

DOI: <https://doi.org/10.33701/jurnalregistratie.v6i2.4817>

P-ISSN: 2715-5218

E-ISSN: 3026-5622

Available Online at: <http://ejournal.ipdn.ac.id/jurnalregistratie>

Program Studi Kependudukan dan Pencatatan Sipil

Fakultas Perlindungan Masyarakat

Institut Pemerintahan Dalam Negeri



CIVIL DOCUMENT SERVICES THROUGH THE LOAKK (LAHIR OLIH AKTA KARO KK) PROGRAM IN TEGAL REGENCY, CENTRAL JAVA PROVINCE

Devi Yuliyanti Nabila^{1*}, Romi Saputra², Rangga Zanuary³, Fajar Eka Pangestu⁴

Dinas Kependudukan dan Pencatatan Sipil, Kabupaten Tegal, Indonesia¹

Institut Pemerintahan Dalam Negeri, Sumedang, Indonesia^{2,3,4}

Email: deviynabila004@gmail.com, romisaputra@ipdn.ac.id, ranggazanuaryz@gmail.com,
fajarekaa5111@gmail.com

Received: 18-10-2024, Accepted: 19-12-2024; Published Online: 31-12-2024

***Corresponding Author**

ABSTRACT

Tegal Regency has an area of 87,878 hectares with the furthest districts from the government center being Warureja (30 km) and Bumijawa (28 km). As an approach in civil administration service, the Civil Population and Registry Office of Tegal Regency provides the LOAKK (Lahir Olih Akta Karo KK) Program. This research aims to determine and analyze the civil document service through the LOAKK Program, inhibiting factors, and efforts made by the Tegal Regency Civil Registry Office in overcoming existing obstacles. This is a descriptive qualitative research with an inductive approach. The informants and respondents were selected using the purposive sampling technique and the data were collected using observation, interviews, and documentation. The data were analyzed using was reduction, presentation, and drawing conclusions, and then the data was validated using triangulation. Research results indicate that the civil document service through the LOAKK Program has been running for 5 (five) years, but there have been several obstacles from the community and the LOAKK Program staff.

Keywords: Service, LOAKK Program, Civil Documents.

ABSTRAK

Kabupaten Tegal memiliki luas wilayah 87.878 hektar dengan letak kecamatan terjauh dari Pusat Pemerintahan adalah Kecamatan Warureja 30 km dan Kecamatan Bumijawa 28 km. Sebagai bentuk pendekatan pelayanan administrasi kependudukan maka Dinas Kependudukan dan Pencatatan Sipil Kabupaten Tegal memberikan inovasi Program LOAKK. Penelitian ini bertujuan untuk mengetahui dan menganalisis pelayanan penerbitan dokumen kependudukan melalui Program LOAKK (Lahir Olih Akta Karo KK). Faktor-faktor yang menghambat, serta upaya yang dilakukan Dinas Kependudukan dan Pencatatan Sipil Kabupaten Tegal dalam mengatasi hambatan yang ada. Pendekatan yang digunakan dalam penelitian ini adalah metode kualitatif yang bersifat deskriptif dengan pendekatan induktif. Penentuan informan dan responden dalam penelitian ini menggunakan Teknik *purposive sampling*, dengan teknik

pengumpulan data yang digunakan adalah observasi, wawancara, dan dokumentasi. Teknik analisis data yang digunakan adalah reduksi, penyajian, dan penarikan kesimpulan serta untuk menguji keabsahan data penelitian ini menggunakan triangulasi. Hasil penelitian ini menunjukkan bahwa pelayanan penerbitan dokumen kependudukan melalui Program LOAKK sudah berjalan selama 5 (lima) tahun namun dalam pelaksanaannya terdapat beberapa kendala yang datang dari masyarakat maupun pegawai dari pelaksana Program LOAKK.

Kata Kunci: Pelayanan, Program LOAKK, Dokumen Kependudukan

INTRODUCTION

The government's role for the community is to provide public services in the form of laws and regulations and other services to meet the needs of the community. Therefore, service is essential in the sustainability of community life and is a benchmark for government performance.

