jakarta Population and Civil Registration Service (Amirullah and Amanda, 2020). This fact shows that online public services are not much in demand by the public. People in managing population administration are still accustomed to coming to the service office. The following is a display of the Betawi Avocado application.

## **METHOD**

The study uses a Post-Postivist approach where this approach departs from a way of thinking based on theory (base theory) but the method used in data collection is a qualitative method. The Post-Postivist approach is used to achieve an in-depth and comprehensive understanding of the phenomena that occur through in-depth interviews and participatory observations in understanding the meaning of the existing phenomena and the symbolic meaning behind the existing reality. This study focuses on efforts to provide a systematic, factual and accurate general description of the facts, the nature of the phenomena investigated from an object of research and presented as they are. The use of the Post-Postivist approach in this study aims to provide an understanding of the performance of the DKI Jakarta Provincial Population and Civil Registration Office in the task of providing services in the field of population and civil registration when the Covid-19 pandemic is endemic in Indonesia, especially in DKI Jakarta. With the objectives as stated in the previous section, this research uses a descriptive type of research.

## **RESULT AND DISCUSSION**

### **Performance of the Department of Population and Civil Registration in Providing Services to the Public in the Covid-19 Pandemic in DKI Jakarta Province**

#### **1. Individual Aspect**

On the individual aspect, organizational performance is influenced by vision, values, philosophy, knowledge, nature, competence, career path, style and interests. Individual aspects of organizational performance can also be interpreted as employee performance. Good employee performance is one of the most important factors in the agency's efforts to increase productivity and service. The performance of an employee is an individual thing, because each employee has a different level of ability. The application of a customer-focused service management system in assessing the performance of public service units is intended so that the services provided to the community, as service users, can meet the expectations and or desires of the community to obtain quality services or excellent service.

The services provided by the service apparatus to the community, not only meet the demands of the community, but more than that, which must be more focused and in-depth in the implementation of tasks and functions and build public trust in the implementation of public services. Each employee must clearly understand the vision of the agency/service where the employee works.

The vision of the Department of Population and Civil Registration of DKI Jakarta Province is to become the Best, Accurate, and Integrated Public Service Implementing Agency in the Field of Population Administration. This vision shows that the Department of Population and Civil Registration of DKI Jakarta Province is the implementing agency that is given the authority to handle population administration affairs, trying its best to provide the best service for the people of DKI Jakarta, both in managing population documents and civil registration.

During the Covid-19 pandemic, the Department of Population and Civil Registration focuses on intensifying population administration services online. This is to support the government's program in controlling the spread of the Covid-19 virus.

The online services provided include the Betawi Avocado application, Whatsapp (WA) service, google form service and the Silaporlagi application for processing foreign citizens (Foreign Citizens) documents. The Department of Population and Civil Registration is trying to achieve this vision, especially during the current pandemic. As stated by the Head of the Data and Information Utilization Section of the DKI Jakarta Provincial Population and Civil Registration Office that:

We facilitate the people of DKI Jakarta with online services to take care of population documents so that people do not need to come to the service counter. The community has also become more efficient and effective with online services because there is no need to pay transportation costs to the service counter, and in terms of time it is also very helpful so that they can continue to do other activities, as well as services that have been provided amidst the Covid-19 pandemic. This is in accordance with the vision, but we always try our best to improve the quality of existing services so that from the inputs we receive from the community, we make improvements that are in accordance with the needs of the community.

Organizational performance is also influenced by the existing competencies for employees at the DKI Jakarta Provincial Population and Civil Registration Office. Competence is a skill or capacity of each person to do the tasks in a job, where the ability is based on physical factors and intellectual factors (Robbin, 1992). Competence is an absolute requirement for an employee to be able to occupy the part/position. So that every employee who occupies the part/position is able to carry out and carry out the existing duties and functions of the part/position. Without the required competency standards, it is very possible that the existing function of the section/position are not carried out optimally.

