

Innovation of Population Administration Services During COVID-19 Pandemic

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Abstract

This research aims to analyze the innovation in population administration services during the COVID-19 pandemic and identify the obstacles faced by the Pekanbaru City Population and Civil Registration Service. These challenges include disruption to the server network, limited processing quotas, and a lack of public awareness regarding the innovation of the SIPENDUDUK website. The research adopts a qualitative method involving descriptive analysis, as well as data collection through interviews, observations, and documentation. The results show that innovation in the SIPENDUK Administration Services during the COVID-19 pandemic at the Pekanbaru City Population and Civil Registration Service has been successful. Meanwhile, network disruptions, limited process service quotas, and lack of socialization are obstacles to the SIPENDUDUK website as an innovation in population administration services during the pandemic.

Keywords: Innovation; Population Administration Services; COVID-19

Abstrak

Penelitian ini bertujuan untuk mengetahui dan menganalisis tentang bagaimana inovasi pelayanan administrasi kependudukan di masa pandemi Covid-19 serta apa saja yang menjadi kendala dalam inovasi pelayanan di Dinas Kependudukan dan Pencatatan Sipil Kota Pekanbaru. Hal ini karena adanya gangguan terhadap jaringan server, keterbatasan kuota proses serta kurangnya sosialisasi terhadap masyarakat tentang inovasi website SIPENDUDUK. Penelitian ini menggunakan Metode Penelitian Kualitatif dengan pendekatan deskriptif. Pengumpulan data

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menggunakan teknik wawancara, observasi dan dokumentasi. Hasil penelitian menunjukkan bahwa Inovasi Pelayanan Administrasi SIPENDUDUK di Masa Pandemi Covid-19 di Dinas Kependudukan dan Pencatatan Sipil Kota Pekanbaru sudah berjalan dengan baik. Gangguan pada jaringan, keterbatasan kuota layanan proses dan kurangnya sosialisasi menjadi kendala pada website SIPENDUDUK sebagai inovasi pelayanan administrasi kependudukan di masa pandemi.

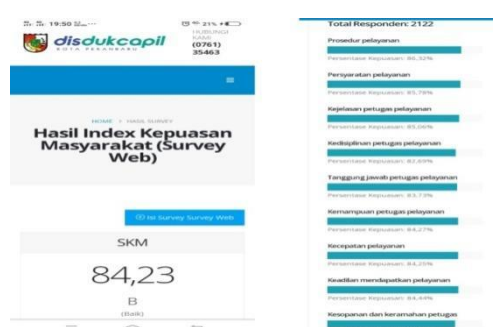
Kata kunci: Inovasi; Pelayanan Administrasi Kependudukan; Covid-19

INTRODUCTION

According to Law No. 25 of 2009 concerning public services, providing essential services is a crucial responsibility that local governments cannot overlook. All sectors will be impacted by congestion when there is a stagnated service component. Furthermore, Government Regulation (PP) Number 38 of 2017 concerning Regional Innovation has regulated that innovation is all forms of reform to improve the performance of the administration.

The Riau Provincial Government has issued Riau Province Regional Regulation Number 6 of 2015 concerning a technology-based government system. A form of e-government service to the public is the use of worldwide web-based applications (websites) to access information. The Department of Population and Civil Registration (Disdukcapil) of Pekanbaru City has conducted a community satisfaction survey to determine the level of satisfaction with population administration services. The results of the latest survey on Wednesday, September 8, 2021, with a total of 2112 respondents, and a community satisfaction index of 84.23% can be seen in Figure 1 below:

Figure 1. Community Satisfaction Index



Source : Disdukcapil Kota Pekanbaru, 2021

Figure 1 shows that the community satisfaction index (web survey) for services at the Population and Civil Registration Office of Pekanbaru City is 84.23% B (good). The highest and lowest percentage is the service procedure and friendliness of the officers which reaches 86.32% and 82.29%, respectively.

