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## **ANALYSIS OF THE QUALITY OF VILLAGE-LEVEL CIVIL ADMINISTRATION SERVICES THROUGH THE POPULATION REGISTRATION INFORMATION SYSTEM (SIREP) BY THE TEGAL REGENCY CIVIL REGISTRY SERVICE**

**Diah Ayu Novitaningrum<sup>1\*</sup>, Arie Setiangng Aji<sup>2</sup>, Fadiya Hayya Salsabila<sup>3</sup>**

Kecamatan Bae, Kabupaten Kudus, Indonesia<sup>1</sup>

Institut Pemerintahan Dalam Negeri, Sumedang, Indonesia<sup>2,3</sup>

*Email:* novitaningrumdiah@gmail.com, ariesetian.aji@gmail.com,

fadiyahayyasalsabila09@gmail.com

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**\*Corresponding Author**

### **ABSTRACT**

*Public services provided by the government to the community must be adjusted to the conditions and needs of the community. The differences in conditions of the community results in diverse services provided by the government. Thus, the Tegal Regency Civil Registry Office made an innovation called the Sistem Informasi Registrasi Penduduk (SIPREP/Population Registration Information System). This research aims to find out about the service quality of civil administration services at the village level through SIREP. The research method used is qualitative descriptive with an inductive approach. The data collection techniques used were observation, interviews, and documentation. To analyze service quality, Sinambela's theory was used with 6 dimensions of excellent service including transparency, accountability, conditional, participatory, equal rights, and balance of rights and obligations. Based on the analysis results, it was clear that the civil administration services at the village level through SIREP managed by the Tegal Regency Civil Registry Service had been running well. However, there were several inhibiting factors, namely limited human resources, lack of public awareness regarding orderly civil administration, and inadequate facilities and infrastructure in village offices so that services could not be provided in all villages in Tegal Regency.*

*Keywords:* Services, Civil Administration, SIREP

### **ABSTRAK**

Pelayanan publik yang diberikan pemerintah kepada masyarakat haruslah disesuaikan dengan kondisi dan kebutuhan masyarakat. Kondisi masyarakat tentu saja berbeda-beda sehingga pemerintah membuat pelayanan yang beragam. Hal ini yang menjadikan adanya inovasi pelayanan administrasi kependudukan Tingkat desa melalui Sistem Informasi Registrasi Penduduk (SIREP) yang diberikan oleh Dinas Kependudukan dan Pencatatan Sipil Kabupaten Tegal. Penelitian ini bertujuan untuk mengetahui pelayanan administrasi kependudukan

Tingkat desa melalui Sistem Informasi Registrasi Penduduk (SIREP) dari segi kualitas pelayanan. Metode penelitian yang digunakan yaitu metode penelitian deskriptif kualitatif dengan pendekatan induktif. Teknik pengumpulan data yang digunakan dengan observasi, wawancara, dan dokumentasi. Teori yang digunakan dalam menganalisis yaitu teori Sinambela dengan 6 dimensi pelayanan prima diantaranya transparansi, akuntabilitas, kondisional, partisipatif, kesamaan hak, serta keseimbangan hak dan kewajiban. Berdasarkan hasil analisis menggambarkan bahwa pelayanan administrasi kependudukan Tingkat desa melalui Sistem Informasi Registrasi Penduduk (SIREP) oleh Dinas Kependudukan dan Pencatatan Sipil Kabupaten Tegal sudah berjalan dengan baik. Namun dalam pelayanan ini masih terdapat faktor penghambat yakni SDM yang masih terbatas, kurangnya kesadaran masyarakat mengenai tertib administrasi kependudukan, serta sarana dan prasarana di kantor desa yang kurang memadai sehingga pelayanan belum dapat dilayani di seluruh desa di Kabupaten Tegal.

