



Employee Capabilities in Gayo Lues Regency Population and Civil Registration Services

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Abstract:

The capabilities of the state civil apparatus can provide effective services for population and civil registration in Gayo Lues Regency. The aim of this research is to analyse the capabilities of Population and Civil Registration Service employees in providing services in Gayo Lues Regency. The subjects of this research were employees in the Gayo Lues Regency Population and Civil Registration Service. The research procedure is to use qualitative methods. This research identifies supporting and inhibiting factors in increasing employee capabilities. Research Results are Research results show that there are several challenges, including a lack of human resources and facilities, which affect the quality of service. Recommendations are provided to increase service capacity and efficiency through employee training and infrastructure improvements. The service experienced by the informant proves that the capability of the Population and Civil Registration Service in Gayo Lues Regency can be said to be good. ASN capabilities in the Population and Civil Registration Service are very closely related to the quality of public services. covers various aspects such as employee qualifications and skills, infrastructure, technology and policy procedures, providing faster and more efficient services such as in terms of issuing Population documents and recording important events such as births, deaths and marriages of employees at DISDUKCAPIL Gayo Lues has a high level of honesty (rating 5) with the indicator of always reporting the results of his work to his superiors according to the actual situation. Conduct technical training regarding population administration information systems, use of new software and management of population data. Carrying out excellent service training, namely training on how to provide effective and efficient services to the community, including good communication and handling complaints from the community.

Keywords: Capability, Disdukcapil, Service and Community Satisfaction.



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Introduction

Effective services for population and civil registration in Gayo Lues Regency are the impact of increasing the capability of the ASN state civil apparatus in providing population and civil registration services in Gayo Lues Regency. Decentralization policy is basically the granting of part of the central government's authority to regions in implementing and resolving matters of regional interest which include general government affairs, matters of completing service facilities, social and cultural matters in society. One of the things that is highlighted in regional government is the quality of public services, especially in terms of efficiency, professionalism and community satisfaction. One government service that can be used as an example is the Population and Civil Registration Service of Gayo Lues Regency, in this case it is responsible for Population administration and must ensure standard services expected by the community. However, various challenges arise which become obstacles in the process of providing services, such as errors in recording Population documents and limited employee capacity which has an impact on community satisfaction. [Anis \(2021\).](#)

The stipulation of Law Number 23 of 2014 regarding regional government, regional governments are responsible for organizing and managing their own government affairs based on the principle of autonomy as well as assistance duties. The government has three main functions in terms of government administration, first as a development agent, second as community empowerment and third as a community servant. Regional governments always strive to improve the level of public services in the context of public services, usually related to services provided by government representatives to the wider community, namely the state apparatus. The public expects the government as a service provider to be able to provide excellent service, especially as the current regional autonomy policy encourages the government to continue to improve services so that it is hoped that the public will feel that the services provided are good if the service provider institutions can serve them well and professionally with quality service standards and good procedures, a safe, smooth and orderly environment and predictable rates for the services provided. When customers receive service from competent officials, of course they will feel satisfied and there is no doubt that people will use the service again if they feel satisfied with the service offered. [Hardiyansyah. \(2018\).](#)

The quality of an agency's service is an issue that is considered very important in providing or delivering services to community customers. This is because customer satisfaction is largely determined by what is given or offered according to customer expectations. Where satisfaction will be achieved or has met standards, if the services offered are in accordance with customer expectations and meet customer needs. Customer satisfaction is a very important indicator in determining the success of providing public services. One of the public service providers in the government who is in charge of population administration services is the Gayo Lues Regency Population and Civil Registration Service. public services related to the administrative needs of each

community in the sub-district, such as making Resident Identity Cards (KTP), Family Cards (KK), birth certificates, death certificates and transfer letters. The Gayo Lues Regency Population and Civil Registration Service must meet the requirements to fulfil this, one of which is seen from good and comfortable facilities, as well as the ability of employees to provide services, clear procedures, clarity of completion and service times, and low costs in accordance with standards. minimal service. [Robi Cahyadi. \(2016\)](#)

