

THE QUALITY OF CHILD IDENTITY CARD (KIA) SERVICES DURING THE COVID-19 PANDEMIC AT THE POPULATION AND CIVIL REGISTRATION OFFICE OF LEBONG REGENCY

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ABSTRACT

Indonesia is one of the fourth most populous countries in the world with a large population at this time. It is not wrong that Indonesia is designated with the fourth largest population in the world, so that Indonesian citizens deserve protection, recognition, and legal certainty. The purpose of this study was to determine the quality of Child Identity Card (KIA) services during the Covid-19 Pandemic at the Population and Civil Registration Office of Lebong Regency. In this study, the type of research approach used is a qualitative approach. The quality of Child Identity Card (KIA) services during the Covid-19 pandemic at the Lebong Regency Population and Civil Registration Office in 2021 is based on service quality indicators consisting of 5 indicators, namely Tangible, Reliability, Responsiveness, Assurance, and Empathy dimensions. As the first indicator of service quality, service support facilities at the Population and Civil Registration Office of Lebong Regency are still inadequate and have not satisfied the community. Overall in this indicator is quite good, careful and precise in providing services, has Standard Operating Procedures and is also able to control supporting equipment.

Keywords: *covid-19, KIA, lebong regency*

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INTRODUCTION

The Constitution of the Republic of Indonesia Year 1945 and Pancasila are basically obliged to provide protection and recognition of legal status and all events related to population and events that are important experienced by the people of the Unitary State of the Republic of Indonesia. Indonesia is one of the fourth most populous countries in the world with a large population at this time. It is not wrong that Indonesia is designated with the fourth largest population in the world, so that Indonesian citizens deserve protection, recognition, and legal certainty. Indonesia provides protection to its own population so that it is protected from threats and intimidation and discrimination by other parties. This protection applies in the territory of Indonesia.

Indonesian society must have awareness of the applicable law because the population density is by having written evidence that determines a person's status against events that occur in human life such as marriage, birth, death, recognition, child legalization and divorce. From various laws and regulations according to the hierarchy that have been issued, such as Law Number 23 of 2006 which has been amended into Law Number 24 of 2013 concerning Population Administration (Sutejo, et al, 2020).

Realization in the orderly implementation of population administration is carried out through the issuance of population documents, registration efforts, and civil registration. Important documents that must be owned by every resident include Electronic Identity Cards (E-KTP), Birth Certificates, Family Cards (KK), and others. If Indonesian citizens are over 17 years old and married, they must have important documents such as E-KTP and other

important documents. This is the existence of the Child Identity Card (KIA) program, which is the latest population program issued by the Central Government to be implemented (Zulkifli, 2013).

Children are trusts from God Almighty in whom is attached dignity and dignity as a whole person. Every child has dignity and dignity that should be upheld and every child born should have his rights without the child asking. This is in accordance with the provisions of the Convention on the Rights of the Child ratified by the Indonesian government through Presidential Decree Number 36 of 1990, With the ratification of the convention, it means that legally, the state is obliged to fulfill the rights of children, both civil, political, social, cultural, and economic (Wagiati Soetodjo, 2006).

Children are also the most important part in a State, because it is the child who will later become the successor to take care of the Nation and State, therefore it is important to maintain and protect the children of the next generation in accordance with what is contained in the Constitution of the Republic of Indonesia Year 1945 that every child has the right to the continuity of growing, living and developing, and the right to protection from violence and discrimination.

The government has issued Minister of Home Affairs Regulation Number 2 of 2016 concerning Identity Cards through the Ministry of Home Affairs. The enactment of this regulation aims to improve data collection, protection and public services, as well as ensure the protection and implementation of constitutional rights of citizens, especially children. KTP is a card that shows the identity of the owner of the KTP when the government issues the KTP through the implementing agency that is actually obliged to issue it. Meanwhile, the Child KTP is an official identification of children as proof of the age of unmarried children under the age of 17 years issued by the District/City Population and Civil Registration Office (Oktaviano, 2019).

The Ministry of Home Affairs (MOHA) launched the Child Identity Card (KIA) program in 2016. KIA is an effort to record from the birth of residents to the obtaining of an Electronic Identity Card (KTP-el). The presence of KIA is a manifestation of the state's presence in the quality of public services. KIA is not only an identifier, but also allows children to access public services independently. In addition, the existence of KIA can be used by every child, especially for school child registration, tutoring, and others. The presence of KIA also helps, among other things, to protect all children from human trafficking practices. The presence of KIA no longer easily hides the identity of children in criminal activities that portray children as victims (Naingolan, 2022).