Based on Law Number 25 of 2009 concerning Public Services (Undang-Undang Nomor 25 Tahun 2009 Tentang Pelayanan Publik, 2009), public services refer to a number of activities in providing goods, services, and/or administrative services to all citizens and residents in accordance with laws and regulations. Furthermore, in Article 5, the scope of public services includes public goods and public services as well as administrative services regulated in laws and regulations.

The government is responsible for administrative services to fulfill the community's needs related to the issuance of civil documents to realize legal protection for each individual. One form of

administrative services is by issuing of civil documents.

Article 1 Paragraph 8 of Law Number 24 of 2013 concerning Amendments to Law Number 23 of 2006 concerning Civil Administration (Undang-Undang Nomor 24 Tahun 2013 Tentang Perubahan Atas Undang-Undang Nomor 23 Tahun 2006 Tentang Administrasi Kependudukan, 2013) states that civil documents are authentic evidence obtained from civil registry services and are official documents issued by implementing agencies that have legal force. It is stated that Household Membership Cards (*Kartu Keluarga/KK*), Identification Cards (*Kartu Tanda Penduduk/KTP*), Birth Certificates (*Akta Kelahiran*) and Civil Registration Certificates (*Akta Pencatatan Sipil*) are examples of civil documents that are proof of the government's responsibility to provide legal protection for the dignity, property, and identity of each individual. Based on the data from Civil Registry Office of Tegal Regency, the number of citizens that have acquired LOAKK (*Lahir*

Olih Akta Karo KK) documents, namely Birth Certificates, Household Membership Cards, and Child Identification Cards (*Kartu Identitas Anak/KIA*), has almost met the national target. However, the issuance of KIA has not yet met the target.

In 2017, birth certificate ownership in Tegal Regency reached 78.89% with a target of 80%. Meanwhile, KK ownership reached 84.02% with a target of 85%. Furthermore, KIA ownership was 3,052, equal to 39% of the number of new births in Tegal Regency. This shows that the people of Tegal Regency tend to pay more attention to birth certificates and KK and ignore KIA.

Many factors influenced the failure to achieve the target of civil documents in Tegal Regency. Many people in Tegal Regency are not aware of the importance of civil documents. Another reason is the distance between their residences and the Tegal Regency Civil Registry Office is far and varied. It is noted that the furthest district from the Tegal Regency Civil Registry Office is Warureja District with a distance of 42 km.

The LOAKK program is an innovation designed to accelerate the issuance of civil documents and improve the quality of civil administration services for the community. Based on Tegal Regent Regulation Number 24 of 2017 concerning

Online Civil Administration Services at Hospitals, Health Centers, and Maternity Service Units in Tegal Regency (Peraturan Bupati Tegal Nomor 24 Tahun 2017 Tentang Pelayanan Administrasi Kependudukan Secara Online Di Rumah Sakit, Puskesmas Dan Unit Pelayanan Persalinan Di Kabupaten Tegal, 2017), residents with cases of birth or death at hospitals, health centers, or maternity service units in Tegal Regency can use online civil administration services at hospitals and maternity service institutions. The LOAKK program is made by the Tegal Regency Government implemented through the Tegal Regency Civil Registry Office for all Tegal Regency residents so that they can acquire three documents, namely Birth Certificate, KK, and KIA with only one registration. Figure 1 presents the number of civil administration achievements through the Tegal Regency LOAKK Program.



Source: Tegal Regency Government Public Relations

Figure 1.
The Number of LOAKK Civil Administration Documents Issued

Based on Figure 1, the number of civil administration documents such as Birth Certificates, changes to KK, and KIA issued by the Tegal Regency Civil Registry Office through the LOAKK service for newborns made before 60 days of age shows an increase. In 2017, the number of documents issued through LOAKK reached 1,714 documents and then increased in the following years. In 2018, the number of birth documents recorded reached 10,903, with only 4,911 documents through the LOAKK Program. In 2019, the total number was 13,461 birth documents and only 5,303 (39.40%) were issued through the LOAKK Program. Next, in 2020, the total number was 13,369 documents, with only 4,040 (36.73%) documents issued through the LOAKK Program. The data showed that the achieved LOAKK civil documents issued was still low compared the total civil documents recorded at the Tegal Regency Civil Registry Office.

