

Quality of Public Service in the Middle of Covid-19 Pandemic at the Office of Population and Civil Registration Gowa District

Irham¹, Sartika Dwi Hardiyanti²

^{1,2}Politeknik LP3I Makassar, Indonesia

irhamsospol@gmail.com, sartikadwihardiyanti@gmail.com

Abstract

This study was compiled to find out how the quality of public services at the Population and Civil Registration Office during the Covid-19 pandemic in Gowa Regency. This study used descriptive qualitative method. Collecting data through observation, interviews, documentation, and literature study. Service quality in this study focused on the dimensions of Realibility, Responsivness, Tangible, Assurance, and Empathy. The results showed that the quality of public services at the Office of Population and Civil Registration, Gowa Regency, which was carried out in the midst of the Covid-19 pandemic, was considered quite good. Although public services are carried out with limitations due to the COVID-19 pandemic, the community is still well served. The ability of employees who serve well even with strict health protocols, are responsive to providing information to the public, facilities and infrastructure that conform to health protocols but still make the community comfortable, guarantee clear time and costs, and friendly and courteous service. Public services are carried out with strict health protocols, carried out online and offline so that people get quality services.

Keywords

public services, covid-19
pandemic, e-KTP, gowa
regency



I. Introduction

The government is essentially a public servant, so it has the responsibility to meet the needs of the community through public services and national development (Ibrahim & Pangkey, 2021). National development is essentially a complete human development and the development of all Indonesian people (Tahir et al., 2019). Basically, national development in public services involves a broad dimension as it relates to the fulfillment of public goods and public services. Service activities in the contemporary era are one of the main demands of the public in the administration of government. This is inseparable from the vital function of service in the administration of government, both at the central and regional levels. One form of public service related to the fulfillment of citizens' rights is population administration services. E-KTP, Family Card, Birth Certificate, Death Certificate, etc. are resident documents containing personal identification information issued by the state that is valid throughout Indonesia (Yusfiah, 2021).

The reference for the quality of the implementation of public services is based on the Regulation of the Minister for Empowerment of State Apparatus and Bureaucratic Reform Number 16 of 2014 concerning Guidelines for Public Satisfaction Surveys on the Implementation of Public Services of the Republic of Indonesia. The scope includes requirements, procedures, service time, fees or tariffs, product specifications for types of services, implementing behavior, handling complaints, as well as suggestions and input. The

indicator of fees or tariffs for population administration services is omitted because based on Law number 24 of 2013 it is stated that the issuance of population documents is free of charge (Yusfiah, 2021; Nurdin, 2019). However, since the outbreak (Pandemic) of a viral disease called Corona Virus Disease 19 (Covid-19) in Indonesia in early March 2020, all community activities have been restricted, Large-Scale Social Restrictions (PSBB), which are the policies of the central and regional governments to suppress the spread of Covid-19, have not been fully effective. The limitation of community activities also has an impact on public service activities. All regions in Indonesia are forced to limit government activities and community activities both social and physical, including Gowa Regency, an area directly adjacent to Makassar City and becoming the second highest Covid-19 spread area after Makassar City outside Java (Ibrahim & Pangkey, 2021; Purwaningtyas, 2021).

COVID-19 is a global health problem including Indonesia. This was initiated from the information of the World Health Organization (WHO) on 31 December 2019 there was a case of a cluster of pneumonia with a new etiology in Wuhan City, Hubei Province, China and later expanded beyond China. On 30 January 2020, COVID-19 was set to become the public health Emergency of International Concern (PHEIC). On 11 March 2020, COVID-19 was designated as a pandemic. (Susilawati, et al. 2020)



Source: Researcher from Wordclouds, 2021

Figure 1. Identification & Analysis of Research Problems

The Covid-19 pandemic, which has had a significant impact on world changes ranging from economic, social and daily life aspects, almost nothing can escape the emergence of the Covid-19 virus, including public services, so that public service restrictions are imposed. (Yusfiah, 2021; Purwaningtyas, 2021). The Gowa Regency Population and Civil Registry Service related to the Covid-19 outbreak, government officials of course in public services follow the direction of the central government by implementing health protocols, such as service restrictions, social distancing and mandatory wearing of masks. However, the service provided to the community using the service is indicated to be still low. Infrastructure facilities have not been optimally used during the pandemic at the sub-district office. In addition, there is a lack of officers at the Gowa Regency Population and Civil Registry Office. The service period is slow, when the community takes care of the cover letter for the ID card, the manufacturing process does not match the specified time period. In addition,

regarding the friendliness of employees at the Gowa Regency Population and Civil Registry Service to service users who come. The unfriendliness is when employees who do not smile to service users, officers who chat with other officers who talk about problems that are not related to service and do not directly respond to service. Fair and quality treatment for the community should be an absolute obligation that must be given by government officials.