Lebong Regency is one of the regencies in Bengkulu Province that has begun to implement or issue Child Identity Cards in accordance with Permendagri Number 2 of 2016 concerning Child Identity Cards. Based on data from the Population and Civil Registration Office of Lebong Regency in 2021, the number of children who are required to have a Child Identity Card (KIA) is 29,804 children. Of these, only 26,496 children in Lebong Regency already have Child Identity Cards, while the remaining 3,308 children do not have KIA, this is due to several factors that cause these children not to have KIA, one of which is the Covid-19 pandemic which affects the management services for making Child Identity Cards (Dinas Dukcapil Lebong, 2021). We know that Covid-19 is a very dangerous virus so that people are afraid of the virus and it is also supported by the issuance of Government Regulation Number

21 of 2020 concerning Large-Scale Social Restrictions in the Framework of Accelerating Covid-19 Handling. But long before that happened, Minister of Home Affairs Regulation Number 7 of 2019 concerning population administration services could be done online according to the website in each Regency (dukcapil.lebongkab.go.id).

The occurrence of the Covid-19 pandemic in Indonesia has been designated as a national disaster through Presidential Decree of the Republic of Indonesia Number 12 of 2020. The beginning of 2020 was a tough year for the world, including Indonesia. Basically, basically, Covid-19 is a health crisis. With a sudden attack, the infection is ready and can generally kill the new global coronavirus (GCC) crisis. Wider impacts besides the health sector are on the economic, social, political and environmental fields.

With the pandemic, it has changed existing habits and systems. To break the chain of the spread of Covid-19, the Indonesian government began to assert itself in issuing various policies (Febri Ramadhan & Tamaya, 2021). Starting with the implementation of Large-Scale Social Restrictions (PSBB) for areas with a high rate of spread of COVID-19 cases, starting to implement adaptation to new habits (ABK) or known as new *normal*, using masks, washing hands, maintaining distance, avoiding crowds, reducing mobility 5M Encouraging people to implement it (Husnayaini, 2020). This policy and complaints related to health protocols are the government's active response to reduce the number of Covid-19 infections in Indonesia. The Covid-19 pandemic has had a major impact on economic, educational, and social issues. Even public service institutions are also very seriously affected by the COVID-19 pandemic.

One of those affected by the COVID-19 pandemic is public services for making Child Identity Cards (KIA) in Lebong Regency. The existence of Covid-19 has affected the performance of the Population and Civil Registration Office in maximizing the number of KIA ownership by children in Lebong Regency. The existence of restrictions in the provision of services for making Child Identity Cards also affects the level of community visits in making KIA. It is known that the restrictions on activities outside and in offices cause not maximum services provided to the community.

Another problem that causes there are still many children who do not have KIA is that there are still many people who are not orderly in having KIA think that making KIA is not important because there is no proper understanding and socialization with the community, especially with villages that are difficult to reach with the Office, the community does not know the requirements needed in person or online, the community is not sufficient in the facilities and infrastructure to make the KIA. The community does not know that when the child already has a birth certificate, the child must have the KIA itself, and the community does not understand the ball pick-up program where the community can register the manufacture of KIA for their newborn children directly at midwives, clinics and hospitals where officers from Disdukcapil Lebong Regency will record it.

The results of the researchers' initial observations obtained information that KIA itself is divided into 2 types, namely for ages 0-5 years and for ages 5-17 years, what distinguishes from these 2 types is the age of 0-5 years, not using photos, and ages 5-17 years there are photos. KIA also makes it easier for children in administration which will change itself to E-KTP when the child himself is 17 years old. But the reality is that there are still many children in Lebong Regency who do not have a Child Identity Card (KIA).

The purpose of this study is to determine the quality of Child Identity Card (KIA) services during the Covid-19 Pandemic at the Population and Civil Registration Office of Lebong Regency. The benefit of this research is the contribution of scientific thinking in complementing studies that lead to the development of science, especially the science of public administration. Reference material for other researchers who are interested in studying the behavior of government bureaucracy in administrative services.

METHOD

In this study, the type of research approach used is a qualitative approach. According to Sugiyono (2014) research methods are basically a scientific way to obtain data with specific purposes and uses. In this study, researchers use a qualitative approach where the research conducted is descriptive, namely to find out or spread the reality of the events studied, making it easier for researchers to obtain objective data in knowing and understanding the behavior of government bureaucracy in administrative services. The focus of research in this study is that researchers focus on the quality of Child Identity Card services during the Pandemic.

RESULTS AND DISCUSSION

Result

The informants in this study were sourced from the Population and Civil Registration of Lebong Regency as well as several representatives from communities who needed services, here are the details of the informants in this study:

1. BS as Acting Head of the Population and Civil Registration Service

Researchers make him the first informant because as Acting Head of Service should know how the process of a policy is implemented. Therefore he was made the first informant by researchers.

2. RK as Head of Population Registration Services

He was made the next informant because he was engaged in population registration services. Meanwhile, the service of making Child Identity Cards is included under its service. Therefore, the researcher made him one of the informants.

3. RHB as Head of Resident Identity Section

The researcher made him an informant because he was responsible for making resident identity cards, including children's identities. Therefore, researchers can get information from him as an informant. Researchers also make some communities as informant representatives related to the problems studied. The informants selected are people who take care of making Child Identity Cards during the pandemic.