Disdukcapil of Pekanbaru City continues to improve population administration services with various kinds of innovative programs. The website disdukcapil.Pekanbaru.go.id, which can be accessed by the community of Pekanbaru City Disdukcapil has 23 administrative service innovations. The purpose of innovation program is to make it easier for the community to get a population identity and to improve administration services.

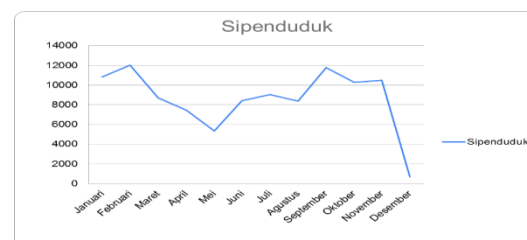
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Since the beginning of 2020, the public service system, including the Pekanbaru City Population and Civil Registration Service, has changed to the administrative system due to the influence of the COVID-19 pandemic. The COVID-19 information and coordination centre informed that the number of cases in Pekanbaru City on March 3, 2020-November 24, 2021, at 17:28:42 WIB from the Riau Provincial Health Office amounted to 51,762 people (source: corona.Riau.go.id). In 2020, the city had a population of 983,356 people and 15 sub-districts (Source: Pekanbarukota.bps.go.id/). According to Permendagri No. 7 of 2019 regarding Online Population Administration Services, it is an initiative by local governments to prevent the spread of COVID-19. In a letter from the Directorate General of Population and Civil Registration (Ditjen Dukcapil) of the Ministry of Home Affairs, No.443.1/2978/Dukcapil dated March 16, 2020, regarding Population Administration Services and Corona Virus Prevention (COVID-19), priority is given to online services.

Pekanbaru City Government makes policies related to online services through Pekanbaru Mayor Regulation No. 107 of 2021 concerning the Electronic-Based Service System at the Population and Civil Registration Service. Responding to the Pekanbaru Mayor's policy, the Disdukcapil issued a Decree to the Head of the Population and Civil Registration Office Number 821. of 2019 concerning the Integrated Population Service Information System. An innovation program created is the SIPENDUDUK which was designed in

2019. The following is a graph of the number of community using the Pekanbaru City Disdukcapil the SIPENDUDUK website service.

Figure 2 Development of the Number of Community Users of the SIPENDUDUK Website Service of the Pekanbaru City Civil Registration Office in 2021



Source : Disdukcapil Kota Pekanbaru, 2021

The Disdukcapil of Pekanbaru City promotes the SIPENDUDUK website to the public. Efforts were made according to the information from the Head of Service Innovation through promotional assistance from the Pekanbaru City UPTD, promotion through radio, and website site residents. Pekanbaru.go.id, website.disdukcapil.Pekanbaru.Go. The Disdukcapil of Pekanbaru City has been promoted only online due to the influence of the COVID-19 pandemic.

The SIPENDUDUK website sends files for the administration of the population in PDF, JPG, Jpeg, and PNG format on laptop drives, computers, or smartphone photo galleries. According to the Head of Service Innovation, Sri Wahyuni S. STP explained that the obstacle in the population administration service process in the community in using the SIPENDUDUK website was the document file upload size which was only 3 MB in addition to the quota for general application file

services in a day. With a service quota limited to only 200, even though the concept operates 24 hours a day, the processing capacity is constrained. The available slots for file processing can be filled before the 24-hour period elapses. The challenge with online services lies in network limitations in the applicant's area and a reliable signal is crucial for smooth online transactions. Additionally, the requirement to use a smartphone, laptop, or computer for file submission through the SIPENDUDUK website poses an accessibility challenge. It is essential to disseminate information about the shift to online administrative services through socialization efforts. This ensures public awareness that population administration services are available online. With the necessary documents submitted through the website, community can avoid the need to physically visit the Disdukcapil office of Pekanbaru City.

METHODS

This research used a qualitative research with a descriptive method. According to Milles and Huberman in Sugiyono (2008:237), data analysis is qualitative and must be carried out continuously. Data collection conducted through interviews, observation, and documentation methods.

