



Original Article

Quality of Birth Certificate Issuance Services in Kapuas Murung District, Kapuas Regency

Muliadi¹, Nurul Azkar²✉

^{1,2}Faculty of Social and Political Sciences, Lambung Mangkurat University

Correspondence Author: nurul.azkar@ulm.ac.id✉

Abstract:

This study aims to analyze the quality of birth certificate services in Kapuas Murung District, Kapuas Regency. Through a qualitative approach, it can be described that the quality of birth certificate services in Kapuas Murung District is still low because it is unable to complete three working days, thus triggering public dissatisfaction. This is due to limited human resources (apparatus) and limited service facilities in the form of computers, unstable internet networks, and frequent power outages at the Kapuas Murung District office. In addition, the long distance between several villages and the Kapuas Murung District office with inadequate road conditions adds to the burden on the community in accessing birth certificate services. Therefore, it is recommended that the Kapuas Murung District government add apparatus and supporting service facilities.

Keywords: Quality of Service; Birth Certificates; and Human Resource Limitations.

Introduction

Government policies to improve the quality of public services, among others, were initiated by the Decree of the Minister of State for Empowerment of State Apparatus No. 81 of 1993 concerning Guidelines for Public Service Implementation. The regulation was updated by the Decree of the Minister of PAN-RB No. 63 of 2003 concerning General Guidelines for the Implementation of Public Services and the Regulation of the Minister of PAN-RB No. 14 of 2017 concerning Guidelines for the Preparation of Public Satisfaction Surveys of Public Service Provider Units.

The regulatory transformation confirms the government's strong desire to improve the quality of public services through evaluations based on public satisfaction. In the spirit of regional autonomy and decentralization as stipulated in Law No. 23 of 2014, most concurrent public service matters have been delegated to district/city governments, with the aim of bringing services closer to the community. However, in practice, public services at the regional level still face many challenges, in the form of complicated bureaucracy, long service times, high costs, and minimal



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legal certainty ([Setiadi, A. 2022](#)). In such conditions, the community actually feels like a party serving the bureaucracy, not as a recipient of services.

In order to anticipate various service problems, based on the Regulation of the Minister of Home Affairs No. 4 of 2010 concerning Technical Instructions for Integrated Sub-district Administration (PATEN), the Kapuas Regency Government has issued Regent Regulation No. 47 of 2022 as the basis for delegating part of the authority for integrated administrative services to sub-district heads.

Integrated administration is one of the breakthroughs of bureaucratic reform that aims to facilitate access to services at the sub-district level. In Permendagri No. 4 of 2010, it is emphasized that the PATEN system is designed to bring basic services closer to the community while accelerating the bureaucratic process. Through this system, birth certificate services should be able to be carried out in a quality manner.

Delegation of authority to the sub-district level is a concrete form of the principle of subsidiarity which emphasizes the importance of decisions being taken as close to the community as possible. The types of government affairs delegated to the sub-district in the context of PATEN in Kapuas Regency are divided into two categories, namely (1) mandatory affairs related to basic services such as education and health; (2) mandatory affairs that are not directly related to basic services, including the making of birth certificates which are the focus of this study.

The delegation of government affairs reflects the systematic efforts of the Kapuas Regency Government to manage services in accordance with functional authority. However, the complexity and diversity of these affairs also require adequate sub-district institutional capacity, both in terms of technical and managerial aspects. In the realm of public policy, the quality of birth certificate services can be assessed from various indicators such as clarity of procedures, discipline and competence of officers, to external factors such as the comfort of the service environment and public satisfaction, as regulated in the Regulation of the Minister of PAN-RB No. 25 of 2004 concerning General Guidelines for the Preparation of Public Satisfaction Indexes for Government Agency Service Units. These indicators are universal in nature and therefore relevant as benchmarks for the quality of public services. However, in the local context, these indicators need to be adjusted to the regional and socio-cultural conditions of the local community.

In this context, Kapuas Regent Regulation No. 47 of 2022 has been implemented for more than a year, but the quality of population administration services, especially services in making birth certificates in Kapuas Murung District, Kapuas Regency, has not been ascertained. Therefore, this study focuses on the quality of birth certificate making services as a basic identity document that is a requirement for a citizen to access other public services.

Conceptual Approach

Public service is the core of governance that aims to meet the basic needs of society fairly and evenly ([Denhardt and Denhardt, 2003](#)). One form of strategic public service is integrated administrative services, including the making of birth certificates as basic identity documents for every citizen. Given the importance of birth certificate documents for every citizen, the government is required to provide quality services in the process and procedures for making them.