The LOAKK Program has been running from 2017 and was updated in 2019 with additional issuances of KIA. Based on the data, the achievement of civil documents issuances through the LOAKK Program at the Tegal Regency Civil Registry Service from 2017-2020 was still low compared to the total civil document issuances. The LOAKK service is hoped to

be able to accelerate and facilitate the process of issuing civil documents. However, this service still faces obstacles both internally and externally. Therefore, this research aims to find out the inhibiting factors and efforts to be made to improve the LOAKK Program.

THEORETICAL REVIEW

1. Service

Service is an activity that has two criteria: intangible and simultaneity (Silalahi & Syafri, 2015). Intangible means that the result of a service is not a transfer of ownership, but a process or action. While simultaneity is intended as a realization of one service including the presence of the provider. Service requires cooperation between the service provider and the individual receiving the service so that satisfaction can be achieved. Sinambela (2018, pp. 5–6) defined public service as a manifestation of efforts to fulfill the desires and needs of the community provided by state administrators. Satisfying the community is theoretically the basic goal of public service. The purpose of public service is to provide services that can fulfill all community interests or public services for all needs related to administration and government. The quality of service that meets the needs and desires of the

community must be the goal of the government (Shidiqoh & Putri, 2023).

Sinambela (2018) defined that public service is a manifestation of efforts to fulfill the desires and needs of the community provided by state administrators. The main objective of public service is to satisfy the public with the services provided by state administrators. Public satisfaction with the services provided by state administrators can be seen from the following service dimensions:

- 1) Transparency: the services provided are easy, accessible, and known to the public who need them and are provided adequately and easily understood.
- 2) Accountability: the services provided can be accounted for based on the provisions of laws and regulations.
- 3) Conditional: the services provided are in accordance with the conditions and capabilities of the recipient and service provider by adhering to the principles of efficiency and effectiveness.
- 4) Participatory: the services provided encourage community participation by considering the needs, opinions, and expectations of the community.
- 5) Equal rights: the services provided do not discriminate the recipient of the service, especially in terms of ethnicity, religion, race, social status, and so on.

- 6) Balance between rights and obligations: the services provided must be fair and must fulfill the rights and obligations of each party.

2. LOAKK Program (*Lahir Olih Akta Karo KK*)

LOAKK (*Lahir Olih Akta Karo KK*) is a service program implemented by the Tegal Regency Civil Registry Service in collaboration with hospitals, health centers, and maternity service units in Tegal Regency and its surroundings. A program is a specific entity or series of actions that can be referred to as a system, in which a series of operations are carried out repeatedly, not just once. This program started in 2017 by issuing Household Membership Cards (*Kartu Keluarga/KK*) and Birth Certificates for applicants and then changed in 2019 by adding the Child Identity Card (*Kartu Identitas Anak/KIA*).

This service program involves hospitals or health centers as collectors of required files to be submitted to the Tegal Regency Civil Registry Office. The documents which will then be given back to the hospital or health center to be distributed to the applicants. The purpose of LOAKK program is to accelerate and facilitate civil administration services, especially the registration of newborns to obtain the child's identity card and to change to family data.

3. Birth Certificate

Based on Article 1 Paragraph (7) of the Minister of Home Affairs Regulation Number 9 of 2016, a birth certificate is a letter issued by an authorized official to provide legal certainty for a person. A birth certificate is a valid and authentic proof of identity that every individual must have. A birth certificate is a civil document containing data on a person's birth history issued by an authorized agency, namely the Civil Registry Office at the Regency/City level.

According to Siswosoediro (2008, p. 15), a birth certificate is a piece of paper issued by a Civil Registry Office containing details about the identity of a child born, including name, date of birth, names of parents, and signatures of authorized parties. Siswosoediro also stated the function of a birth certificate as one of the civil documents:

- 1) It shows the legal relationship of the child with his/her parents before the law because the certificate contains the names of the father and mother;
- 2) It is proof of citizenship and identity from the beginning of the child's birth and is recognized by the state. With this birth certificate, the child is legally entitled to receive protection of his/her citizenship rights.