Table 5.1 Community Informant Data

No	Report	Information
1	RK	Head of Population Registration Service
2	RHB	Head of Resident Identity Section
3	S	Community Representative
4	AG	Community Representative
5	M	Community Representative

Source: Author's Preparations, 2023

Quality of Child Identity Card Services During the Covid 19 Pandemic at the Population and Civil Registration Office of Lebong Regency

Tangibles (Physical Evidence) in KIA Making Services

Based on the results of interviews with informants, the following researchers summarize the results of these interviews in language that is easier for readers to understand. The results of the first informant interview were sourced from the Acting Head of Service, according to him:

"In general, the appearance of every employee in this service always looks neat and also in accordance with the rules for employees with civil servant status. Because civil servants already have their own uniforms every day according to civil service rules, so there will be no civil servants with different appearances except for non-civil servants, cleaning staff and school students / students who are interning. But overall, every employee in this service with any status, must always look neat, attractive but not too excessive. For the problem of ease of access, there is indeed a slight obstacle because we lack socialization to the community if services can be done online. The factor of limited outside activities is also one of the causes of our lack of socialization about online services. As for the problem of facilities, in general, the facilities provided to the community are adequate. It's just that there are still some shortcomings and there is also damage or no wattage in some service facilities." (Interview with BS, January 4, 2023).

Meanwhile, according to the Head of Population Registration Services, explained that:

"The existing service facilities can be seen that most of them have been fulfilled. Although some still have shortcomings such as there is no special seat for applicants in front of the service desk. In addition, some facilities and infrastructure are not well maintained, so sometimes it can be said that a little less feasible facilities and infrastructure available. Service facilities such as computers need to be updated to a level that is more comfortable at work, as well as internet networks that also need to be improved so as not to interfere with service. When it comes to appearance, because we already have uniforms that must be worn every day according to the rules, of course everything looks neat and uniform." (Interview with RK, January 4, 2023).

Another opinion was also conveyed by the Head of the Resident Identity Section as the executor of making the Child Identity Card, conveyed as follows:

"We as the implementing part of making Child Identity Cards, the facilities we currently have are actually up to standard. It's just that in terms of quality that is still lacking and needs to be updated in order to improve service. Because sometimes like this computer often crashes suddenly if too many activities are done so that it interferes with our activities at work." (Interview with RHB, January 4, 2023).

In addition to information from leaders at the Lebong Regency Population and Civil Registration Office, researchers also sought information from several community representatives, along with some interviews from several community informants. The society with the initials S, explains that:

"If the problem is the appearance of the serving officer, it is good. All dress neatly and modestly in serving the community who take care of population problems, especially Child Identity Cards. While the problem of facilities or facilities / infrastructure, there are still some shortcomings such as relay that sometimes dies, limited waiting seats, special service seats. In

addition, we lack information if we can register through the online system without having to go to the office." (Interview with S, January 4, 2023).

Other opinions expressed by the community with the initials M, as follows:

"When viewed from the existing facilities, the existing facilities can be said to be quite good. It's just that there are still some shortcomings, such as the quality of facilities that are not good. If the problem of neatness or the appearance of the officers is good, they dress according to the dress code of civil servants and the appearance of the officers is also not excessive. We were just a little disappointed because we didn't know that registration could be done online. So we should be able to register from home without having to come to the office." (Interview with M, January 4, 2023).

Another opinion was also conveyed by the community with the initials AG, he explained as follows:

"Service facilities here should be improved or improved for the convenience of those of us who need services. Because when washing hands, the sink sometimes gets stuck with no water. Hand soap also sometimes runs out. Limited waiting seats are also especially during the pandemic. If we don't have a problem with appearance, the most important thing is that we get good service." (Interview with AG, January 4, 2023).

Reliability in KIA Manufacturing Services

Based on the results of interviews with informants, the following researchers summarize the results of these interviews in language that is easier for readers to understand. The results of the first informant interview were sourced from the Acting Head of Service, according to him:

"As a leader, I always instruct every employee to work carefully, carefully and precisely, especially in providing services to the community. All of this aims to minimize the occurrence of errors in providing services. In addition, we already have SOPs in providing services to the community. The existing SOPs also help officers to carry out their duties properly, and are able to take appropriate actions according to the rules if problems are found in the service. If the problem is the use of work tools, each employee is considered to have good ability to operate computers and other service equipment." (Interview with BS, January 4, 2023).

Meanwhile, according to the Head of Population Registration Services, explained that:

"In carrying out our work, we always follow the instructions of the leadership. We work well, quickly but not in a hurry to be adjusted to existing procedures. We work according to SOPs and leadership instructions, in order to maximize the results of service to the community. The existing SOPs are also quite clear about the flow of the process of serving the community, especially in making KIA. In operating equipment, every employee is able to operate well, it's just that it is often disturbed by the quality of service which often hampers service." (Interview with RK, January 4, 2023).