Kata Kunci: Pelayanan, Administrasi Kependudukan, SIREP

## INTRODUCTION

The government as the representative of the people and the holder of the highest power has the authority to regulate and make legal policies in certain areas. The general functions of government are regulation, development, empowerment and service. Services provided to the community are also called public services. Law Number 25 of 2009 concerning Public Services (Pemerintah Republik Indonesia, 2009) states that public services are activities in fulfilling needs provided by the government. Referring to Law Number 25 of 2009, public services aim to fulfill the basic rights of citizens and residents for goods, services and/or administrative services related to public interests.

One of the public services that is the government's obligation is administrative services. Administrative services are provided to the community by producing

official civil documents issued by the Civil Registry Service which have legal force as valid evidence resulting from population and civil registration services. The government provides administrative services through the Civil Registry Service in order to provide effective and efficient administrative services. Administrative services aim to record and update population developments in each period and population distribution, and use the information as indicators of sustainable development that will determine future Indonesian development planning. Thus, the function of the civil administration service is to facilitate the arrangement and order of civil documents and civil registration for the people.

In Law Number 24 of 2013 concerning Amendments to Law Number 23 of 2006 concerning Civil Administration

(Pemerintah Republik Indonesia, 2013), it is explained that every resident has the right to obtain civil documents and has an obligation to report population events and important events to the implementing agency in civil registration. The benefits of having civil documents are to protect rights, provide clarity of status and identity, and provide protection and legal certainty for their owners. The Tegal Regency Government strives to provide effective and efficient civil administration services through the Tegal Regency Civil Registry Service which is based on Tegal Regency Regional Regulation Number 15 of 2020 concerning the Implementation of Civil Administration (Pemerintah Kabupaten Tegal, 2020). The Civil Registry Service of Tegal Regency tries to maximize these services with online services via the website.

In addition, the Tegal Regency Civil Registry Service also innovated manual

services at the village level called the *Warung Dukcapil Desa* (Village Civil Registry Shop), hereinafter referred to as *Waduk Desa*. *Waduk Desa* was made to facilitate the community in managing civil administration considering that there were still problems related to services at the Tegal Regency Civil Registry Service. Several of the problems found were that many people do not understand the online population administration service process, both the registration process and the service process. So that people prefer non-online services by coming directly to the office. The level of awareness of the Tegal Regency community regarding ownership of civil documents and civil registration was also still low and there was still the idea that taking care of civil and civil registration only needs to be done when needed.

**Table 1.**  
**Number of Online and Non-Online Birth Certificate and Death Certificate Services**

No.	Tahun	Birth Certificate		Death Certificate	
		Online	Non-Online	Online	Non-Online
1	2019	0	47,370	0	2,870
2	2020	517	39,662	58	3,824
3	2021	705	38,126	131	5,824
Total		1,222	125,158	189	12,518

*Source: Tegal Regency Civil Registry Office*

Based on Table 1, it can be seen that the number of non-online services is greater than the number of online services. The

number of birth certificate documents issued through online services from 2019-2021 reached 1,222 documents.

Meanwhile, birth certificate services through non-online services from 2019-2021 reached 125,158. Furthermore, the issuance of death certificates through online services from 2019-2021 reached 189 documents, while non-online services reached 12,518 documents.

This is proof that the people of Tegal Regency preferred to use non-online services in processing birth certificates and death certificates. The constraint related to the distance from their residents to the Tegal Regency Civil Registry Service office was the problems behind the *Waduk Desa* innovation. *Waduk Desa* Service was implemented based on the Decree of the Head of the Population and Civil Registration Service of Tegal Regency Number: 470/003.1/1/2021 concerning Innovation in Population Document Services at the Village/Sub-district Level of the Population and Civil Registration Service of Tegal Regency (Dinas Kependudukan dan Pencatatan Sipil Kabupaten Tegal, 2021). The *Waduk Desa* Service utilizes innovations in new technology systems in recording or registration at the village level through a system called the *Sistem Informasi Registrasi Penduduk* (Population Registration Information System) or abbreviated as SIREP. The Tegal Regency Government began developing SIREP in 2019 as a system for recording births and