## 2. Organizational Environment

Organizational environment is everything that is in the environment that can affect either directly or indirectly a person or

group of people in carrying out their activities (Susilowati and Basuki, 2005). The organizational environment according to Robbins (2006) are institutions or forces that are outside the organization and have the potential to affect organizational performance. Therefore, the organization is in an environment that can be a factor supporting or hindering the organization. Organizational activities will change the environment, and vice versa, the environment will encourage changes in the organization.

The environment for an organization is a belief. Organizations cannot stand alone but are part of a larger system referred to as the environment (Wahab, 2011: 271). The organization is strongly influenced by the external environment in which it is located, so that it requires managers to pay attention to the phenomena that occur in the organizational environment. The influence of the environment is very different from one organization to another, even from one division to another and between a higher level and a lower level.

According to Boyatzis, 2008, the dimensions of the Work Environment can be seen in 4 (four) indicators, namely culture, structure, organizational maturity, and core competencies. Culture in the anthropological and historical sense is the core of different groups and societies regarding the views of their members who interact with outsiders and how they accomplish what they do (Rivai, 2003). Organizational culture is a system of spreading beliefs and values that develops within an organization and directs the behavior of its members. Organizational culture can be the main instrument of competitive advantage, if the organizational culture supports the organization's strategy. Robbins (2002) defines organizational culture as a system of shared meaning held by members that distinguishes the organization from other organizations.

In addition to organizational culture and work culture, organizational structure will also affect the performance of an organization. Every organization generally has an organizational structure. The preparation of the organizational structure is the first step in starting the implementation of organizational activities, in other words the preparation of the organizational structure is a planned step in a company to carry out the functions of

planning, organizing, directing, and supervising.

According to Siswanto (2005:85) organizational structure specifies the division of labor and shows how various functions or activities are linked to some extent, also indicating the level of specialization of work activities. If the organizational structure is too small, it will be difficult to empower resources optimally due to the high task load, on the contrary if the organizational structure is too large, there will be too many bureaucratic structures that must be passed so that later it will affect the time of providing services to the community

The organizational structure describes how work tasks will be formally divided, grouped and coordinated. The organizational structure shows the framework and arrangement of the embodiment of a fixed pattern of relationships between functions, sections or positions as well as people who show different duties, authorities and responsibilities in an organization. Regarding the Organizational Structure and Work Procedure of the Population and Civil Registration Office of the DKI Jakarta Province, it is stated in the Regulation of the Governor of the Special Capital Region of Jakarta Number 85 of 2019 concerning the Organization and Work Procedure of the Population and Civil Registration Office of the Special Capital Region of Jakarta.

### 3. Job Demands

In the implementation of the Main Duties and Functions, of course, each employee has different duties and jobs according to the position occupied. However, there are times when employees have a slice of work with employees in other units, but this is not a problem. And in the current Covid-19 pandemic, which has experienced at least significant changes as stated by the Head of Data and Information that:

Significant changes in collecting population data, relying more on integration with other OPDs. The role of population data utilization is increasing, especially the role of population data in handling Covid-19 and providing social assistance for affected residents.

This is in line with the demands for change in the 4.0 industrial revolution which is

currently the basis for organizational change and the organizational environment. This is disclosed by Schwab (2016) in detail that:

When assessing the impact of the fourth industrial revolution on governments, the use of digital technologies to govern better is top of-mind. More intense and innovative use of web technologies can help public administrations modernize their structures and functions to improve overall performance, from strengthening processes of e governance to fostering greater transparency, accountability and engagement between the government and its citizens. Governments must also adapt to the fact that power is also shifting from state to non-state actors, and from established institutions to loose networks. New technologies and the social groupings and interactions they foster allow virtually anyone to exercise influence in a way that would have been inconceivable just a few years ago.