As a result of the Covid-19 Pandemic, the Gowa Regency Government was forced to limit services to the community. One of the services affected by this restriction is the service at the Department of Population and Civil Registration (DUKCAPIL). The Covid-19 pandemic has an impact on the quality of population administration services at the Gowa Regency Dukcapil Office. Although there are activity restrictions, it does not stop population administration services at the Gowa Regency Population and Civil Registry Service, innovations are carried out by the government in order to realize quality public services. One form of innovation carried out by the Dukcapil Service is the processing of documents through online. For people who have population service needs, simply contact the contact (Call center) and no longer need to go to the office to prevent crowds. Head of the Gowa Regency Dukcapil Service, Ambo, said this service was carried out so that the community could still be served even though the current condition was in the Covid-19 pandemic. Public service innovation in the midst of a pandemic is absolutely necessary, considering that public services must not stop.

II. Research Methods

This study used descriptive qualitative method. Observations and interviews were carried out by implementing strict health protocols, so that apart from limited face-to-face meetings, they were also conducted online by telephone. Other data and facts are also obtained through library research by studying, reading, studying books, journals, official documents and other relevant data sources so as to produce qualified research. Once obtained, the data is then analyzed and interpreted as developed by Miles, Huberman & Saldana (2014) with the stages of data reduction, data presentation, data verification, to produce conclusions in the form of new findings that will be useful for readers. In this study, the informants interviewed were employees of the Department of Population and Civil Registration, Gowa Regency and the people who carry out population administration management activities.

III. Result and Discussion

The spread of the COVID-19 virus outbreak throughout Indonesia has a direct impact on public services and affects the quality of public services. Therefore, in this study, researchers examined the quality of public services in the midst of the Covid-19 Pandemic at the Office of Population and Civil Registration, Gowa Regency based on research conducted by Sutopo & Kumoro (2017) by looking at 5 (five) dimensions, namely: Realibility (Reliability), Responsivness, Tangible, Assurance, and Empathy, all of which are stated as follows (Sutopo & Kumoro, 2017).

3.1. Dimensions of Reality

The reliability dimension is the ability to provide services to customers as promised, accurate, and reliable. Performance in accordance with customer expectations. Every service requires a reliable and accurate form of service. Every employee who provides services is

expected to have the ability in knowledge, expertise, professionalism, independence, and high work mastery, so that the service activities carried out produce a form of service that satisfies

customers, without any complaints and excessive impressions of the services received by the community (Parasuraman). : 2001).

The essence of service reliability is that every employee has reliable capabilities, knows the ins and outs of work, knows work procedures, and corrects deviations that are not in accordance with work procedures. From the results of research conducted by the author, the reliability and ability of employees at the Department of Population and Civil Registration, Gowa Regency, in providing services to the community, employees of the Population and

Civil Registration Office, Gowa Regency, are skilled, given education and training before engaging in serving community, so that in serving the community in taking care of things in this office it is very reliable.

From the results of this study, it can be seen that all civil servants who provide services to the community have received education and training so that they are well established in carrying out their duties. Furthermore, the research results obtained by the author, community service users at the Office of Population and Civil Registration, Gowa Regency. Pretty good service. Despite the COVID-19 pandemic, this does not reduce the quality of its services. The employees are also quite agile and reliable. Based on the results of research with the community, it can be seen that the reliability of employees in carrying out public services at the Office of Population and Civil Registration, Gowa Regency is quite qualified. Employees continue to provide quality services even though the current spread of the COVID-19 virus is still quite high in Indonesia.