deaths in Villages/Sub-districts to determine the achievement of issuance of birth certificates and death certificates. However, after the issuance of The Regulation of the Minister of Home Affairs Number 109 of 2019 concerning Forms and Books used in Population Administration (Kementerian Dalam Negeri Republik Indonesia, 2019) with 80-gram white HVS paper except for KTP-el and KIA which still use blanks. SIREP was finally redeveloped so that it could simultaneously serve the printing of birth certificates and death certificates as well as the renewal of Household Membership Card (*Kartu Keluarga/KK*) at the Village/Sub-district Office.

Recorded in the data of the Population and Civil Registration Service of Tegal Regency, 105 village governments were able to serve the community through the SIREP Service. Village-level services through SIREP can actually be served in all village/sub-district government offices in Tegal Regency. However, due to several obstacles, the number of villages/sub-districts that can provide services through the *Waduk Desa* so far is 105 villages/sub-districts from 18 districts with a total of 287 villages/sub-districts. This village-level civil administration service is classified as a new service in Tegal Regency so that its implementation has not been comprehensive and is still in the

development process due to limited facilities and infrastructure in the village/sub-district office.

## **THEORETICAL REVIEW**

### **A. Service**

According to the Indonesian Dictionary, service is an effort to serve in fulfilling the needs of others so that the person feels satisfied with what we do. Based on Law Number 25 of 2009 concerning Public Services (Pemerintah Republik Indonesia, 2009), it is an activity or series of activities to fulfill service needs in accordance with laws and regulations for every citizen and resident for goods, services, and/or administrative services provided by public service providers.

Furthermore, public service providers are every state institution, corporation, independent institution formed based on laws and regulations for public service activities, and other legal entities formed solely for public service activities. Article 5 of Law Number 25 of 2009 concerning Public Services (Pemerintah Republik Indonesia, 2009) states that the scope of public services includes public goods and public services as well as administrative services regulated in laws and regulations.

In the implementation of population administration services, Tegal Regency Population Civil Registry Service acts as a

public service provider. Furthermore, based on the Decree of the Minister of State Apparatus Empowerment Number: 63/KEP/M.PAN/7/2003 concerning General Guidelines for the Provision of Public Services (Kementerian Pendayagunaan Aparatur Negara Republik Indonesia, 2003), it is stated that the principles of public services are:

- a) Transparency, which is open, easy and accessible to all parties who need it and is provided adequately and easily understood;
- b) Accountability, which can be accounted for in accordance with the provisions of laws and regulations;
- c) Conditional, which is in accordance with the conditions and capabilities of the service provider and recipient while adhering to the principles of efficiency and effectiveness;
- d) Participatory, which is encouraging community participation in the implementation of public services by considering the aspirations, needs and expectations of the community;
- e) Equal rights, which is non-discriminatory in the sense of not distinguishing between ethnicity, race, religion, group, gender and economic status; and
- f) Balance of rights and obligations, which is the provider and recipient of

public services must fulfill the rights and obligations of each party.

There are thousands of forms of government services for the people and they are technically different from each other (Amiruddin, 2020). Among these services, some can be assessed as excellent service if the design and procedures comply with several principles, namely (1) Prioritizing Customers; (2) Effective system; (3) Serving with Conscience; (4) Continuous improvement and (5) Empowering customers.

Quality public service refers to the provision of services that meet certain standards in terms of speed, accuracy, availability, and responsiveness to community needs. According to Bekkers and Homburg, Lee and Kwak and Margetts et al., as cited in Utami (2023), the benefits of innovation and adaptation in public services are as follows.