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For service restrictions during the Covid-19 Pandemic, the implementation of population administration and civil registration services in the DKI Jakarta province is stipulated in the Decree of the Head of the DKI Jakarta Population and Civil Registration Service Number 23 of 2020 dated 27 April 2020 concerning Procedures for the Implementation of Population Administration Services of the Population Service. and Civil Registration of DKI Jakarta Province During

the Period of Large-Scale Social Restrictions, which are as follows:

- a. The implementation of population administration services is carried out online through the Quick and Accurate Direct Access (ALPUKAT Betawi) application and SILAPORLAGI as well as services through WhatsApp media according to the location of the population and civil registration service counter.
- b. Population administration services in the form of recording Electronic Identity Cards (KTP-el) can be carried out at the population and civil registration service counters as well as ball pick-up services in emergency and urgent conditions.
- c. Marriage registration services can be carried out at the service counters of the population and civil registration service offices and tribes after fulfilling the requirements declared complete by the service officer.
- d. Population administration services as stated in the first and second dictums are completed within 1 (one) hour and no later than 24 (twenty four) hours after the requirements are declared complete by the service officer.
- e. Resident documents that have been printed or issued to be informed to the Applicant through the website, ALPUKAT Betawi application, SILAPORLAGI, WhatsApp, SMS or other electronic media by stating the place and time of collection.

The ALPUKAT Betawi service, residents can apply through the application by uploading the file and then processing it, scheduling the collection and then submitting it. If anyone has not been able to access the Betawi ALPUKAT service, then they can go to the WhatsApp (WA) service, the only consequence is that this WA service is because there are so many requests for making documents while officers are limited to the sub-district whose job is to input incoming data, issue documents, check WA notifications and inputting into the *siloket*, there is often a slow response to requests for population

documents for this online service. For services to foreigners, there is the SILAPOR AGAIN application, *laporin*\_Civil Registration Agency for services for Indonesian citizens who are abroad. With the application of digital document output with PDF, online services that have been carried out either via WA or via the Betawi ALPUKAT application, the output document can be sent via PDF because the signature is electronic and can be sent via email and because it has been sent in PDF form, the document used no longer using special prints but using 80 gram white HVS paper. So one day when the document is lost or damaged, the document can be reprinted itself because it has been stored digitally, namely in the email concerned without having to come to the Population and Civil Registration Office to apply for reissue.

For integrated services or SIMPATIK services are services that integrate with health facilities such as hospitals, health centers, clinics, the Forestry Service, PN and KUA. For example, when someone gives birth at a health center, their child will get a NIK, Family Card (KK), Birth Certificate, Child Identity Card (KIA), BPJS membership ID and birth certificate. Likewise with death, when a resident dies at the health center or hospital at that time the officer can input and issue a death certificate, change the Family Card (KK) and e-KTP status to divorced from the wife/husband who died. In addition to health facilities, Population and Civil Registration also cooperates with the Parks and Forests Service so that when someone dies, the funeral data is sent to the Civil Registration Agency Service and the Civil Registration Agency Service carries out field verification, collects the documents, and then issues a Death Certificate. Likewise with the Cremation Institute, if the data has been inputted, it will be published immediately. Then for the KUA (Office of Religious Affairs) for recording Muslim marriages, after inputting the data, a new KK (Family Card) and KTP-el status of husband and wife will be issued. So, residents no longer need to come to the Population and Civil Registration service unit.

If the services mentioned above cannot be accessed, the Department of Population and Civil Registration also opens services via the counter. This service cannot be represented and carried out online, for example, for making an e-KTP which cannot be done

indirectly but must be directly concerned who comes to the service unit because the irises, fingerprints, and photos will be recorded, of course with due regard to the protocol. health. Then there is the Pickup Ball Service because there are residents who cannot access online services, nor can they go directly to integrated services nor can they go to the village office to get services, for example for people with disabilities who have physical limitations who are unable to access the services described above. above. So if this is the case, the resident can contact the sub-district to request that the officers come to his house.