The capabilities of a government, whether central or regional, can be used as a benchmark for the success of regional autonomy, because the Central Government and Regional Government are related lines of coordination. One of the capabilities that must be possessed by the government as the highest authority in a country or region is to maintain performance. the apparatus. Capabilities as a special type of non-substitutable resource inherent in an organization whose goal is to increase the productivity of other resources. Capabilities are organizational attributes, such as financial, physical and individual/organizational capital that can be exploited in implementing organizational strategy. [Kusumasari, \(2014\)](#)

The capabilities of state apparatus employees certainly contribute directly to the quality of services provided to the community. Employees who have good skills and knowledge will be able to provide more efficient and quality services to the community. Employee capabilities greatly influence service quality, for example employees who are skilled in managing population data will be able to process documents more quickly and accurately, which in the end will increase customer satisfaction or the public who receive the service. Apart from that, competent employees will also be better able to provide assistance and accurate information to the public. Analysis of changes to birth certificate documents caused by recording errors, but in the process of changing the year of birth you must first obtain permission with a determination from the District Court to register the birth with all complete documents, but unfortunately the officer made a mistake in recording the name and date of birth of the child which should be very accurate. and in accordance with hospital documents. Meanwhile, people who registered their child's birth did not realize the error had occurred so they received an official birth certificate several weeks later with incorrect information. [Satria, \(2021\).](#)

The Population and Civil Registration Service must pay attention to the capabilities of the population administration services provided by the Population and Civil Registration Service to the people who receive the population administration services. To find out whether a service can be said to be of quality or not, you must first know the definition of the service itself. Services are "any action or activity and not an object, which can be offered by one party to another party, which is basically intangible (not physically tangible), the consumer is active in the production process and will not result in ownership of something". However, service production can be related to physical or non-physical production. The Gayo Lues Regency Population and Civil Registration Service, as

one of the implementers of public services, is obliged to provide quality services in accordance with the hopes and desires of the community. Providing services in accordance with the wishes of the community is expected to create a sense of satisfaction within the community. Another problem found in the Community Satisfaction Index (IKM) issued by the Organization Section of the Regional Secretariat of Gayo Lues Regency in 2020 and 2021 is that the Population and Civil Registration Service of Gayo Lues Regency is rated C (Regional Secretariat of Gayo Lues Regency, 2020-2021: IKM Data Gayo Lues Regency 2020 and 2021).

Methods

This research is descriptive research using a qualitative approach. The qualitative research method is exploratory research that is used to understand variables. This research will describe and summarize various conditions and situations from various variables that arise in society. The descriptive research method is one way to find out or describe research carried out on a single or independent variable, that is, without comparing and connecting it with other variables. This makes it easier for researchers to obtain objective data in order to know and understand the capabilities of employees in Population and Civil Registration Services in Gayo Lues Regency. [Bungin \(2018\)](#)

This research uses informants like qualitative research in general. Informants in qualitative research are informants who understand information about the research object. The selected informants must have criteria so that the information obtained is useful for the research being carried out. This research uses purposive sampling technique to determine the informants. Purposive sampling is a technique for taking informants who have certain objectives in accordance with the research theme and are considered to have the information needed for this research. Research informants (key informants) are divided into two types, namely: Key Informants are those who know and have various main informants needed in research. Furthermore, the main informants (main informants) are parties who are directly involved in the social interactions being studied and consist of research and engineering functions within the Population and Civil Registration Service in Gayo Lues Regency. [Sugiyono \(2012\)](#)

This research uses a data collection procedure using Primary Data which is verbal form data that is spoken orally, movements or behavior carried out by trustworthy subjects. Apart from that, this research also uses secondary data, which is data obtained indirectly to support research writing through existing documents and scientific papers from various literature. Data collection techniques in this research used observation techniques, in-depth interviews and documentation. [Arikunto, \(2017\)](#)