During this COVID-19 pandemic, services at the Population and Civil Registration Office, Gowa Regency are carried out with an online and offline system. To get services such as making an electronic ID card, the public is required to register first through the Whatsapp application, then upload the necessary documents as administrative completeness, then wait for confirmation when the applicant can come to the office to collect his electronic ID card. The results of the research conducted by researchers found, To get an electronic ID card issuance service, the public must previously register via the WhatsApp application, then later they will be asked to upload the required documents. Previously, this activity was carried out manually and face-to-face, but when COVID-19 spread, it was carried out online.

The results of the study indicate that although the spread of the COVID-19 outbreak is still happening, public services, especially the making of electronic ID cards, must continue to run, because it is the basic right of citizens to obtain population administration services in the form of electronic ID cards. This is in accordance with the data on the recapitulation of the results of the population registration service and the civil registry of the Gowa Regency Population and Civil Registration Service in Table 1 below:

Table 1. Recapitulation of Results of Population and Civil Registration Services for Gowa Regency 2020

No	Information	Number of Services
1	Population Biodata Publishing	16,434
2	Family Card Issuance	51,541
3	Issuance of e-KTP	90,756
4	KTP-el recording	26,331
5	Issuance of Transfer Letter (SKPWNI)	5,790
6	Issuance of Birth Certificate	22,132
7	Issuance of Dead Deed	2,271
8	Issuance of Marriage Certificate	25

9	Issuance of Divorce Deed	10
10	KIA Publishing	28.064
11	Population Movements Moving Between Regencies and Provinces	22,589
12	Population Movements Arriving Between Regencies and Provinces	12.841
TOTAL		278,784

Source: Department of Population and Civil Registration Kab. Gowa (2020), 2021

Therefore, it can be concluded that, although the COVID-19 outbreak is still spreading, public services, especially the issuance of electronic ID cards, must continue to run. With the reliability of employees in providing information and communicating with the public, public services will run smoothly. The dimension of reliability is very influential on the quality of public services, especially in the midst of this Covid-19 pandemic, activities are very limited by health protocols, so that employee reliability is needed in providing quality public services.

3.2. Dimensions of Responsivness

The quality of service is strongly influenced by the responsiveness of the waiter in providing information to customers/society. From the results of research conducted by the author in providing services, especially electronic ID card services, employees are given previous training so that if a problem occurs, it will immediately respond. In addition, the people of Gowa Regency initially did not know how to register online, but because the process of finding out the community by asking their employees was then taught how to send files, so my ID card was completed quickly. I think it's still the same as before, coming to the office with files and then being served, now because of covid-19, everything is on HP.

From other results, the authors conclude that the preparedness of the employees of the Office of Population and Civil Registration, Gowa Regency, in dealing with problems that will occur in the community when they will get services that are currently online and offline is very good. This preparedness gives satisfaction to people who get services, so that people feel comfortable and safe in obtaining services, especially electronic ID card services.

The attitude of preparedness and responsiveness of the Office of Population and Civil Registration Office of Gowa Regency improves the quality of public services, so that the public is satisfied with the services they receive. This response is very important, because during the Pandemiccovid-19 Today, the service system has changed a lot. If before the pandemic, service activities can be carried out by meeting directly with employees, and the documents needed are only limited to physical collection, but after the Pandemiccovid-19 In this case, activities have changed following the health protocol by reducing face-to-face meetings with the community. So that employees and the public are required to adapt as quickly as possible to the state of service, which is mostly done online.

The results of the study found by researchers, suggest that during the Pandemiccovid-19 At this time, people who register to get an electronic ID card are limited to a maximum of 40 people every day. If it is past that, then the community will be served the next day. In every day, we only serve a maximum of 40 people with electronic ID cards, this limitation is due to the epidemiccovid-19. Therefore, the public must be served quickly, register and upload documents quickly, because it will affect the speed of service time.

From the findings of researchers in the field, it is concluded that public services in the midst of a pandemic covid-19 at the Office of Population and Civil Registration, Gowa Regency has good quality in terms of dimensions responsiveness (responsiveness), this is evidenced by the preparedness and responsiveness of employees to resolve problems that arise due to changes in service processes due to the Pandemic covid-19 this.