- a) Innovation can optimize the service process so that it can be completed faster and at a lower cost.
- b) Innovation and adaptation through online services can increase accessibility, allowing citizens to access services without having to come to government offices.
- c) Innovation enables services that are more responsive and in accordance with community needs. Public

institutions can quickly adjust their services to respond to changing needs

- d) Innovation can improve the quality of service by utilizing the latest technology and best practices
- e) Innovation and adaptation can increase transparency and accountability in the provision of public services, reducing the risk of corruption and abuse of authority.

Good quality of public service will give public trust to the government in implementing public service. Based on the theories from several experts, it can be concluded that public service is a service provided by the government with the basic aim of providing what is needed and a sense of satisfaction to the community.

This research is largely based on Bekkers and Homburg, Lee and Kwak, and Margetts et al. (as cited in Utami, 2023) regarding the benefits of innovation and adaptation in public service because it is more relevant to the topic.

## **B. Civil Administration**

Administration is an activity of recording. Soemartono and Hendrastuti (2011, p. 12) explained that civil administration is an activity of recording important events periodically and permanently and is stipulated in laws and regulations and as a legal requirement of each country.

In his module, Rodji et al. (2010) defined civil administration as the management of information management, population data, and civil registration to determine identity, population registration, legalization of status and population development with the stages of identification, assessment, review and analysis of problems and administrative order to achieve a population condition that supports the implementation of development national in increasing the acceleration of population welfare.

Meanwhile, Ndraha (as cited in Soemartono & Hendrastuti, 2011, p. 5) explained that the definition of population administration is a demand for each person to be free from an obligation.

### **C. Civil Registration Information System**

According to Herlambang and Tanuwijaya (2005, p. 116), the definition of a system is divided into two approaches. The first approach is the procedure approach, in which the system is defined as a collection of several procedures that have a specific purpose. While based on the component approach, the system is a collection of components that are interrelated to achieve a specific goal.

SIREP is an information system developed by Tegal Regency Civil Registry Service in 2019. The main concept of SIREP is the systematic recording of births

and deaths in villages/sub-districts so that they can be used to calculate the achievement of birth certificate and death certificate ownership.

SIREP sends the data that has been inputted by the village registry officer to the *Rumah Pelayanan Administrasi Terpadu Kecamatan* (District Integrated Administrative Service House), hereinafter referred to as Rumah PATEN. Then the Rumah PATEN operator checks the SIREP submission and processes the reporting and submits the TTE to the Civil Registry Services via SIAK. The Head of Civil Registration and Service Division verifies the TTE submission to the Head of the Civil Registry Service and certifies the TTE submission which then sends the signed document to SIREP in pdf format to be printed. The village registration officer can then directly print the civil administration document and give it to the resident as the applicant.

### **RESEARCH METHOD**

This research uses a descriptive qualitative approach with an inductive approach so that the data produced is accurate and is intended to provide a clear picture of the problems studied. The data collection techniques used were observation, interviews, and documentation. Research informants were selected by purposive sampling based on

the consideration that the informants could provide complete and relevant information to the research objectives. The informants for this research were the Head of the Civil Administration Information Management and Data Processing Division as key informants who designed the SIREP, and then the supporting informants were the operator officers who provided services through SIREP.

## RESULTS AND DISCUSSION

### 1. Results

#### A. Village-Level Civil Administration Services through SIREP by Tegal Regency Civil Registry Service

The Tegal Regency Civil Registry Service implements administrative services at the village/sub-district level through SIREP based on Law Number 24 of 2013 concerning Amendments to Law Number 23 of 2006 concerning Population Administration (Pemerintah Republik Indonesia, 2013), Regulation of the

Minister of Home Affairs Number 109 of 2019 concerning Forms and Books used in population administration (Kementerian Dalam Negeri Republik Indonesia, 2019), and the Decree of the Head of the Population and Civil Registration Service of Tegal Regency concerning Innovation in Population Document Services at the Village/Sub-district Level (Dinas Kependudukan dan Pencatatan Sipil Kabupaten Tegal, 2021).