Another opinion was also conveyed by the Head of the Resident Identity Section as the executor of making the Child Identity Card, conveyed as follows:

"We work in accordance with the SOPs that have been made. So service officers always do their work according to SOPs. If there are problems that can still be resolved directly by officers, then it can be done as long as it is in accordance with the rules. Officers are also always reminded to be careful in their work, especially in checking the filing of applicants who apply

for KIA making. This is of course so that there are no mistakes and disrupt service in the future." (Interview with RHB, January 4, 2023).

In addition to information from leaders at the Lebong Regency Population and Civil Registration Office, researchers also sought information from several community representatives, along with some interviews from several community informants. The society with the initials S, explains that:

"When taking care of making KIA, I did not experience any obstacles. All the files that I submitted in taking care of making KIA were well checked by the officer. So yesterday there were some problems with my application file, and I was immediately informed, there are some that must be fixed by myself, and there are some data that the officer helped to fix it." (Interview with S, January 4, 2023).

Other opinions expressed by the community with the initials M, as follows:

"So far, while taking care of making KIA for my son, there are no problems in terms of filing. Each officer checks carefully to check the correctness of the data contained in the attachment file for the application for making KIA. If they already have SOPs or not, I don't know for sure, it's just that the services are carried out according to the rules, which in my opinion already has SOPs in KIA manufacturing services." (Interview with M, January 4, 2023).

Another opinion was also conveyed by the community with the initials AG, he explained as follows:

"As long as I get service, I feel that the officers have been careful enough. Because when there is a data error from the file, it is immediately informed by the officer to be corrected immediately." (Interview with AG, January 4, 2023).

Responsiveness in KIA Making Services

Based on the results of interviews with informants, the following researchers summarize the results of these interviews in language that is easier for readers to understand. The results of the first informant interview were sourced from the Acting Head of Service, according to him:

"In terms of responsiveness, I always remind every employee not to discriminate in providing services. Always consider that all communities get equal treatment and rights in services, especially in KIA manufacturing services. Whether people are rich or poor, ordinary people or officials are all obliged to be treated equally. Including family members, even if there are families of employees who want to take care of making KIA, they still have to follow the procedure and must not cut/overtake the filing queue." (Interview with BS, January 4, 2023).

Meanwhile, according to the Head of Population Registration Services, explained that:

"For the issue of whether there is a difference in treatment in service, I always emphasize not to do that. And so far there has been no action to distinguish treatment in services, let alone in the service of making KIA. All follow the rules and procedures as well as the filing queue number. It should not be prioritized if the family of the employee who works to get service first. All according to applicable rules and procedures. The officer must be neutral in order to work precisely, quickly and also meticulously in serving. Therefore there must be no distinction of treatment." (Interview with RK, January 4, 2023).

Another opinion was also conveyed by the Head of the Resident Identity Section as the executor of making the Child Identity Card, conveyed as follows:

"We in the ministry department never discriminate in treatment. We serve the community in accordance with procedures and also the order of service. I as the person in charge and coordinator of the service must be firm, prohibiting any officer from differentiating because of status. Let alone bring the close relationship of the family in the service, it has always been prohibited. All must follow the rules and apply." (Interview with RHB, January 4, 2023).

In addition to information on the order of service from leaders at the Lebong Regency Population and Civil Registration Office, researchers also sought information from several community representatives, along with some interviews from several community informants. The society with the initials S, explains that:

"During the KIA manufacturing process, I did not see any difference in the treatment carried out by officers. Officers serve each community who comes in the order of service registration. This can be seen because during the pandemic there is social distancing, so we can know who comes first and comes later" (Interview with S, January 4, 2023).

Other opinions expressed by the community with the initials M, as follows:

"In my opinion, the service is quite good, because the officers serve according to the order of registration. While I waited for the ministry, everything was called according to the order of attendance and initial attendance. No one was seen breaking through the service queue." (Interview with M, January 4, 2023).

Another opinion was also conveyed by the community with the initials AG, he explained as follows:

"I also feel the same way, in the provision of service, there is no visible or differentiation of service. All are treated equally according to the order of service." (Interview with AG, January 4, 2023).

Assurance in KIA Manufacturing Services

Based on the results of interviews with informants, the following researchers summarize the results of these interviews in language that is easier for readers to understand. The results of the first informant interview were sourced from the Acting Head of Service, according to him:

"In a service, there must be a guarantee, depending on the form of service. However, if in a government agency in charge of the field of service, of course, the guarantee in question is a guarantee of timely service and also a guarantee of free service fees. As a program from the government, of course, the service of making a Child Identity Card is free of charge. And I always remind that the service is in accordance with the time specified in the standard operating procedures that have been set" (Interview with BS, January 4, 2023).

Meanwhile, according to the Head of Population Registration Services, explained that:

"Making a Child Identity Card is free of charge, everything is free. Because this is part of a government program, which means that the burden of making cards comes from the government and is not imposed on the community. We always maximize the services provided to the community in accordance with the specified time. Because later it can affect the service if it is not in accordance with the service time procedure." (Interview with RK, January 4, 2023).