3.3. Tangible Dimensions (Intangible)

Good service is a service that is able to provide satisfaction to its customers, one form of good service is the availability of good facilities and infrastructure to support service activities. Physical evidence in service quality is actual physical actualization that can be seen or used by waiters in accordance with their use and utilization which can be felt to help services received by the community. In providing services, the people served feel the importance of physical evidence so that the services provided provide satisfaction.

To find out this Tangible dimension, from the findings obtained by researchers in the field. In doing service, appearance is the main thing. All employees of the Department of Population and Civil Registration, Gowa Regency, carry out mandatory services to comply with health protocols by wearing masks, keeping a distance, and not crowding. Every employee must display an attractive appearance while still prioritizing quality service.

Based on the researcher's findings, it can be seen that since the spread of the COVID-19 outbreak in Indonesia, services that were previously carried out with mediocrity, must now prioritize strict health protocols. Health is very important, although services must also continue to run. The quality of human resources must be good, and must also reflect the attitude of supporting government programs in preventing the transmission of the COVID-19 outbreak by implementing health protocols in every service activity.

In addition to the quality of human resources, quality supporting services are also needed, such as clean rooms, the availability of adequate facilities such as the availability of computers, air conditioners, and waiting chairs in order to provide comfort and safety for customers/community. Another finding obtained by researchers from the Gowa community who visited the Department of Population and Civil Registration, Gowa Regency. Delivering Due to covid-19, we are now prohibited from gathering indoors, so we are told to wait in an open space. But people still feel comfortable because the place is shady and not hot, even though there is no air conditioning because this is an open space. Also another confession from the people of Gowa. In the past, we used to wait for it in the waiting room inside, but now because it is forbidden to gather in the room, the place has been moved here.

Support for office equipment such as computers, prints, scans, and others greatly affects the quality of service, because the electronic ID card service absolutely uses electronic equipment that must be of high quality to create good service quality. The findings of researchers in the field related to public service equipment are sufficient. The tools of the Department of Population and Civil Registration, Gowa Regency, are quite complete and good, even if there is a problem it is usually due to a blackout, but UPS has been procured, so even if the light goes out, all files can be saved immediately. Although these tools are not the best, they are enough to help the service activities here.

The researcher concludes that the tangible dimension in the Office of Population and Civil Registration is very good, this is evidenced by smooth service activities and the community is satisfied with service performance. The availability of service support tools is very important, because customer/community satisfaction will be realized only if it is supported by good tools. During the Covid-19 Pandemic, most services are carried out online, thus requiring sophisticated personnel and technological tools to meet the needs of the community.

3.4. Dimension Assurance (Guarantee)

To foster a sense of customer/community trust, knowledge, courtesy, and employee capabilities must always be improved. Every service requires guarantee and certainty for the services provided. Guarantees for services provided by employees are very dependent on the

performance of the employee. Guarantees for employees who have good personality behavior in providing services, of course, employees who have good character or character will be different from those who have bad character in providing services (Margaretha: 2003)

One of the service guarantees provided by the Office of Population and Civil Registration, Gowa Regency in terms of issuing an electronic ID card is about a fee guarantee. The findings obtained by researchers in the field are related to the costs and guarantees of public services at the Population and Civil Registration Office, Gowa Regency. All of our services are free of charge. The people of Gowa also admit that they are taking care of their electronic ID cards.

Therefore, it can be concluded that in obtaining electronic ID card services at the Office of Population and Civil Registration, Gowa Regency, there is no charge at all or free. This is in accordance with the service standards of the Department of Population and Civil Registration, Gowa Regency. In addition, it is also emphasized in the Decree on the Population Administration Service of the Gowa Regency Population and Civil Registration Service, as shown in the figure below:



In addition to cost guarantees, time guarantees are also provided by the Population and Civil Registration Service Office, Gowa Regency. Issuance of an electronic ID card only takes a day, that day is service at the office if all the requirements are met, that's at normal times. However, because of this pandemic, and many services are online, the Department of Population and Civil Registration, Gowa Regency, guarantees no more than 2 weeks, the electronic ID card can be taken. However, on condition that all the required documents are complete.