There are four channels in the civil administration services to the community through the Civil Registry Service, especially those serving birth certificates and death certificates, namely online services, direct services at the Civil Registry Service, direct services at the Rumah PATEN and village/sub-district level services, direct processing at the maternity ward (for birth certificates) that has collaborated with the Tegal Regency Civil Registry Service.

**Table 2.**

**List of Birth Certificate Services through SIREP in 2023**

<b>No.</b>	<b>District</b>	<b>Application</b>	<b>Completed</b>
<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>
1.	Margasari	29	22
2.	Bumijawa	91	86
3.	Bojong	3	3
4.	Balapulang	110	86
5.	Pagerbarang	6	6
6.	Lebaksiu	35	34
7.	Jatinegara	11	5
8.	Kedungbanteng	28	17
9.	Pangkah	79	73
10.	Adiwerna	8	7

<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>
11.	Talang	285	273
12.	Dukuhturi	67	54
13.	Tarub	19	14
14.	Kramat	43	19
15.	Suradadi	1	1
16.	Warureja	54	49
17.	Dukuhwaru	7	1
<b>Total</b>		<b>863</b>	<b>750</b>

*Source: Tegal Regency Civil Registry Office*

**Table 3.**

**List of Death Certificate Services through SIREP in 2023**

<b>No.</b>	<b>District</b>	<b>Application</b>	<b>Completed</b>
1.	Margasari	8	7
2.	Bojong	2	1
3.	Balapulang	47	37
4.	Pagerbarang	6	6
5.	Lebaksiu	5	4
6.	Jatinegara	2	1
7.	Kedungbanteng	3	1
8.	Pangkah	19	19
9.	Slawi	1	1
10.	Talang	61	54
11.	Dukuhturi	18	8
12.	Tarub	3	1
13.	Kramat	14	5
14.	Suradadi	1	0
15.	Dukuhwaru	7	2
<b>Total</b>		<b>191</b>	<b>141</b>

*Source: Tegal Regency Civil Registry Office*

Based on the Tables 2 and 3, out of a total of 18 districts in Tegal Regency, not all districts and villages/sub-districts are actively implementing SIREP services. Based on the results of an interview with the Head of the Civil Administration Information Management Division regarding how to disseminate information on population administration services at the village level, he said that “information related to Waduk Desa has been disseminated through social media such as YouTube, Twitter, and Facebook. In

addition, information is also disseminated through operators from Rumah PATEN and the village.”

Related to the implementation of population administration services at the village/sub-district level, several services have been provided, including:

- 1) Service for making new birth certificates along with renewal of Household Membersip Cards;
- 2) Service for making new death certificates along with renewal of Household Membersip Cards.

There are findings related to people who did not follow the procedures, resulting in the obstruction of the service process which is the people's right. This village-level civil administration service has been disseminated in various ways so that it can be known by all people who need this service, either through social media or information from the respective village registration officers.

Information about the services contains details regarding the costs and time required in the service process. The Civil Registry Service of Tegal Regency created this service after the issuance of Permendagri Number 109 of 2019 concerning Forms and Books used in Civil Administration (Kementerian Dalam Negeri Republik Indonesia, 2019), which replaced the use of printed media for civil documents with 80gr A4 HVS paper.

This service connects several parties such as the village and district officials and the Civil Registry Service so that they can work together to provide excellent service to the community. The village is tasked with inputting data into SIREP which will then be verified by the district, namely Rumah PATEN and then connected to the Tegal Regency Civil Registry Service.

The village officials send physical requirement documents that have been processed at the village office once every 7

days to the Tegal Regency Civil Registry Service.