Theoretically, [Zeithaml \(1990\)](#) stated that service quality is the level of expected excellence and control over that excellence to fulfill customer desires. In line with this

opinion, Parasuraman, [Zeithaml, and Berry \(1995\)](#) created five dimensions of service quality, namely:

1. Tangibles include physical facilities, technology, and other supporting facilities used in birth certificate services.
2. Reliability includes the ability of officers/apparatus to provide promised services accurately and reliably.
3. Responsiveness is related to the willingness of officers/police to help the community and provide services quickly.
4. Assurance includes knowledge, competence, and polite and trustworthy attitudes of service officers/apparatus.
5. Empathy refers to the individual attention given to people.

Furthermore, the quality of public services is not only seen from the process, but also from the results felt by the community. [Denhardt and Denhardt \(2003\)](#) stated that public services must prioritize public interests, not just compliance with formal procedures. This means that the local context also needs to be considered in public services, as stated by [Osborne and Gaebler \(1992\)](#) who stated that effective public services must be adjusted to the needs and characteristics of the local community.

Referring to the theoretical description above, research on the quality of birth certificate services is analyzed from (1) the government's internal perspective consisting of tangible, reliability, responsiveness, assurance, and empathy dimensions; and (2) the external perspective, namely the community and the geographical conditions of Kapuas Murung District, Kapuas Regency.

Method

This study uses a qualitative approach to describe the quality of birth certificate services in Kapuas Murung District, Kapuas Regency. This is in accordance with Moleong's opinion (2014) which states that a qualitative approach seeks to understand social phenomena from the perspective of participants or research subjects. For this reason, researchers act as the main instrument that interacts directly with data sources to collect accurate, in-depth information that is in accordance with field reality.

Data sources consist of officials in charge of making birth certificates, community members, village government officials. Data collection was conducted through in-depth interviews and field observations. In addition, secondary data was also collected through documentary techniques. All collected data were analyzed using an interactive model, starting from data reduction, data presentation, and drawing conclusions.

Results

1. Description of Birth Certificate Making

The activity of birth certificate making services is a real manifestation of the state's function in providing legal protection and fulfillment of the basic rights of its citizens. The results of the study in Kapuas Murung District, Kapuas Regency show the seriousness of government officials in providing birth certificate making services. This can be seen from the steps taken by the Kapuas Murung District government as follows:

- a. Assigning two special personnel to serve the creation of birth certificates;
- b. Socialization to community leaders and village officials;

- c. Free service with a promise of completion within three working days if all required files are complete;
- d. Service procedures have been standardized into the following systematic stages:
 - 1) Receipt of files;
 - 2) Verification;
 - 3) Data input in the SIAK application;
 - 4) Printing; and
 - 5) Submission of birth certificate.

In fact, to make it easier for the community to deal with it, application forms are available at the village office and the administration can be delegated to family members, RT heads, and local village officials.

However, in its implementation there are a number of obstacles felt by the community. One of the main problems is the community's ignorance regarding the procedures and requirements for making birth certificates due to limited socialization. Several informants stated that they had never attended socialization from the sub-district, so they found it difficult to understand the service procedures. The community's confusion was seen when they were faced with filling out forms and completing the required documents. This shows that the socialization carried out was elitist and had not touched all levels of society, especially those who live in villages far from the sub-district center.

This is in line with the results of an interview with M. Syarkawi as a service officer who stated that the low level of public understanding regarding administrative procedures was due to the lack of socialization from the sub-district. M. Syarkawi explained that when dealing with, most people had not met the requested requirements due to limited knowledge of administrative requirements. As a result, the birth certificate making process was hampered and took longer than the standard provisions that had been set, which was three working days.

Thus, the steps taken by the Kapuas Murung District government to utilize community leaders and village officials as intermediaries for information do not guarantee that all residents can access the information easily and accurately. As a result, many residents depend on other parties such as the RT Head or village officials to take care of birth certificates, even though this process can basically be done independently. Dependence on intermediaries often results in additional costs, such as transportation and/or tokens of gratitude.

In addition, the geographical conditions of Kapuas Murung District, which are generally swampy and the distance of several villages far (around 50-65 km) from the sub-district office, are also external inhibiting factors. Several residents said that to take care of birth certificates directly, they had to travel far with poor road conditions, which required a lot of money and time. As a result, residents who do not have private vehicles or who are older choose to use intermediary services to take care of their children's birth certificates.