From the results of research obtained by researchers, it can be seen that during the Covid-19 pandemic, the electronic ID card service at the Office of Population and Civil

Registration, Gowa Regency still provides a guarantee of service time. This is also what researchers experience when applying for a new electronic ID card because they have moved domicile. Online service, the requested documents are uploaded as needed, then one week later, there is a notification that the electronic ID card can be taken.

Guaranteed costs and time that are clear and in accordance with standard procedures, provide satisfaction to people who need services. With such a guarantee, community satisfaction is increasing and the quality of service is increasingly satisfying. With such a guarantee, it will increase public trust and give a positive image to the Gowa Regency Government.

3.5. Dimension of Empathy (Attention)

Giving sincere attention to customers/society is one way to get customers' attention. Good service is to give satisfaction to customers/society, so that the waiters need attention to understand their customers. Every service activity requires an understanding of the interests of the customer/society. According to Tjiptono (2012) the company understands the problems of its customers and acts in the interests of customers, as well as providing personal services to customers and having comfortable operating hours.

The service will run smoothly and of good quality if the parties with an interest in the service have a sense of empathy or concern in completing the needs of their customers/society. In terms of providing services to the community, employees are highly emphasized to be professional, egalitarian, and disciplined. The findings obtained by researchers related to the dimension of Empathy, namely, In serving, employees of the Department of Population and Civil Registration, Gowa Regency, are strongly emphasized to have a professional, egalitarian, and disciplined attitude. Don't serve because of someone's background, but serve people in need, whoever they are. The results of the research obtained by researchers and also recognized by the people of Gowa Regency are also the same, the community considers that the services at the Office of Population and Civil Registration,

From the results of the study, it can be concluded that public services in the form of electronic ID cards at the Office of Population and Civil Registration, Gowa Regency are in accordance with service standards without discriminating against customers/society. The principle of justice is highly respected, thus making the level of trust and satisfaction of the community high. Then also during the crisis due to the Covid-19 pandemic, the Population and Civil Registry Office of Gowa Regency carried out a process of innovation, collaboration, determining target priorities in an effort to improve the quality of public services. This is because of the high empathy or attention given by the employees of the Gowa Regency Population and Civil Registration Office to the community as a moral responsibility for their duty to serve the community in the midst of the Covid-19 Pandemic. The results of this study are in line with the results of the research on the quality of public services in the midst of the Covid-19 pandemic from Purwaningtyas (2021) in improving the quality of public services during the Covid-19 pandemic through the process of innovation, collaboration, setting priorities for targets and indicators. Maximum utilization of data to facilitate the distribution process of services to the public and improve government governance is a strategic step to seek to achieve targets.

IV. Conclusion

Based on the description of the research results, conclusions can be drawn: (a) Dimension of Reality The indicator of the realization of the dimension of reliability is the ability of employees at the Department of Population and Civil Registration, Gowa Regency in carrying out their duties in serving the community. Employees are considered capable and reliable to perform public services even though the current Covid-19 pandemic is still spreading; (b) Responsiveness Dimension, an indicator of the realization of the responsiveness dimension is that the employees of the Population and Civil Registration Service are able and responsive in solving problems related to public services, especially electronic ID cards. The employee's response to complaints or problems is considered good. This is evidenced by the satisfaction of the community for the responses they get when they have problems; (c) Tangible Dimension The indicator of the realization of this tangible dimension is the completeness of tools such as computers, prints, and other service support tools. The waiting room that was previously inside is now placed outside the room, as a condition of implementing health protocols due to the Covid-19 pandemic which is still spreading. The comfort and cleanliness of the room is prioritized even though it is not as comfortable as when the Covid-19 Pandemic has not spread, but the community is still satisfied; (d) Dimension of Assurance (Guarantee) The indicator of the realization of the dimension of guarantee is the existence of a transparent guarantee of costs and time by employees of the Office of Population and Civil Registration, Gowa Regency. This allows the public to know how much it will cost and how much time it will take to apply for an electronic ID card; (e) Dimension of Empathy (Attention) An indicator of the realization of the dimension of empathy/attention is the friendliness of employees in serving the community. This hospitality has a very positive impact on the quality of public services at the Office of Population and Civil Registration, Gowa Regency. The absence of discrimination in service, the egalitarian, professional, and disciplined attitude of the employees is a manifestation of the good quality of public services in this office.

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