Another opinion was also conveyed by the Head of the Resident Identity Section as the executor of making the Child Identity Card, conveyed as follows:

"The free KIA manufacturing service is free of charge. If there is an officer who asks for a fee, please report it to the officer or leader directly. We always ensure that there are no officers who collect fees from the public for the manufacture of KIA. We also always maximize the service time of three days if there are no obstacles in the manufacturing process." (Interview with RHB, January 4, 2023).

In addition to information from leaders at the Lebong Regency Population and Civil Registration Office, researchers also sought information from several community representatives, along with some interviews from several community informants. The society with the initials S, explains that:

"I got my son's ID card more than one day from being informed. This happened because there was a technical problem so that the card printing process was delayed, so I only got the card on the fourth day of registering KIA for my child. Apart from that, there is no cost at all that I spend to take care of making a Child Identity Card for my child." (Interview with S, January 4, 2023).

Other opinions expressed by the community with the initials M, as follows:

"When making KIA, we are not charged any fees in its management. All for free because this is a program from the government. In addition, the Card has also been completed within three days according to the direction and information from the service officer" (Interview with M, January 4, 2023).

Another opinion was also conveyed by the community with the initials AG, he explained as follows:

"In the service of making KIA, we people are free of charge, just like the service of making KTP in general. For the problem of service time for making KIA, I was on the third day after registering, KIA could be taken. But I also don't know for sure if everyone is the same to get KIA on the third day or more than three days." (Interview with AG, January 4, 2023).

Empathy in KIA Making Services

Based on the results of interviews with informants, the following researchers summarize the results of these interviews in language that is easier for readers to understand. The results of the first informant interview were sourced from the Acting Head of Service, according to him:

"As a leader, I always instruct every morning apple, or at meetings with employees to always put the interests of the community first. Provide the best service that can be provided to the community. In addition, all employees, both in the administration and service departments, are required to speak politely and kindly to the community and to fellow employees. It also aims to create a comfortable work environment with the use of polite and kind language. And I also always give directions to always shout and listen well to all suggestions and criticisms from the community." (Interview with BS, January 4, 2023).

Meanwhile, according to the Head of Population Registration Services, explained that:

"When serving the needs of the community who carry out management, officers must swiftly prioritize the needs of the community. Other non-urgent matters can be put aside first, focusing on serving people in need first. In addition, always use language that is easy to

understand and polite, and always distinguish the use of language at each age. It is always directed and reminded that the service is not interrupted because of such things." (Interview with RK, January 4, 2023).

Another opinion was also conveyed by the Head of the Resident Identity Section as the executor of making the Child Identity Card, conveyed as follows:

"In the service section, it is always required to be friendly to the community when providing services. Use polite language and not offensive to people who may be poorly informed. And officers are also required to prioritize the interests of the community over personal interests." (Interview with RHB, January 4, 2023).

In addition to information from leaders at the Lebong Regency Population and Civil Registration Office, researchers also sought information from several community representatives, along with some interviews from several community informants. The society with the initials S, explains that:

"In the service of making a Child Identity Card for my child, I was well served, the officers also always spoke friendly and polite. During his service, he always focused on checking the completeness and correctness of the administrative requirements submitted." (Interview with S, January 4, 2023).

Other opinions expressed by the community with the initials M, as follows:

"The officer was always friendly when talking to me during the process of submitting KIA manufacturing files for my son. And the officers are also always focused on serving me without doing other activities. And also when I comment on the service facilities, the officers listen well to our complaints and respond well to them as well." (Interview with M, January 4, 2023).

Another opinion was also conveyed by the community with the initials AG, he explained as follows:

"Overall the service provided by the officers is quite good. It is proven that when I took care of making KIA for my son, the officers always focused on serving the community who registered and did not do other activities outside the service. The officers are also friendly when providing service, only sometimes I hear maybe the language is a little better if speaking to elderly residents. Officers also calmly listened to any residents who complained and made suggestions." (Interview with RHB, January 4, 2023).

Discussion

Tangibles (Physical Evidence) in KIA Making Services

In providing a service to the public or community, of course, there must be concrete evidence or physical evidence. The real/physical evidence referred to in this case is evidence of readiness from service providers such as good facilities, infrastructure and resources. According to Parasuraman, Zeithaml, and Berry (in Dr. Rahman Mulyawan 2016: 63) Tangibles (Physical Evidence) is the ability of a company / service provider to show its existence to external parties. The appearance and ability of the company's physical facilities and infrastructure and the condition of the surrounding environment are clear evidence of the services provided by service providers. Tangibles include physical facilities (buildings, warehouses, and others), technology (equipment and equipment used), and the appearance of employees.