### **Obstacles Experienced by the Population and Civil Registration Office of DKI Jakarta Province in Providing Services to the Community during the Covid-19 Pandemic**

The spread of Covid-19 in DKI Jakarta Province, which is still happening until now, has brought changes in the social life of the community. Likewise, public services organized by regional apparatus within the DKI Jakarta provincial government have changed, especially in the procedures for providing services to the community. To avoid and break the spread of Covid-19, the DKI Jakarta Provincial Government seeks to implement health protocols by reducing services that require direct interaction between service officers and the community.

This effort was carried out by issuing the Governor of the Special Capital Region of Jakarta Number 33 of 2020 concerning the Implementation of Large-Scale Social Restrictions in Handling Corona Virus Disease 2019 (Covid-19) in the Province of the Special Capital Region of Jakarta. As an effort to prevent the spread of Covid-19, the regulation limits community activities, one of which is limiting work activities in the workplace, thus requiring agency leaders to keep the services provided and/or business activities running on a limited basis (Article 9 paragraph (3) letter a).

Furthermore, as a follow-up to the governor's regulation, the Head of the Population and Civil Registration Office of DKI Jakarta Province has issued Decree of the Head of the DKI Jakarta Province Population and Civil Registration Service Number 23 of 2020 concerning Procedures for Implementing Population Administration Services of the DKI

Jakarta Province Population and Civil Registration Service in Period of Large-Scale Social Restrictions (PSBB). In the first dictum, the decision stated that:

The implementation of population administration services is carried out online through the Quick and Accurate Direct Access application (ALPUKAT BETAWI) and SILAPORLAGI as well as services through WhatsApp media according to the location of the population and civil registration service counter.

Based on these provisions, in order to limit services at the DKI Jakarta Population and Civil Registration Office, there has been a change in the procedure for implementing population administration services from the previous manual and face-to-face directly at the office between service officers and the community, to online-based services through applications Fast and Accurate Direct Access Application (ALPUKAT BETAWI) and SILAPORLAGI as well as through social media whatsapp. The implementation of the online population administration service is a manifestation of the commitment of the DKI Jakarta Population and Civil Registration Office to continue to provide services during the Covid-19 outbreak. Through these online services, it can reduce direct interaction between officers and the community, so as to reduce the potential for the spread of Covid-19. In addition, online services also have other positive impacts, including being able to streamline the time and costs that must be incurred by the community.

Verification and validation are one of the stages in population administration services that determine whether a service application can be followed up or not. Verification and validation is one of the important stages because at this stage requires the accuracy of the officers in examining every application submitted by the community. The results of the study indicate that in the verification and validation process sometimes there are still obstacles that cause the verification and validation process to take longer. The obstacle is in the process of consolidating the Population Identification Number (NIK) of the applicant. NIK consolidation is an activity to ensure the unity of population data throughout Indonesia. This

is to prevent people who have multiple population data, which of course can be used for bad things, such as obtaining social assistance in different places according to the data listed on the ID card.

Online service is basically a form of innovation in the implementation of public services. Moreover, the government is currently intensively digitizing the administration of government (E-Government). Thus, it is expected to increase effectiveness and efficiency in services, so as to realize community satisfaction for the services provided. However, online services certainly require sufficient technology and communication devices to access the desired services. Therefore, the public as the applicant must have sufficient understanding in accessing the Betawi Avocado Application provided. Based on research, the reality is that not all people have the ability to access this technology, so the service process often becomes hampered.

The implementation of online-based population administration services requires the support of the main infrastructure, namely the availability of a good and adequate internet network. A good and adequate internet network can support the smooth process of providing services to the community through the applications that have been provided. The results of interviews with research informants found that basically the infrastructure was available to support the success of service delivery at the DKI Jakarta Provincial Population and Civil Registration Office. However, obstacles are often encountered in the service process due to disturbances or errors in the website and/or application systems. One of the reasons for the disturbance is the increase in the number of requests submitted every day.