This research is to analyze data, namely data reduction, namely the process of summarizing and selecting main things that are in accordance with the research theme. Then the data is presented in the form of a brief description and a relationship chart between categories. Until it continues with verification or

drawing conclusions which are new findings that have never existed before. Findings can be in the form of a description or picture of an object that was previously unclear and becomes clearer after research. using the opinion [of Idrus, \(2011\)](#)

Results

Description of Research Objects

The Population and Civil Registration Service in Gayo Lues Regency is an organization that has authority and responsibility for all population affairs in Gayo Lues Regency. The Gayo Lues Regency Population and Civil Registration Service Office is located on Jalan Colonel Muhammaddin No. 338 Gayo Lues Regency. The Population and Civil Registration Office in Gayo Lues Regency has several services such as civil registration, namely birth registration, death registration, marriage and divorce registration. Then create population documents such as making a Resident Identity Card (KTP), making a Family Card (KK) and Population Administration Services. There were four informants in this study, namely 4 main informants and 1 triangulation informant. Furthermore, the data collected from informant interviews will be sorted based on the researcher's needs. This data reduction process will be a data refinement process, either by adding data that is still considered lacking or reducing data that is considered irrelevant to the research. The results of this research will be presented descriptively and categorized based on the research objectives explained in the previous chapter. The selection of informants was based on research needs, namely those who had the most knowledge regarding the problems in this research.

The informant interview process uses an interview guide with a list of questions that have been prepared previously to obtain data that will help achieve the research objectives. The following is general data regarding the main informants in the research, namely:

Table 1 Research Informant Data

No.	Name	Age	Position	Note
1.	S	54	Secretary	S-1
2.	HJM	50	Head of Civil Registration Services Subdivision	S-1
3.	H	42	Head of the Population and Civil Registration Service	S2
4.	AAA	32	Public	S1
5.	R	39	Non ASN Operator Staff in Siak	S1

(Source: Researcher Process, 2023)

Based on table 1 above, the capabilities of the Population and Civil Registration Service are very closely related to the quality of public services, according to position and level of education covering various aspects such as employee qualifications and skills, infrastructure, technology and procedures and policies that are followed. High capabilities enable the Gayo Lues Regency

Population and Civil Registration Service to provide faster and more efficient services such as issuing Population documents and recording important events such as births, deaths and marriages. Good capabilities for an agency will increase service efficiency.

Condition of the Population and Civil Registration Service in Gayo Lues Regency

The capabilities of the Population and Civil Registration Service employees in Gayo Lues Regency as secretary explained that the Gayo Lues Regency Population and Civil Registration Service has various mechanisms to measure and improve the technical skills of employees in carrying out tasks related to registration and civil registration. This is in accordance with the statement from the interview, namely In fact, to measure and improve the technical skills of our employees in providing public services to the community, we regularly organize ongoing training to improve employees' technical skills. The training itself includes the use of the latest technology and an understanding of the latest regulations and training to improve practical skills related to registration and civil registration. Capabilities are the skills and abilities possessed by each person to complete a job and take advantage of opportunities to achieve predetermined goals. Regarding the objectives that have been determined referring to the SKPK Strategic Plan as an elaboration of the RPJMD in accordance with the main tasks and functions of district work units, the future picture of the Gayo Lues Regency Population and Civil Registration Service will be presented and directed in a vision statement, namely: "Realization of Population and Civil Registration Services. Civil registration in Gayo Lues Regency is orderly, accurate and accountable towards excellent service. [Bimantara Nur. \(2022\).](#)

The Department of Population and Civil Registration also tries to stay updated with the latest technology which will support employee performance in providing public services even though the technology procurement process takes time because it is related to procurement of goods from the centre. To adopt modern technology that can support civil registration tasks. Because compared to the past, the public service process related to Population Registration is often disrupted due to slow networks or lagging technology. As an effort to motivate employees to continue to improve their skills in providing public services, the Department of Population and Civil Registration also provides awards and appreciation to employees who demonstrate increased technical skills in carrying out registration and civil registration duties. This of course aims to provide additional motivation to staff to continue to improve themselves. Apart from that, various types of training are provided to employees as per the results of the following interview: Training on technical procedures for population registration, there is also database management training which aims to improve personnel's ability to manage and manipulate population data which is very pending in civil registration. Then there was a workshop on the use of civil registration software, where they were taught how to use the latest software for civil registration. Apart

from that, there was also a workshop on the use of social media and communication technology to improve personnel skills in utilizing social media and modern communication technology for community interaction. Well, most recently there is an e-government training program to support government initiatives in implementing e-government, now this program aims to train personnel in using the platform. Digital for population services. The capability of employees in providing public services is closely related to the character of the human resources in the Population and Civil Registration Service. This can be seen from the following data:

Table 2 Employee Performance Assessment

INDICATOR	NUMBER OF RATINGS				
	1	2	3	4	5
Honesty			3	4	8
Teamwork			4	8	3
Discipline			2	5	8
Responsibility			2	5	8

The data above can be concluded that 8 out of 15 employees at DISDUKCAPIL Gayo Lues have a high level of honesty (rating 5) with the indicator of always reporting the results of their work to their superiors according to the actual situation. Then from the data above there are 4 employees who have an honesty rating of 4, namely those who occasionally do not report their work results to their superiors based on the actual situation. And there were 3 people who chose rating 3, namely those whose work results reported to their superiors did not match the actual situation but were still within the tolerance limit. From the teamwork aspect, there are 3 people who are in rating 5, namely those who are able to coordinate and communicate with various parties, and consistently respect people's opinions and input. Then there are 8 people who are at rating 4, namely those who know other people's tasks related to their duties and are willing to consider suggestions from other people. Then there are 4 people who are at rating 3, namely those who know the outline of other people's tasks related to their duties and occasionally have to be convinced first to adjust their opinions.

If we look at the discipline aspect of the data above, it is found that 8 people are rated 5, namely those who consistently attend on time, with an absenteeism rate of 0%. Then 5 people are in rating 4, namely those who always arrive on time, with an absenteeism rate of less than 5%. And there are 2 people who are in rating 3, namely those who are always present but are sometimes late and are occasionally absent in certain conditions that can be tolerated. Then in the aspect of responsibility there are 8 people who are at rating 5, namely those who always carry out the tasks given, collect them on time, and work according to the instructions given. There are 5 people who are in rating 4, namely they always do

the tasks given on time even though they occasionally make mistakes. From this data, it was also found that 2 people were at rating 3, namely that they carried out the tasks given, sometimes late and not in accordance with the instructions given, but still within reasonable limits. Employee performance assessment refers to capability indicators. Employees who have the capability must have technical abilities, namely mastery of work equipment and mastery of work procedures and methods and can understand task and job regulations. [Blanchard \(2001\)](#)

This is of course closely related to the factors that influence an employee's individual character capability, which is one of the internal factors in determining the level of competency of this character, including thinking rationally, acting carefully, quickly, accurately, honestly and willing to work together. So it can be concluded that the employees of the Population and Civil Registration Service in Gayo Lues Regency have quite good individual character and fulfil technical abilities and social skills so that they are able to work together with a team and are able to empathize. The level of employee maturity will of course influence the leadership style or leadership behaviour in managing human resources. The weight value "3" describes the most effective alternative action, while "0" is the least effective alternative action. After adding up the weights vertically and then totalling them horizontally for a total of 30-36, this value indicates a leader with high adaptability. Leaders accurately diagnose the abilities and willingness of subordinates for appropriate situations. A score of 24-29 represents a moderate level of adaptability, usually indicating a primary leadership style that unfolds with slightly more flexibility in a secondary leadership style. A score of 0-23 indicates a need for personal development to improve both the ability to recognize task readiness and use appropriate leadership behaviour.