From the expert opinion above, it can be concluded that Tangibles means visible evidence, which can be seen by the public or the public as service users. Like the neat appearance of the service officer, with the neat appearance of the officer shows that the officer is ready to provide good service to the community. But the neat appearance of officers will have an impact on the quality of services provided to the community.

Research conducted by Siti Masruroh (2012) in a journal entitled "The Effect of Banking Service Quality Dimensions on Customer Satisfaction of Bank BPD DIY" the variables used in the study were physical appearance and neatness of employees. The results of this study appearance do not affect customer satisfaction because in serving customers the priority is not the appearance of employees but what needs to be considered is customer satisfaction with the services provided, for example friendly service, responsible, serving customers quickly and precisely.

The neatness of service officers based on information obtained through research informants sourced from the community, according to informants, this does not really affect the quality of service. The most important thing is how the service is provided properly and on time. Because only these two things are important points for people who need services. Meanwhile, according to another informant, namely the leader of the Lebong Regency Population and Civil Registration Office, appearance is indeed good to pay attention to, especially when providing services to the public. Of course, the public pays little attention to the appearance of officers who provide services even though it is not too important to pay attention to, as can be seen in the picture below:



Figure 5.1 neatness of the service officer managing the child's Identity Card

For people who need public services, they are more concerned with getting services immediately than giving an assessment of the officer's appearance. For agency leaders, the appearance of officers is only part of the assessment of employees while at work. So far, every employee who is there, always looks neat and good, from staff to leaders all look neat. But leaders prioritize the way officers work and provide services.

In addition to appearance, there are more important things that must be visible in providing services to the community, namely facilities and infrastructure. Facilities and infrastructure are

the most important elements, because this determines whether the service can run well or not. Facilities and infrastructure in service to the public / community certainly have many forms and uses. In public services, there must be a service room and information room for the community. There are waiting rooms or waiting chairs, toilets/toilets, breastfeeding rooms, children's rooms, prayer rooms and smoking rooms which must all be in good and decent condition. In addition, other supporting facilities such as places / garbage boxes and also places to wash hands and use hand sanitizers because it is during a pandemic. There are information boards for people who want to get services. In addition, what is no less important is that equipment to provide services such as computers and other tools that support services must also be available properly, coupled with a network / internet connection that must be adequate considering that this service requires an internet connection in the process.

In the service of Making Child Identity Cards at the Population and Civil Registration Office of Lebong Regency, facilities and infrastructure are certainly important things that must be considered, especially during a pandemic. From the conditions found during conducting research in the field, in terms of service facilities, it is still uncomfortable because there are no service sitting chairs and there are only waiting chairs which are also limited in number, especially during a pandemic that requires social distancing to prevent transmission. In addition, the relay or place to wash hands is also in poor condition, sometimes there is water sometimes not, hand washing soap is also in such condition.

In addition to these conditions, there is also a problem that many people do not know that the service of making Child Identity Cards can be done online. However, many people do not know due to lack of socialization and cause people to eventually still come to the Population and Civil Registration Office of Lebong Regency to take care of making Child Identity Cards. There are also still many people who are not tech-savvy, causing people to prefer to come directly.

Another problem is that people who have already come to the Lebong Regency Population and Civil Registration Office only get information about how to register online but there is no officer who specifically guides people who want to register through the online system. Technical obstacles such as internet networks that are often disrupted and system errors are also the cause of disruption of services for making Child Identity Cards both directly and through online systems.

The conditions that occur in the Child Identity Card service can be said to be not optimal, especially during a pandemic. Of course, this condition must get serious attention and find a solution or solution so that the service of making Child Identity Cards can run well and can meet the target of owning Child Identity Cards in Lebong Regency.

Reliability in KIA Manufacturing Services

Reliability is certainly closely related to the good ability that someone has in doing something. Reliability or Reliability is employees who have reliable abilities, know about the ins and outs of work procedures, work mechanisms, correct various shortcomings or deviations that are not in accordance with work procedures and are able to show, direct and provide the right direction to every form of service that has not been understood by the community, so as to have a positive impact on the service.

The dimension of reliability in service quality indicators is important and vital for companies in showing their performance because reliability is a form of characteristic or characteristic of employees who have high work performance. Many companies are competing to improve the reliability dimension in their performance. The reliability in question can include how the quality of employee performance, reliability in using their skills when serving consumers.

Researchers take several important things related to reliability in KIA services with the following considerations:

a. Accuracy of Officers in Performing KIA Services

Being careful in doing work is something important to avoid or minimize mistakes that occur at work. Accuracy in work is very important in order to optimize the results of work and service. With the lack of mistakes made, the quality of service will be better.



Figure 5.5 Reliability in Child Identity Card (KIA) Making Services

In the service of making Child Identity Cards, of course, accuracy in service is very necessary. Especially this concerns the interests of the general public, so as to minimize or anticipate the occurrence of errors so as not to arise complaints or bad opinions from the public towards the services provided.