Siswosoediro (2008, p. 15) asserted that a birth certificate is valid evidence to show a person's legality which is useful in making KTP/KK, passport, driver's license; registering or applying for education, scholarship, marriage, divorce, adoption, hajj pilgrimage, work; managing insurance, inheritance rights, family benefits, managing pensions; reporting lost children/person; and using voting rights.

4. Household Membership Card

Law Number 24 of 2013 concerning Amendments to Law Number 23 of 2006 concerning Civil Administration (Undang-Undang Nomor 24 Tahun 2013 Tentang Perubahan Atas Undang-Undang Nomor 23 Tahun 2006 Tentang Administrasi Kependudukan, 2013) states that a Household Membership Card (*Kartu Keluarga*/KK) is a family identity card containing data on names, family structure, and relationships, as well as the identities of family members. The card contains the Membership Card Number, Identification Number (*Nomor Induk Kependudukan*/NIK), sex, full names of family members, marital status, and so on.

5. Child Identity Card

The Regulation of the Minister of Home Affairs of the Republic of Indonesia Number 2 of 2016 concerning Child

Identity Cards Article 1 paragraph (7) states that the Child Identity Card (*Karti Identitas Anak/KIA*) is the official identity of a child as proof of a child who is under 17 years old and unmarried, issued by the Regency/City Civil Registry Office. The government issues KIA to improve data collection, protection, and public services as well as to provide protection and fulfillment of the constitutional rights of citizens.

RESEARCH METHOD

This research uses an empirical descriptive qualitative approach with data collection techniques using observation and documentation, so that the data produced is accurate and intended to provide a clear picture of the problems being studied.

RESULTS AND DISCUSSION

1. Data of Civil Documents Service through the LOAKK Program

Civil documents are official documents issued by the Civil Registry Office of the Regency/City which have legal force as authentic evidence. Every individual in a country is required to have civil documents as proof of identity to be protected and recognized by a country. The LOAKK Program (*Lair Olih Akta Karo KK*) is a civil document issuance

service package program in which the Tegal Regency Civil Registry Office collaborates with a total of 37 health centers/hospitals/maternity units in Tegal Regency.

The purpose of LOAKK program is to accelerate and facilitate civil administration services, especially registration of newborns, obtaining children's identity cards, and changing family data. The program was created to reduce problems caused by the distance between residents' homes and the Tegal Regency Civil Registry Office.

In the Tegal Regent Regulation Number 24 of 2017 concerning Online Civil Administration Services in Hospitals, Health Centers, and Maternity Service Units in Tegal Regency (Peraturan Bupati Tegal Nomor 24 Tahun 2017 Tentang Pelayanan Administrasi Kependudukan Secara Online Di Rumah Sakit, Puskesmas Dan Unit Pelayanan Persalinan Di Kabupaten Tegal, 2017), the purpose of online civil administration services in hospitals, health centers, and maternity service units is to synergize programs, coordination, and cooperation to accelerate civil administration services in Tegal Regency. The Tegal Regency Civil Registration Office collaborates with a total of 37 hospitals/health centers/maternity units in Tegal Regency

to support the implementation of the LOAKK Program. The hospitals/health centers/maternity units in Tegal Regency that collaborate with the Civil Registration Office to implement the program are: Dr. Soesilo Regional Hospital, Slawi; Suradadi Regional Hospital; Mitra Siaga Hospital, Kramat; Harapan Sehat Hospital, Slawi; Muhammadiyah Hospital, Singil, Adiwerna; Kasih Ibu Hospital, Tegal City; Pala Raya Hospital, Mejasem, Kramat; Hawari Essa Hospital, Kajen, Lebaksiu; Harapan Sehat Hospital, Jatibarang, Brebes; Adiwerna Health Center; Bangungalih Health Center; Bojong Health Center; Bumijawa Health Center; Dansari Health Center; Dukuhturi Health Center; Dukuhwaru Health Center; Jatibogor Health Center; Jatinegara Health Center; Kalibakung Health Center; Kambangan Health Center; Kedungbanteng Health Center; Kesambi Health Center; Kesamiran Health Center;

Karamat Health Center; Kupu Health Center; Lebaksiu Health Center; Margasari Health Center; Pagerbarang Health Center; Pagiyantén Health Center; Pangkah Health Center; Penusupan Health Center; Slawi Health Center; Talang Health Center; Tarub Health Center; Warureja Health Center; Baki Sjakir Clinic, Tegal City; and Mitra Bunda Clinic, Pecabean.