The description above describes that the birth certificate making service decentralized by the Kapuas Regency Government to the Kapuas Murung District is still of low quality. This is indicated by the dissatisfaction of the community, so that many of them hand over their affairs to village officials or other people. Another indicator that shows low service quality is that the target service time of a

maximum of three days has not been achieved.

2. Identifying Obstacles

The failure to realize quality services in making birth certificates in Kapuas Murung District, Kapuas Regency is caused by internal and external obstacles. Both aspects of these obstacles are described as follows:

a. Internal Barriers

Internal obstacles to birth certificate services in Kapuas Murung District are limited human resources (apparatus) serving, which are only two people. Another internal problem was explained by M. Syarkawi who stated that the number of computers available is only 1 with an unstable internet network and frequent power outages. Field observations once found a power outage in the morning, and at that time officers were carrying out service duties. The power outage caused the computer to turn off and the internet not to function. As a result, the registration process became ineffective and a lot of time was wasted. The next consequence was that the service that should have been completed according to the target of three working days was delayed without any clear time. This condition caused the files for birth certificate services in Kapuas Murung District to pile up.

b. External Barriers

Field findings found two external problems that hampered birth certificate services in Kapuas Murung District, namely:

- 1) Many people do not understand how to fill out forms and procedures for making birth certificates, especially those who live in villages far from the sub-district capital. This was conveyed by Mrs. Sarinah, Mrs. Misbah, and Mr. Jainudin who felt confused about fulfilling the administrative requirements because they had never received an explanation regarding the administration of making birth certificates. Their statements were supported by the testimony of Mr. Hamrani and Mr. Badrudin who often represented residents as RT Heads to take care of birth certificates. This condition emphasizes that the community finds it difficult to follow the procedures and requirements for making birth certificates.
- 2) The geographical condition of the Kapuas Murung District in the form of a swamp with several villages far from the district center is a problem for residents in accessing birth certificate services. The long distance with road conditions that are generally still damaged caused the RT Head to take the initiative to help all residents who have dealings with the sub-district, even to the capital of Kapuas Regency, when the matter is at the district level.

Thus, the lack of understanding of the community in dealing and the condition of the area are two external problems that make it difficult for residents to access birth certificate services, so they ask for help from others. As a result, there is a dependency on intermediaries which ultimately opens up a gap for hidden brokering practices.

3. Discussion

Based on the description above, it can be concluded that the quality of birth certificate services in Kapuas Murung District, Kapuas Regency is still low. In the approach to the theory of five dimensions of service quality developed by

Parasuraman, [Zeithaml, and Berry \(1995\)](#), this is interpreted as follows:

- a. Low service quality is closely related to tangible dimensions, namely limited human resources (personnel), computers, frequent power outages, and internet network disruptions.
- b. Problems in the tangible dimension also have an impact on the reliability dimension because they hinder the ability of officers/apparatus to provide services accurately and on time. On the other hand, the limited number of officers means that socialization activities for the birth certificate making program can only be carried out to village government officials and community leaders.
- c. Socialization that is limited to village officials and community leaders has an impact on the general public's difficulty in understanding the procedures and requirements for processing birth certificates.
- d. Another finding that caused the low quality of birth certificate services was the long distance and damaged road conditions between several villages and the Kapuas Murung District Office.

The existence of internal and external obstacles in the birth certificate making process seems to be recognized by officers/apparatus. This can be seen from the way officers respond to residents who deal with them with a polite attitude and are willing to help overcome any problems in the administration process. The polite and friendly attitude of officers/apparatus is a guarantee of a sense of security and creates empathy for residents who deal with birth certificates in Kapuas Murung District, Kapuas Regency.

Conclusion

Based on the results of the analysis above, the following conclusions can be drawn:

- a. The quality of birth certificate services in Kapuas Murung District, Kapuas Regency is still low. This is indicated by the inability of the apparatus to complete the making of birth certificates according to the target of three working days, thus causing public dissatisfaction.
- b. The low quality of birth certificate services is caused by internal problems of the Kapuas Murung District government, namely only two officers, 1 computer, frequent power outages, and frequent internet disruptions.
- c. Meanwhile, the external cause of the low quality of service is the lack of public understanding regarding the procedures and requirements for processing birth certificates. In addition, the distance of several villages far from the sub-district office causes some people to hand over birth certificate matters to the RT Head or other people.

Suggestion

Based on the results of field data analysis, to realize quality birth certificate services, it is recommended:

- a. The Kapuas Murung District Government should involve more officials in birth certificate service activities, including widespread socialization to all levels of society.
- b. The Kapuas Murung District Government should add computers and backup electricity (generators) to ensure smooth birth certificate services.

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