The results of observations found that Population and Civil Registration Service employees in Gayo Lues Regency were dominated by the M3 maturity level, namely employees who had high competence but variable commitment was not consistent. In this case the employee is able to carry out the task but lacks motivation and confidence in implementing it consistently. So the appropriate leadership style is S-3 (supporting) where a leader provides emotional support and promotes participative decision making, so that it can encourage employees to be motivated at work, especially providing the best service to the community. As a form of capacity building for Population and Civil Registry Service employees so that they can provide maximum public services to the people of Gayo Lues district, the head of the Gayo Lues DISDUKCAPIL service. Training and development is one of the factors that influences employee capability, of course training programs are designed to improve employee competency and skills. Especially DISDUKCAPIL employees. Technical training regarding Population administration information systems, use of new software and management of Population data. Then there is excellent service training, namely training on how to provide effective and efficient services to the community, including good communication and handling complaints. Leadership development provided to employees who have managerial positions or who have

leadership potential includes team management, decision making and service innovation strategies. [Nugroho \(2019\)](#)

Then regulatory compliance training is training that ensures that all employees must be updated with the latest regulations relating to Population administration and civil registration. Data security training provided to DISDUKCAPIL employees considering that the data managed is sensitive data so information security and personal data protection are also important. The success of this training certainly has an impact on improving public services provided by Population and Civil Registration Service employees. This can be seen from the increase in the level of public satisfaction with the performance of the Population and Civil Registration Service in Gayo Lues Regency, which previously received a C designation for service quality to B. Apart from that, from an opinion poll conducted by researchers among ten service users of the Gayo Lues Regency Population and Civil Registration Service on February 15 2024, 8 out of 10 were satisfied with the services provided in managing administrative data, while 2 more felt quite satisfied with the services provided. seen from the feedback data provided by the service user community which is placed on the operator's desk and filled in when the service provided is complete.

The Population and Civil Registration Service strives to provide training and improve the capabilities of Population and Civil Registration Service employees. One of them is because the Gayo Lues Population and Civil Registration Service has not been able to reach one area due to the network, geographic access, time and costs, so they formed a PRK (Village Registration Officer) as an extension of the Gayo Lues Population and Civil Registration Service with the aim of ensuring that People in villages can register ADMINDUK documents without having to go to the district or just sit at home. It is hoped that this PRK can become a facilitator for the community to present Population documents. Because the ADMINDUK document is a basic requirement for getting public services such as going to hospital for treatment, getting a driver's license, passport and other needs. Apart from providing training to PRK, the Population and Civil Registration Service also took part in Dynamic and Static Records Management Development held by the Aceh Population Registration Service on July 20 2023. The training lasted for 2 days and was held at the Population and Civil Registration Service in Gayo Lues. This activity was attended by staff from the Aceh Population Registration Service, Provincial Archives Centre. Aceh and the National Archives as Resource Persons for the Head of Civil Registration Services explained that this training activity. very useful for the Population and Civil Registration Service to increase knowledge regarding good document archiving. Based on this, it can be concluded that the Population and Civil Registration Service in Gayo Lues Regency has fulfilled technical skills (Technical Skills), which are knowledge and mastery of the activities concerned with methods and procedures involving work and work tools. Based on this definition, employees of the Population and Civil Registration Service Civil Registrars of Gayo Lues Regency must be able to master existing work methods and be guided

to carry out continuous education with the aim of maintaining and improving knowledge and skills. [Moenir, \(2010\)](#).

When viewed from a Human Skills perspective, it is the ability to work in groups where the organization feels safe and free to raise problems. The Population and Civil Registration Service officers are able to provide friendly and solution-based services. This can be seen from one of the programs of the Population and Civil Registration Service which handles complaints from several people who have limitations in coming directly and taking care of administration directly because they are elderly or disabled so that the Gayo Lues Regency Population and Civil Registration Service provides a solution to bring in officers directly to the community's house. One part of Human Skills is having effective communication skills, namely the ability to communicate clearly and empathetically both verbally and in writing and being able to explain procedures and answer questions and convey important information to the public. Based on research results, the Human Skill Points at the Population and Civil Registration Service in Gayo Lues Regency are quite capable. This can be seen from the recognition of the people who receive services at the Gayo Lues Regency Population and Civil Registration Service that the officers serve them in a friendly manner, providing procedural information clearly enough so that the people can prepare the files they need according to their respective interests. Population administration services in Gempol Sari Subdistrict do not have effective communication, this can be seen from how they inform the community regarding deficiencies in requirements that are not met by the community. The officers did not provide detailed information, which resulted in the community having to go back and forth to the village head's office and wasting a lot of time. [Santika. \(2021\)](#)