Based on observations at the Tegal Regency Civil Registration Office and several maternity units, there were differences in the applicants at each health center and maternity unit in each district. This was due to the public's interest in several maternity service units based on medical service factors in each hospital/health center/maternity unit. The data obtained regarding applicants for the LOAKK Program from seven maternity units in Tegal Regency is presented in Table 1.

Table 1.
The Number of LOAKK Program Applicants at 7 Maternity Units in Tegal Regency in 2019-2022

No.	Maternity Unit	2019	2020	2021	2022
1.	Singkil Hospital	307	466	1028	720
2.	Adiwerna Health Center	178	171	76	72
3.	Lebaksiu Health Center	551	496	220	229
4.	Palaraya Hospital	563	477	407	438
5.	Slawi Health Center	189	131	93	47
6.	Soesilo Regional Hospital	50	4	43	176
7.	Warureja Health Center	89	530	168	140

Source: Tegal Regency Population and Civil Registry Service

Based on Table 1, the number of applicants for the LOAKK Program in Tegal Regency in 2019-2022 varied between maternity units. The difference was due to several factors related to the quality of medical personnel services. Facilities and infrastructure from hospital/health center facilities also influenced the community's considerations.

In implementing the LOAKK application, there are several requirements, namely (1) the original copy of the Household Membership Card (*Kartu Keluarga*/KK); (2) a photocopy of the electronic Identification Card of both parents of the newborn child; (3) a photocopy of the marriage certificate, which had been legalized by the local Religious Affairs Office; (4) a photocopy of the electronic Identification Card of 2 witnesses; (5) birth statement from the hospital/health center/maternity clinic; (6) the child's name is written by the parents themselves; (7) a statement of absolute

responsibility regarding the truth of the birth (if necessary).

In the service flow, applicants for the LOAKK program submit requirements at hospitals/health centers/maternity clinics that have collaborated with the Tegal Regency Civil Registry Office. Next, medical personnel at the hospitals/health centers/maternity clinics bring the application files to the Tegal Regency Civil Registry Office. The minimum service standard is at least 7 days to process civil documents. However, if there are no obstacles related to errors in the required documents, then the LOAKK Program civil administration can be completed within 3 working days and no later than 15 working days.

Furthermore, after the civil administration work process is complete, the issued civil documents can be brought back by the medical personnel responsible for the LOAKK Program. Applicants for civil administration through the LOAKK Program can pick up their civil documents at the maternity unit where they applied.

Table 2.
The Number of LOAKK Civil Administration Documents

No.	Year	Number of Documents
1.	2017	1,714
2.	2018	4,911
3.	2019	5,303
4.	2020	4,040
5.	2021	5,569
6.	2022	6,283

Source: Tegal Regency Population and Civil Registry Service

In Table 2, it can be seen that there has been an increase in the number of civil documents through the LOAKK Program. In 2017, which was the beginning of the LOAKK service, there were only 1,714 documents issued. However, in 2022, 6,283 civil documents were issued by the Tegal Regency Civil Registry Service.

According to Sinambela (2018) theory, the definition of public service is a manifestation of efforts to fulfill the desires and needs of the community provided by state administrators. Public satisfaction with the services provided by state administrators is seen from the following service dimensions (Sinambela, 2018):

a. Transparency

A service must be transparent, which means that the entire service process is clear and open. Civil administration services at the Civil Registration Office of Tegal Regency through the LOAKK Program are implemented transparently. The program prioritizes prohibiting illegal levies that may be conducted by medical personnel or parties from the Tegal Regency Civil Registration Office, and also the wide distribution of information or socialization related to the LOAKK Program for all people of Tegal Regency.

b. Accountability

The implementation of the LOAKK Program by the Tegal Regency Civil
Jurnal Registratie 6 (2), Agustus 2024: 90-103

Registration Office is the responsibility of authorized implementing officers. The form of accountability in this aspect is that LOAKK Program officers properly serve the community from the beginning of document registration to the issuance of documents. Therefore, the people should be satisfied with the LOAKK Program. The level of success of public service accountability is based on those who participate in supervision and have a great sense of responsibility for the common interest.