RESULT AND DISCUSSION

Population Administration Service Innovation

Based on research at the Disdukcapil of Pekanbaru City, in accordance with Widodo's (2017:25) innovation theory, the research determines the presence of positive impacts or benefits and the

ability of innovation to offer a sustainable and lasting solution.

1. Whether or not there is a positive impact/benefit

The preceding SIPENDUDUK administrative service innovation was conceived independently of the pandemic's influence. The primary objectives include streamlining bureaucratic processes and enhancing public accessibility to population identity records. This initiative addresses the perceived sluggishness of administrative services and addresses the challenges faced by the community in managing personal data.

The SIPENDUDUK innovation also helps the government cut bureaucracy, hence the administrative services provided to the community are more focused and better in the future. In carrying out the SIPENDUDUK, the Disdukcapil of Pekanbaru City has recruited and selected employees who are considered competent in managing and implementing the use of the website.

Figure 3. Website of Pekanbaru City Population and Civil Registration Disdukcapil



Data Source: Pekanbaru City Disdukcapil Website 2021

This SIPENDUDUK website exists because of Permendagri No. 7 of 2019 concerning Population Administration Services Online. The SIPENDUDUK enables the community to manage population identity data whose use can be accessed anytime and anywhere.

2. Able to Provide Solutions

Innovation of the SIPENDUDUK administration services has not fully met expectations to be a solution during the COVID-19 pandemic for employees and the public as users of innovation services due to the lack of facilities and infrastructure in carrying out innovation service process. There are still community who do not know about SIPENDUDUK innovation as a medium in helping the community take care of all types of population services, and there are still complaints from employees regarding the use of the application. However, the procedure for carrying out the administrative service process is by the old service system at face-to-face time.

3. Continuous

The SIPENDUDUK is one of 23 innovations made by the Pekanbaru City Disdukcapil, which will continue to be used in the future to assist the community in obtaining population documents.

Using Call Center Operators as a service for handling EL-KTP documents shows that SIPENDUDUK serves as an important medium for the community in managing population documents. However, ongoing evaluation is crucial for continuous enhancement, ensuring that the services rendered progressively

meet the evolving needs of the public and strive for continual improvement.

Barriers to innovation in The SIPENDUDUK administration services during the COVID-19 Pandemic at the Pekanbaru City Population and Civil Registration Service

The obstacles related to the above discussion are:

1. There are still network problems and server errors
2. There are restrictions on process quotas in the management of community documents
3. Facilities from the Disdukcapil office are inadequate in meeting the needs for employee performance
4. Limited socialization of the Disdukcapil in promoting the SIPENDUDUK website to the public.

There are four obstacles to the Pekanbaru City Population and Civil Registration Office, which need to be evaluated in the future. However, this SIPENDUDUK website service innovation can run smoothly for the benefit of the community and the Disdukcapil of Pekanbaru City.

CONCLUSION

In conclusion, this research was conducted regarding Innovation of Population Administration Services during the COVID-19 pandemic at the Pekanbaru City Population and Civil Registration Office. The results showed that many community understood the use of the SIPENDUDUK website service. Among the three indicators delineated by Widodo, the first, which assessed the

presence or absence of a positive impact or benefit, was considered weak. This evaluation stemmed from the perception that innovation's procedures and efforts to prevent the spread of the COVID-19 virus were widely acknowledged as positive and beneficial for the community. However, some employees felt that the office facilities were inadequate, and there were still individuals who did not understand how to use the SIPENDUDUK.

Based on the conclusions above, the suggestions provided are as follows; The Disdukcapil of Pekanbaru City needed to enhance its network by upgrading its server capacity. This measure aimed to prevent any delays in the processing time of the SIPENDUDUK website service, ensuring faster processing of incoming requirement files; For individuals who were still unfamiliar with using the SIPENDUDUK website, it was advisable to intensify promotional efforts. This could include direct socialization from the Disdukcapil to the public, along with a more assertive promotion of the SIPENDUDUK through print and electronic mass media channels.

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