Apart from that, the community admits that officers provide the same service to all communities and there is no differentiation. The capability of Regional Government Officials in Providing Population Administration Services in the Gempol Sari Subdistrict, Bandung City, is still found to provide unequal services, that there are communities that are treated more specially and others don't. The Population and Civil Registration Service of Gayo Lues Regency not only provides information face-to-face but also utilizes internet technology and social media to make it easier for the public to access the latest information regarding the Population and Civil Registration Service in Gayo Lues Regency. One of the activities of the Department of Population and Affairs. Gayo Lues Regency Civil Registration provides digital KTP activation services to people who come to the DUKCAPIL office. This service is carried out as an effort to transform Population administration services by utilizing information technology which has led to digital-based services, one of which is Digital Population Identity (IKD). Officials from the Gayo Lues Regency Population and Civil Registration Service provide clear information regarding Digital KTP services by attaching various requirements to obtain a digital Population Identity. One of the conditions is that people must have an Android smartphone, have a cellular number, have a

physical KTP or have never had an electronic KTP to record it, have an e-mail and cell phone number. This public servant of course refers to Minister of Home Affairs Regulation Number 72 of 2022 concerning standards and specifications for hardware, software and electronic identity card forms as well as the implementation of digital population identity. Digital KTP applies just like electronic KTP. For everyone to know, digital KTP is the transfer of electronic KTP which is currently an application on smartphones in the form of photos or QR Codes.

Based on this, the researcher considers that the Gayo Lues Regency Population and Civil Registration Service has conceptual abilities as according to Hersey and Blachard (2001) that conceptual abilities are the act of understanding agency policies, understanding agency goals and understanding agency targets. As a government agency, the Department of Population and Civil Registration understands that they have a target of making the Indonesian people, especially Gayo Lues Regency, administratively registered.

Apart from that, they also understand that the information they convey regarding Digital KTPs is based on targets from the agency where the target in 2023 is around 25 percent or around 17 thousand of the total population of Gayo Lues district who have recorded or have an Electronic KTP have had digital KTPs activated. This is in accordance with the statement from the Head of the Gayo Lues Regency Population Service. The research results obtained through observations regarding the standard completion time for the Gayo Lues Regency Population and Civil Registration Service can be said to have provided services quite quickly and optimally. This can be seen from the process of people registering at the registration counter which can be categorized as quite fast. It's just that there are still deficiencies in the completion of population documents which are processed by the community but are not completed on time. The implementation of public services by DISDUKCAPIL Gayo Lues Regency in providing services to the community is quite effective. [Rahmadi \(2022\)](#)

Fast service is of course closely related to the skills of the Population and Civil Registration Service staff in Gayo Lues Regency. Skills are an effort to carry out the duties and responsibilities given to the community. In this case, Population and Civil Registration Service officers have tried to carry out their duties and responsibilities to provide public services to the community. Starting from registration, the public is welcomed in a friendly manner and provides the information they need, in addition to trying to ensure the timeliness of each document that will be produced. [Thoha \(2008\)](#).

Even though we have tried our best, of course there are still several shortcomings in the Population and Civil Registration Service of Gayo Lues Regency, one of which is the completion of population documents which is later than the previously promised time. The lack of completion of population documents which are processed by the community is not on time. This happens because of problems with data. residents in the database were not found, apart from that the completion of e-KTP is still taking a long time due to the lack of e-

KTP recording equipment or an unstable internet network which makes the processing process delayed, the limited service time is also not balanced with the number of people who take care of their needs in DISDUKCAPIL Gayo Regency.