The implementation of civil administration services in Tegal Regency through the LOAKK Program has been running in accordance with the existing standard operating procedure. The target of the LOAKK Program is clearly intended for married couples whose wife have just given birth and register no later than 60 days after giving birth.

c. Conditional

Sinambela (2018) stated that conditional means that the services provided are in accordance with the conditions and capabilities of the recipient and service provider by adhering to the principles of efficiency and effectiveness. Furthermore, regarding the LOAKK Program in this aspect, the Program has run in accordance with the conditions: the Tegal Regency Civil Registry Office,

acting as a service provider, provides efficient and effective services by making it easier for the community as service recipients to take care of civil administration documents without having to come to the Civil Registry Office.

With the is LOAKK Program, mothers who have just given birth can immediately take care of their child's birth documents from the maternity unit and will receive documents that have been issued at the maternity unit as well. It is concluded that the LOAKK Program has fulfilled Sinambela (2018) conditional aspects.

d. Participatory

In the participatory dimension (Sinambela, 2018), community participation or two-way communication can be created from the service providers, in this case the Tegal Regency Civil Registry Office, with the community, or referred to as service recipients.

Based on observation results at the Tegal Regency Civil Registry Office, the participatory dimension has not been seen in the LOAKK Program implementation. The LOAKK Program had been socialized, however it had not been evenly distributed to all communities in Tegal Regency. In addition, the Tegal Regency Civil Registry Office have also put up banners at every maternity unit collaborating with the Tegal Regency Civil Registry Office to announce

the program and to inform the registration procedures for civil administration documents.

As a follow-up to this phenomenon, the LOAKK Program officers at the maternity units provided education and reintroduced the LOAKK Program to parents who was about to give birth.

From this situation, it can be said that the participatory dimension was not fulfilled because community participation has not been achieved.

e. Equal rights

Equal rights means that the services provided do not discriminate the recipient of the service, especially in terms of ethnicity, religion, race, social status, and so on. The Tegal Regency Civil Registry Office has provided the community with equal rights without any discrimination in social status, ethnicity, race, or religion. The LOAKK Program has run properly without differentiating the background of the applicant for civil administration documents. This has also convinced the public that the services of the Civil Registry Office are transparent.

Based on observation results, it can be said that the services of the Tegal Regency Civil Registry Office through the LOAKK Program have run in accordance with the equal rights dimension.

f. Balance between rights and obligations

In terms of public services, fulfilling rights and obligations is not only carried out by the service provider but also by the recipient of the service. For example, in civil administration services, applicants are required to provide the required documents when taking care of civil administration.

Based on observation results, it was found that people often did not submit the required documents for civil administration. The requirements to apply for civil administration through the LOAKK Program include a photocopy of KK, birth certificate, a photocopy of marriage certificate, and a photocopy of the parents' KTP. However, people often submit incomplete requirements. This of course hindered the service process because officers need to wait for the applicant to complete the required files. Based on this explanation, the LOAKK Program service has not shown the dimension of equal rights and obligations.

2. Inhibiting Factors of Civil administration Services through the LOAKK Program in Tegal Regency

Based on observations in the field, several inhibiting factors of civil administration services through the LOAKK Program was found. One factor

Jurnal Registratie 6 (2), Agustus 2024: 90-103

was the internet connection problem in the office that disrupted the services. Maintenance of the centralized SIAK server could at times be an obstacle in the services.

Another factor that influenced the implementation of the LOAKK Program service was the uneven distribution of program information. The LOAKK Program is aimed at mothers who have just given birth in hospitals/health centers/maternity units that collaborate with the Tegal Regency Civil Registry Office, so that they can immediately take care of civil administration for newborns at the hospital/health center/unit. However, this service was not well socialized to the entire community in Tegal Regency, so that many people were still unfamiliar with this LOAKK service.