## **B. Inhibiting Factors in Village-Level Civil Administration Services Through the SIREP**

Regarding the implementation of public services, obstacles certainly existed. The civil administration services at the village/sub-district level through SIREP in Tegal Regency still need to be evaluated to find inhibiting factors and to strive for better services. The inhibiting factors found were as follows:

### 1) Limited human resources

The district level officers who were tasked with verifying SIREP data were not Rumah PATEN officers. This was due to the lack of officers at Rumah PATEN so that the existing district officials also assisted in providing services through SIREP. Based on the results of an interview with the Head of Tegal Regency Civil Registration Service regarding efforts made to optimize population administration services at the village/sub-district level, he said that the Tegal Regency Civil Registry Service is making efforts by coordinating with related parties. Rumah PATEN human resources were also still lacking so it was hoped that there would be a rearrangement of employee

positions. If necessary, additional employees would be added to Rumah PATEN to address the lack of human resources. Furthermore, to disseminate information to the village, socialization was carried out through people who were considered influential in the village such as the Village Heads and the Head of RT and RW regarding the importance of civil administration and services through SIREP.

There was also only 1 (one) village registration officer, hence if the officer was unable to attend work, services through SIREP could not be provided and the people had to wait until the officer was at the village office.

- 2) Inadequate facilities and infrastructure in several village offices

Some village offices did not have complete facilities that support SIREP services such as scanners. The unstable internet network also hampered services through SIREP. Such villages were the ones located far from the city center.

- 3) Lack of public awareness regarding the importance of civil administration

The number of people who came to be served in the

administration of birth certificates and death certificates at the village level was still relatively small. This was the result of the lack of awareness of the village/sub-district community and the lack of support from the village/sub-district in providing services.

### **C. Efforts of Tegal Regency Civil Registry Service to Optimize Village-Level Civil Administration Services through SIREP**

The implementation of civil administration services at the village/sub-district level through SIREP was running quite well. It can be seen from the target of 60% of villages/sub-districts or 172 villages/sub-districts in 4 years being able to provide this service, 36% of villages/sub-districts or around 105 villages/sub-districts have provided SIREP services within a period of 7 months.

However, in the service implementation, obstacles were found and it is the task for Civil Registry Service to control existing obstacles. The efforts were:

- 1) Rearranging officer positions at Rumah PATEN and Waduk Desa for additional employees would be carried out if there was a shortage of existing human resources;
- 2) Directing the village to submit a request for procurement of facilities

and infrastructure needed at the village office;

- 3) Repairing problematic internet networks;
- 4) Providing knowledge and disseminating information through socialization and changing the mindset of the community to increase trust in village registration officers and increase awareness of the importance of civil documents and civil registration.

## **2. Discussion**

### **A. Village-Level Civil Administration Services through SIREP by the Tegal Regency Civil Registry Service**

The government has the obligation to provide proper public services to the community according to the needs and conditions of the community. Law Number 25 of 2009 concerning Public Services (Pemerintah Republik Indonesia, 2009) states that public services are activities or a series of activities in order to fulfill service needs in accordance with laws and regulations for every citizen and resident for goods, services, and/or administrative services provided by public service providers.

Furthermore, according to Bekkers and Homburg, Lee and Kwak, and Margetts et al. (as cited in Utami, 2023), the benefits

of innovation and adaptation in public services are:

- 1) Innovation can optimize the service process so that it can be completed faster and at a lower cost.

The process of civil administration services at the village level through SIREP ran faster because residents only need to come to the local village office, so that it can shorten the travel time to come to the Tegal Regency Civil Registry Service. This sped up the service process. In addition to being closer, the queue of applicants at the Tegal Regency Civil Registry Office can also be reduced.

- 2) Innovation and adaptation through online services can increase accessibility, allowing citizens to access services without having to come to government offices.

The implementation of village-level administration services through SIREP by the Civil Registry Office provided services closer to the community. With the opening of population administration services in villages, Tegal Regency residents who live far from the Tegal Regency Civil Registry office do not need to travel far and spend additional costs for transportation.

Therefore, SIREP had increased accessibility, allowing residents to access services without having to come to government offices.

- 3) Innovation enables services that are more responsive and according to community needs.