[Rahmadi et al \(2022\)](#)

The capability of the Gayo Lues Regency Population and Civil Registration Service in providing public services must of course be supported by facilities and infrastructure as concrete evidence of the service provided. The Gayo Lues Regency Population and Civil Registration Office has facilities including service counters, KTP recorders, breastfeeding room computers, queue numbers, TVs, waiting chairs, trash cans, service desks, prayer rooms. The capabilities of the Population and Civil Registration Service can be seen from the appearance of employees in front of the public who are smiling and friendly so that the public does not feel that the services provided ignore the interests of the community. The Department of Population and Civil Registration has a daily dress code for civil servants or honoraria. The Gayo Lues Regency Population and Civil Registration Service has displayed neatness in accordance with the established work uniform.

The capability of the Gayo Lues Regency Population and Civil Registration Service from human skill indicators can be seen from the service they provide to the community, it can be said to be polite and courteous, but if we look at it from an empathetic perspective, there are still some individuals who lack the initiative to make it easier for the community to take care of their interests. This is in line with the research carried out, it was still found that officers asked the public for photocopies of missing complete files outside rather than providing assistance for photocopies of missing files using the All in One printer that the officers had. The Gayo Lues Regency Population and Civil Registration Service does not differentiate between treatment between one community and another. If the public has complaints or questions, the Gayo Lues Regency Population and Civil Disability Service staff are ready to help. Mistakes that occurred at the Gayo Lues Regency Population and Civil Registration Service were basically related to accuracy. This carelessness is not only the fault of the officers but also the fault of the community itself. People often forget to attach the administrative requirements requested by officers. [Rahmadi et al \(2022\)](#)

The status of non-PNS employees at the Population and Civil Registration Service of Gayo Lues Regency is that the cause of product errors resulting from accuracy problems is due to similar data between people which results in employees not being careful. If an error occurs, the Population and Civil Registration Service staff will carry out several stages, namely the data correction stage. Errors that occur as a Civil Servant at the Population and Civil Registration Service in Tanggamus Regency are caused by several factors, namely: human error, namely decisions and actions that reduce or have the potential to reduce the effectiveness of a system, errors are not only due to human error, they are also due to errors in design. and work procedures. In general, human error occurs due to an Induced Human Error System, namely the system allows humans to make

mistakes. Pure Human error is an error that comes purely from humans themselves, for example employees are not focused on what they are doing so errors occur. Slips and Lapses which are actions that are not in accordance with the plan or unwanted actions. Errors can also occur due to recording by midwives, in this case newly born children usually receive a letter from the midwife which includes information regarding when and where the child was born and midwives usually make mistakes in recording at the beginning of the birth.

Supporting factors and inhibiting factors for employee capabilities in Gayo Lues Regency Population and Civil Registration Services

The capabilities of the Population and Civil Registration Service in Gayo Lues Regency are of course very influential in terms of supporting and inhibiting factors. Based on the research results, it was found that the supporting factors for increasing the capability of the Population and Civil Registration Service in Gayo Lues Regency, one of which is the holding of several trainings which can support the staff of the Population and Civil Registration Service to be able to carry out their duties as public servants. From effective communication training, to coaching for data archiving. Apart from that, the Gayo Lues Regency Population and Civil Registration Service also utilizes information technology to help run the government system effectively and efficiently, which is known as electronic government. E-Government is the use of information technology by the government to provide information or services for its citizens, business matters, and other matters relating to government. There are two things that can be concluded from the definition of e-government, namely: the use of information technology (the internet as a new tool and the purpose of its use so that it can run effectively and productively. If seen from the nature of information transactions and public services provided by the District Population and Civil Registration Service Gayo Lues. The development of e-Government is still in the first stage, namely the creation of a website as an information and communication medium as a tool for website socialization for internal and public. Population and Civil Registration Service in Gayo Lues Regency. Form of Government to Citizens where the government builds and implements various information technology portfolios with the aim of improving interaction relations with the public through various access channels so that the public can easily reach their government, one of which is through social media Instagram with the account name @disdukcapil_gayolues and the website [https://disdukcapil.gayolueskab.go.id /](https://disdukcapil.gayolueskab.go.id/) and this is one of the supporting factors for the capability of the Population and Civil Registration Service in Gayo Lues Regency.