The next factor was the officers' lack of attention to detail of officers in carrying out this LOAKK service. Several times, it was found that many people still come to the Civil Registration Office to pick up their documents which was processed through the LOAKK Program. This incident was allegedly due to the lack of thoroughness of Civil Registration officers and medical personnel in handing over issued civil documents.

3. Efforts of the Tegal Regency Civil Registration Office in Resolving the Obstacles of LOAKK Program

Collected data showed that the implementation of civil administration services through the LOAKK Program has been running well since 2017 and is still running smoothly. This can be proven from the number of new birth registrations each year which continues to increase and the number of late birth reports has begun to decrease.

The implementation of the LOAKK Program has been running for 6 years since it started in 2017. This program has helped many residents whose home are relatively far from the Civil Registry Office. However, over time, it is undeniable that several obstacles still arise so evaluation and efforts are needed to improve and optimize this ongoing program.

Therefore, the Tegal Regency Civil Registration Office has made efforts to overcome or minimize existing obstacles. The Office also collaborates with Hospitals/Health Centers/Maternity Units in Tegal Regency to overcome the obstacles. The efforts are as follows.

1. Empowering young medical personnel and adding employees if Human Resources are urgently needed;
2. Conducting socialization through digitalization and direct face-to-face

meetings with the community, especially the targets of the LOAKK Program, namely married couples who are about to give birth;

3. Improving and maximizing the internet network at the Tegal Regency Civil Registration Office;
4. Conducting cross-checks when handing over issued civil documents from the Civil Registry Office employees to the medical personnel on duty.

CONCLUSION

Civil documents services through the LOAKK Program in Tegal Regency have been running effectively. Based on the Sinambela's (2018) six dimensions of public satisfaction regarding public services provided by the Tegal Regency Civil Registry Office through the LOAKK Program, only 4 dimensions have been fulfilled, namely transparency, conditional, accountability, and equal rights. Meanwhile, the other two dimensions have not been fulfilled and require follow-up, namely participatory and balance between rights and obligations. The failure to achieve satisfaction was due to the lack of optimal role of the community. Some Tegal Regency residents were not yet aware of civil administration, seen from their lack of understanding regarding the types of civil documents that the community needs to

have. Another factor was that Tegal Regency residents only took care of civil documents that were lacking or had errors when they were needed. Furthermore, in its six years of running, the LOAKK Program has several obstacles that are (1) the lack of availability of human resources; (2) no socialization of the LOAKK Program which resulted in the slow increase of the number of applicants; and (3) the requirements submitted by applicants were incomplete, which often hampered the service process. However, in facing these obstacles, the Tegal Regency Civil Registry Service and hospitals/health centers/maternity units have made several efforts including empowering medical personnel aged 23-30 years, conducting socialization of the LOAKK Program, and improving the performance in checking applicant administration before submitting the civil documents.

REFERENCES

- Peraturan Bupati Tegal Nomor 24 Tahun 2017 Tentang Pelayanan Administrasi Kependudukan Secara Online Di Rumah Sakit, Puskesmas Dan Unit Pelayanan Persalinan Di Kabupaten Tegal (2017).
- Shidiqoh, A. W., & Putri, N. A. (2023). Pelayanan akta kematian melalui inovasi Peti Megatruh pada Dinas Kependudukan dan Pencatatan Sipil Kabupaten Kebumen. *Jurnal Registratie*, 5(2), 104–119. <https://doi.org/10.33701/jurnalregistratie.v5i2.3700>
- Silalahi, U., & Syafri, W. (2015). *Desentralisasi dan Demokrasi Pelayanan Publik: Menuju Pelayanan Pemerintah Daerah Lebih Transparan, Partisipatif, Responsif dan Akuntabel*. IPDN Press.
- Sinambela, L. P. (2018). *Reformasi Pelayanan Publik*. Bumi Aksara.
- Siswosoediro. (2008). *Mengurus Surat Kependudukan (Identitas Diri)*. Visimedia.
- Undang-Undang Nomor 24 Tahun 2013 Tentang Perubahan Atas Undang-Undang Nomor 23 Tahun 2006 Tentang Administrasi Kependudukan (2013).
- Undang-Undang Nomor 25 Tahun 2009 Tentang Pelayanan Publik (2009).