1. Have Standard Operating Procedures in KIA Services

Standard Operating Procedure or commonly abbreviated as SOP is a system that is structured to help facilitate work. According to Ekotama (2015: 41) Standard Operating Procedure is a system that is structured to ease, tidy up, and put our work in order. This system contains a sequence of processes performing the work process from start to finish. Meanwhile, according to Widiastuti (2013: 52) Standard Operating Procedure is a written document that contains work procedures in detail, gradually, regularly, and systematically. Standard

Operating Procedure in the company can ensure that every action or decision taken can run effectively and efficiently in accordance with company goals.

According to Tathagati (2015: 90) Standard Operating Procedure or also known as "Procedure" is a clearer and more detailed document to describe the methods used in implementing and implementing organizational policies and activities as stipulated in the guidelines. Every company must have a Standard Operating Procedure because it is a guideline for how the process of a work function can run well, it can be a reference if something is found not optimal in this case it is not effective and efficient. So it can be concluded that Standard Operating Procedure is a collection of written documents that contain work procedures in detail, step by step and systematically of all routine activities carried out by the company.

1. Officers' Ability to Use Equipment in Service Processes during a Pandemic

Equipment is a tool or can be in the form of a place that is useful to support the running of a job. Equipment is generally more durable (longer useful life) when compared to supplies. Equipment is usually the main tool, its placement is in the main area, easy to use and flexible.

With regard to enterprises, equipment is divided into 2 types, namely small equipment and large equipment:

1. Small equipment is items that have criteria as equipment but in the form of small materials whose role is to facilitate work. Small equipment is included in fixed assets which means it must be depreciated.
2. Large equipment is equipment that is an asset or assets of a company that may be resaleable or can generate revenue. This equipment will be included in the fixed asset balance at the time of purchase, which means it needs depreciation.

Based on the classification of these types of equipment, here are the characteristics of the equipment:

1. Including non-consumable goods so that there is depreciation cost;
2. Can be resold even if there is a decrease in price when resold;
3. Its service life can be more than 1 year;
4. Generally more expensive and usually relatively larger;
5. Usually used using the help of electricity or fuel;
6. The purpose of its existence is to support the course of business;
7. In its purchases recorded in the financial statements, equipment is included in fixed *assets*. (Fera and Mary, 2021:74-75)

Equipment in the field of public services in general related to equipment such as computers, printers, recording devices and printers if engaged in the service of making Identity Cards and Child Identity Cards. Computers and printers are equipment commonly used in both government agencies and private agencies. Computers are commonly used as administrative aids, both in terms of making correspondence, calculating data, and storing data and inputting data / information through internet media.

Responsiveness in KIA Making Services

In the aspect of *responsiveness*, researchers take several important points that researchers feel to be the focus in terms of responsiveness. The points are as follows:

Officers do not discriminate in service

Discriminating treatment or commonly called "Discrimination" is an act that is not good or commendable. Excessive discrimination can also lead to a form of crime that is often reported by certain parties who feel discriminated against.

The term discrimination comes from the English word discriminate, and was first used in the 17th century. The root of the term comes from Latin, namely *discriminat*. The act of discriminating or treating differently in someone who tends to be negative is included in bad behavior. (in Denny, 2013:6)

According to Theodorson & Theodorson (in Danandjaja: 2013) discrimination is the unequal treatment of groups or groups based on something, usually categorical, or distinctive attributes, such as based on race, ethnicity, religion, or social class membership. The term will usually describe an action on the part of the dominant majority in relation to a weak minority, so it can be said that their behavior is immoral and undemocratic. According to Brigham (Kuncoro: 2008) states that discrimination is treatment differently because of membership in a particular ethnic group. These ethnic groups include ethnicity, language, customs, religion, nationality, and others.

The results of research and information collection conducted by researchers, found information that the condition that occurred in the service section of Making Child Identity Cards at the Lebong Regency Population and Civil Registration Office was the absence or absence of discrimination in providing services to the community.



Figure 5.3 Attitude of Officers when providing services

The absence of discrimination is inseparable from the role of leadership and also good cooperation in work. Every morning apple activity is always reminded to every employee to work as well as possible. Perform work according to the duties and functions of each field. And always prioritize the interests of the community in providing services, both Identity Card services, Birth Certificates, Death Certificates, Child Identity Cards and various other services provided by the Population and Civil Registration Office of Lebong Regency. Officers perform services appropriately and meticulously.

Precise and careful is certainly a word that is commonly heard when we do or do something. Right at work means the work done is right in accordance with what was targeted at the initial goal, while careful means being meticulous in doing work, always rechecking the work done to avoid or minimize the occurrence of mistakes. Precise and careful can be said to be like a trait possessed by a person.

Not everyone has the characteristics of the right nature and meticulous in work. But that does not mean this trait cannot be trained to someone who does not have this trait. In the world of work, each employee certainly has different characteristics. Who can unite employees to be able to work well together in work requires a leader who is able to direct, model and guide. If the leader cannot do this to his employees, then the impact has an impact on the performance of both individuals and institutions / agencies.