Budget is one of the important elements in supporting the implementation of government programs and activities. The budget is needed to finance all costs needed to carry out government programs and activities. Without good budget support, programs and activities cannot run optimally, and even threaten to fail. With the implementation of the PSBB policy, the economic activity of the community in each sector is reduced. This is experienced by almost all economic actors, both large and small scale. This of course will also affect the level of Regional Original

Income. Original Regional Revenue to finance every program and activity, including the administration of population administration services, will decrease, so that the budget allocation will also decrease.

### **Efforts of the DKI Jakarta Provincial Population and Civil Registration Office in Improving Service Performance for the Community during the Covid-19 Pandemic**

As previously explained, population administration services are still constrained in the NIK consolidation process which takes a long time, because this is the authority of the Ministry of Home Affairs, in this case handled by the Directorate General of Population and Civil Registration. Responding to these conditions, the Population and Civil Registration Office of DKI Jakarta Province can make efforts by inviting the public to play an active role in checking the validity of the population data they have independently. The Population and Civil Registration Office of DKI Jakarta Province can disseminate information to the public to check the validity of their population data by contacting the Directorate General of Population and Civil Registration of the Ministry of Home Affairs.

Even though the community is used to managing population administration, that doesn't mean they don't have difficulties when the service is done manually. In its implementation, both manual and online services, although there are no differences in requirements and procedures, the implementation is certainly different. If the service is manual, it is enough for the public to come to the office and convey their needs, if the requirements have been met, then the person concerned just has to wait for the service to be completed by the officer. While in online services, the public must follow the steps in the website or application provided. Even though the service process is faster, for some people it will be difficult, especially for people who are included in the category of parents, most of whom do not know how to use information technology. Therefore the Department of Population and Civil Registration of DKI Jakarta Province needs to carry out socialization for the entire community, especially for those who are included in the category of parents whose knowledge of communication and information technology is still low. With the socialization,

it is hoped that it can provide sufficient explanation to the public regarding the online services provided.

One of the obstacles in the implementation of online population administration services is the presence of disturbances in the website system and applications used. This is due in part to the large number of requests submitted by the public, so the workload of the system becomes heavier and slower in responding to actions taken by officers. Therefore, to minimize the occurrence of such disturbances, the Population and Civil Registration Office of DKI Jakarta Province can do so by limiting the number of services for each type of service provided to reduce the workload of the system, so that system performance becomes better and faster in responding to the request submitted. For example, for a Family Card (KK) application, if in a day 10 (ten) applications can be entered, it can be limited to half or 5 (five) applications only, so that documents can be completed faster and do not accumulate, so the system of applications used can be faster. and accurately, officers can respond more quickly to public complaints, both on Whatsapp (WA), SMS and at the manual service counter at the sub-district service unit. For this reason, the researcher is of the view that the system can be manipulated in such a way that when the number of applications has reached the maximum limit per day, the system and/or application can automatically reject the application immediately.

The current Covid-19 pandemic has had a major impact on local government budgets, especially in terms of PAD (Regional Original Income) which is used to finance every program and activity, including the administration of population administration services. With the current conditions, the government is focusing its attention on efforts to deal with Covid-19, which has resulted in reduced budget allocations to support the website development program and/or application development used.

The reduced budget allocation is indicated by the policy of reallocation and refocusing of the budget, which directs every government agency to rearrange its program based on priority aspects. Therefore, the Department of Population and Civil Registration needs to set program priorities so

that the budget allocation that has been provided can be used as well as possible.

## CLOSING

Organizational performance of the DKI Jakarta Provincial Population and Civil Registration Service in services during the pandemic era can be seen from the still partial procedures for public services due to differences in the management fields. The obstacles experienced by the Population and Civil Registration Office of DKI Jakarta Province during the Covid-19 pandemic era were: a) Legacy data verification and validation; b) The low number of people in accessing online services; c) There are still problems with the website and / application system; d) Still limited budget. The efforts made by the Department of Population and Civil Registration of DKI Jakarta Province include a) Inviting the public to participate in the validation of population data; b) Disseminate online services to the public; c) Repair network system; and d) Set budget priorities in the next Work Planning.

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