The capability of the Population and Civil Registration Service in Gayo Lues Regency also has several inhibiting factors in providing public services, including the inadequate number of human resources. The Population and Civil Registration Service workforce in Gayo Lues Regency is still categorized as incomplete. The number of employees at the Gayo Lues Population and Civil

Registration Service is currently dominated by 15 non-PNS honorary staff. The limited number of Population and Civil Registration Service employees in Gayo Lues Regency has resulted in a lack of socialization and reduced availability so that there are still many people who are required to have an e-KTP but have not registered, this is because the distance from the village to DISDUKCAPIL is very far. Even so, the Department of Population and Civil Registration has tried to provide extension services in villages, although the results have not been optimal. Analysis of the Quality of E-KTP Public Services at the Gayo Lues Regency Population and Civil Registration Service shows that one of the factors hindering the implementation of good services is the lack of availability of human resources. This is in line with research conducted by [Duri \(2022\)](#)

Apart from that, this research is also in line with research which found that one of the factors inhibiting the effectiveness of public services. Limited Human Resources in this case is because some of the employees who work at DISDUKCAPIL Gayo Lues Regency are not experts in their fields so that in completing work there is often interdependence between one employee which is an obstacle to the capability of the Gayo Lues Regency Population and Civil Registration Service is the frequent internet network. disturbed. An unstable internet network often hampers the population registration system, making services take longer than they should. This may be due to the geographical location of Gayo Lues Regency which is classified as a highland and there are still many large trees that can hinder the internet network. One of the factors inhibiting the effectiveness of Gayo Lues Regency DISDUKCAPIL services is internet network facilities which are often disrupted during working hours. This is in line with [Rahmadi's research \(2022\)](#)

Conclusion

The results of this research can be concluded that the Population and Civil Registration Service in Gayo Lues Regency can be said to have capabilities. One of the supporting factors in increasing the capability of the Population and Civil Registration Service in Gayo Lues Regency is the holding of several trainings that support the knowledge and ability of employees to provide public services. The presence of e-Government with a government concept to the public through websites and social media Instagram is also a supporting factor in improving services so that people can access the information they need easily. Meanwhile, the inhibiting factor in increasing the capability of the Population and Civil Registration Service in Gayo Lues Regency is limited human resources where the number of employees is not large, which is not proportional to the people who need services. An unstable internet network is also one of the obstacles for them to provide excellent service

Suggestion

Researchers hope that the Department of Population and Civil Registration can strive to improve services in Gayo Lues Regency by improving supporting facilities and infrastructure, one of which is updating the website every day with

the latest information relating to the administration of community interests. Collaborate with sub-district officials or village heads regarding the socialization of DISDUKCAPIL services and place additional staff in each village so that people who are far away do not need to go directly to DISDUKCAPIL, Gayo Lues Regency. Collaborate with young community groups who have social media in each village to disseminate services. Increase training, especially regarding excellent service for employees.

Acknowledgment

After conducting research on employee capabilities in Gayo Lues Regency Population and Civil Registration Services, we consistently found that there were a number of significant findings that could provide an overview of actual conditions in the field as follows: First, in terms of knowledge and skills, the majority of employees demonstrated understanding good administration procedures related to population services and civil registration. However, there is significant variance in skill and knowledge levels between employees. Second, in terms of the application of information and communication technology, there are some employees who are able to use software and related systems efficiently, while others still need further training. Third, the aspect of service to the community is also a main concern. Although most employees demonstrate a friendly attitude and are responsive to community needs, there are some cases where suboptimal service occurs, which may be caused by factors such as a shortage of personnel or lack of training.

Fourth, from a management perspective, there are challenges in managing adequate human resources to ensure consistent and quality services. This research shows that while there is great potential among Gayo Lues District Population and Civil Registration Service employees, there is also room for further improvement and development. Specific recommendations include increased training and professional development, information technology updates, and improvements in human resource management to achieve higher service standards for the people of Gayo Lues Regency.

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