Public complaints regarding the distance of houses were heard by Tegal Regency Civil Registry Service. Hence, to provide innovations that fulfilled the needs of the community, Tegal Regency Civil Registration Service of presented a Population Registration Information System that can provide services closer to the community.

- 4) Innovation can improve the quality of service by utilizing the latest innovations and best practices.

The main concept of SIREP is the systematic registration and recording of births and deaths from villages/sub-districts so that they can be used to calculate the achievement of birth certificate and death certificate ownership. SIREP sends data that has been inputted by village registration officers to Rumah PATEN officers. The data were then checked and submitted by Rumah PATEN officers to submit

TTE to the Civil Registry Service through SIAK. With this lengthy process, the SIREP service can not be said to provide the best practice, because the process is still long and still with a hierarchical system.

- 5) Innovation and adaptation can increase transparency and accountability in the provision of public services, reducing the risk of corruption and abuse of power.

SIREP has not yet shown transparent services. The continued presence of illegal intermediary services in SIREP services showed that transparency and accountability in the provision of public services by Tegal regency Civil Registry Service are still not optimal.

### **B. Inhibiting Factors in Village-Level Administrative Services through SIREP by Tegal Regency Civil Registry Service**

Some inhibiting factors in the implementation of population administration services at the village level through SIREP were:

- 1) Limited human resources

A fundamental and most important aspect in implementing a service is the need for qualified human resources. Balanced quality and quantity will provide high value

in the implementation of public services.

Human resource planning is needed so that the implementation of services can achieve the goals of the service itself. Mathis and Jackson (2001, p. 3) stated that human resource planning is the process of analyzing and identifying the availability of human resource needs so that an organization can achieve the desired target.

In the research findings, verification officers for the SIREP service at the district level were not officers specially placed to handle SIREP but rather Rumah PATEN officers who served population administration services at the district level. Furthermore, there were only one registration officer at each village, so the lack of quantity of human resources affected the service time to the community

## 2) Lack of Service Facilities and Infrastructure at the Village Office

Moenir (2014, p. 197) asserted that facilities are everything that is used, worn, occupied, and enjoyed by employees both in direct relation to work and the smooth running of work. So, if the existing facilities are inadequate, the work or service

will be hindered and this was one of the inhibiting factors in service.

## 3) The public is not aware of the importance of civil documents

The existence of this village-level administrative services aims to increase public awareness in orderly population administration. The government hopes to increase public awareness through the administrative service approach to the village/sub-district level.

## CONCLUSION

Population administration services at the village level through SIREP had provided adequately good services. Based on the benefits of innovation and adaptation in public services according to Bekkers and Homburg, Lee and Kwak, and Margetts et al. (as cited in Utami, 2023), SIREP services fulfilled 3 (three) aspects of a total of 5 (five) benefits of innovation. The following are the benefits of innovation and adaptation in public services achieved or fulfilled by Tegal Regency Civil Registry Service:

- 1) Innovation optimized the service process so that it could be completed faster and at a lower cost.
- 2) Innovation and adaptation through online services increased accessibility, allowing citizens to

access services without having to come to government offices

- 3) Innovation allowed for more responsive services that are in accordance with community needs.

Of the 287 villages/sub-districts, 105 of them were able to provide village-level population administration services through SIREP. Inhibiting factors in village-level population administration services through SIREP were due to limited availability of human resources, lack of facilities and infrastructure that can support village-level population administration services through SIREP at the village office, lack of public awareness of the importance of population documents.

Efforts made by the Tegal Regency Civil Registry Service to overcome the obstacles that was found in village-level population administration services through SIREP were by rearranging the composition of employees at Rumah PATEN and adding employees if there was a shortage of human resources, directing the village to procure facilities and infrastructure that are in accordance with service needs in all villages in Tegal Regency, improving and maximizing networks, conducting socialization by delivering services through SIREP to the community through the RT/RW heads, and socializing population administration services through the media.

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