Assurance (Assurance and Accuracy) in KIA Making Services

In the aspect of responsiveness, researchers take several important points that researchers feel to be the focus in terms of responsiveness. The points are as follows:

Timely Guarantee in Service

On Time means in accordance with operational standards of service time provided to the community. In general, in a Standard Operating Procedure, the length of service provided to the community has also been determined. The goal is to maximize service, if from the standards that have been set there is still inaccuracy in service time, it is necessary to evaluate both in terms of existing Standard Operating Procedures, as well as in the realization of the implementation of services to the community, what obstacles are found.

At the Lebong Regency Population and Civil Registration Office which is in charge of providing services to the community related to population, time is an important factor in getting satisfaction from the community. Because it is related to serving the needs of many people, proper time management in completing each service work is very important.



Figure 5.4 Flow of Making a Child Identity Card

The flow of service and the standard time required for each process can be seen in figure 5.1 above. Where in order to maintain the quality of service to be better, a standard of service

operational time is set in each process. With this time standard, it can be known the time needed to serve one process of making a Child Identity Card. If it exceeds the predetermined time, it means that there is an error both in the system and in the service process.

In-Service Fee Guarantee

In public services, guarantees are not only guaranteed punctuality in services, but guarantees against service costs are also important factors for community satisfaction. In a service sometimes there is a fee needed to get the service. However, in general, there are service costs in certain fields of service. As in the field of health services, the community certainly has to make regular payments every month so that when they need health services they will be processed properly according to administrative rules.

Empathy in KIA Making Services

In the aspect of Empathy (Empathy), researchers take several important points that researchers feel to be the focus in terms of Responsiveness. The points are as follows:

1. Officers Put the Interests of the Community First

In a public service, of course, the interests of customers are prioritized and prioritized over the interests of themselves and agencies / institutions. The community is the top priority in a service, because the existence of services is certainly for the interests and needs of the community.

The importance of prioritizing the interests of the community also has a positive impact on community satisfaction and also the performance of the institution. If the services provided are good, then the community will feel satisfied and the assessment of the performance of agency services is also good. Vice versa, if the service provided is bad, then the negative impact provided will also be bad. Therefore, it is important to prioritize the interests of the community over the interests of oneself and the interests of the agency.

2. Attitude of Officers when Providing Services

A person's attitude towards others can have different impacts, can have a positive impact can also have a negative impact. An attitude that is always good in speech, polite and friendly towards others reflects that the person has a good personality and causes the impact of people will sympathize with this attitude. But vice versa, if someone has bad speech, behavior that is not polite and not friendly to everyone, then certainly that person will be shunned and not get sympathy from others.



Figure 5.5 Officer's Attitude when providing services

3. Officers Value Every Community

In addition to prioritizing the interests of the community and also behaving well, another important aspect is that officers can appreciate every community who wants to do or needs services to make Child Identity Cards. Appreciating in this case is responding well to every question, suggestion, argument and criticism from the community.

Every question, suggestion, argument and criticism submitted by the community in general is to build so that services are further improved if there are shortcomings or problems in services. In addition, by appreciating residents who perform services, if the services that have been provided are good, then they are maintained and further improved so that later they can affect the quality of service performance.

At the Population and Civil Registration Office of Lebong Regency, especially in the Child Identity Card Making service, every officer has been directed to always be alert and respond to all questions, suggestions, arguments and criticisms from the community related to services. Don't always think of what is conveyed by society as something that is really considered bad. This is what is always conveyed by the leadership and applied by service officers. So that there are no problems or complaints if community members convey their aspirations to officers.

CONCLUSION

As the first indicator of service quality, service support facilities at the Population and Civil Registration Office of Lebong Regency are still inadequate and have not satisfied the community. This is because there are still no sitting seats for applicants and relay facilities that are in poor condition. In addition, there are still many people who also do not understand how to register online. In addition, other supporting facilities such as internet networks still often occur interference and computer quality that sometimes does not support.

Overall in this indicator is quite good, careful and precise in providing services, has Standard Operating Procedures and is also able to control supporting equipment. But in this

case, supporting equipment is still the cause of service disruption, because the quality of equipment is still inadequate.

In this indicator, officers have performed services carefully, precisely and conscientiously to minimize errors in service. In addition, officers do not discriminate in service. All forms of services are provided equally regardless of the status of the citizen.

In the Assurance indicator, service is quite good related to the guarantee of punctuality of service and guarantee of service costs. In punctuality, there are still some shortcomings due to several causative factors such as technical problems during service so that the standard time in completing must exceed the time limit. However, in terms of guaranteed service fees, there is no charge in the process of making a Child Identity Card.

Overall in this indicator, the service of making Child Identity Cards has been included in the good category. As in terms of prioritizing the interests of the community, polite attitude and good speech to the community, and appreciating every criticism and suggestion submitted by the community because all of these things are opinions that aim to improve the quality of service.

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