

# **Service of Online Birth Certificate in Department of Population and Civil Registration in District Grobogan Central Java Province**

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## **Abstract**

The background of the problem in writing this Final Report is that Grobogan Regency has a large area and a long distance to the Office of Population and Civil Registration and the high cost to reach the office makes it difficult for people to get birth certificates. Therefore, the Population and Civil Registration Office of Grobogan Regency, Central Java Province made a new breakthrough, namely online birth certificate services in collaboration with hospitals, health centers, and polyclinics. Based on the research that has been done, it is concluded that the online birth certificate service at the Population and Civil Registration Office of Grobogan Regency, Central Java Province has not been maximized due to several factors including the lack of service personnel, the lack of facilities and infrastructure, and the people of Grobogan Regency, Java Province. The center is less technologically literate, and many think this program is too complicated. To overcome these obstacles, the authors provide suggestions such as making an online service android application so that it is more easily accessible to applicants via cellphones (HP), socialization through community leaders, proposing to the Grobogan Regency Personnel Agency to be able to add employees and Procurement of facilities and infrastructure supporting services so that services can be carried out optimally.

**Keywords:** Service, Community, Online, Community satisfaction

## **1. Introduction**

A birth certificate is a form of identity for every child who is an inseparable part of civil and political rights as citizens. A birth certificate is one of the most important documents because it is proof of someone's legal recognition as a citizen of the country they live in. Everyone must have a birth certificate as a form of guarantee in one's legal position and status before the law.

Based on data from the Directorate General of Population Administration, the percentage of birth certificate ownership in December 2007 is estimated to be only around 60% for children under 5 (five) years old (Soemartono, 2011:114). From these data we can see that there are still quite a lot of children who have not been registered with the population administration in the form of civil registration. This is a result of the lack of socialization from the government on the importance of birth certificates to the public and the lack of service innovation from the government to facilitate the birth certificate registration process.

In Law Number 24 of 2013 concerning Population Administration it is explained that "Every birth must be reported by the population to the implementing agency at the place where the birth occurred no later than 60 (sixty) days from birth. Registration and issuance of birth certificates is carried out after obtaining a decision from the implementing agency local"

The understanding of the importance of birth certificates is apparently not optimal for the people of Grobogan Regency. Some of the people of Grobogan Regency feel that it is enough just to hold a birth certificate from the Neighborhood Association (RT), even though the birth certificate from the RT is not an official document and is only a requirement for obtaining a birth certificate. A population document is said to be official if it is issued by an Implementing Agency that has legal force as authentic evidence produced from the population registration service and civil registration. In this case the Implementing Agency is the Department of Population and Civil Registration. The lack of public awareness of Grobogan Regency to report birth events is also one of the obstacles to the lack of birth certificate ownership.

The low public awareness to report births on time, which is 60 days from birth due to lack of understanding of the community about the importance of birth certificates, accompanied by the large area in Grobogan Regency, people who live far from the city center are lazy to take care of important documents such as birth certificates, and This resulted in the perception that the administration of making birth certificates seemed convoluted and that the process of making birth certificates seemed very slow, while people who were bound by working hours did not have much time to follow complicated procedures. So the community will only take care of these important documents when needed.

Given the importance of making birth certificates for individuals and for the state, the central government needs to increase productivity and innovation in birth registration activities, both in socializing activities to the public on the importance of birth certificate ownership as well as new innovations in public services related to making birth certificates. In connection with the problems described above, the Population and Civil Registration Office of Grobogan Regency rolled out a program in order to improve services to the community, especially in birth certificate services, this made the authors interested in researching this program, with the title "Service of Online Birth Certificate Services at the Department of Population and Civil Registration of Grobogan Regency, Central Java Province"

## **2. Literature Review and Hypotheses**

Services are carried out by each government apparatus with the aim of providing convenience and satisfaction for the people who receive these services. Gronroos in Ratminto and Atik Septiwinarsih (2012:2) suggests that:

"Service is an activity or a series of activities that are invisible (cannot be touched) that occur as a result of interactions between consumers and employees or other things provided by service providers that are intended to solve consumer/customer problems"

Based on the theory according to Zeithaml, Parasuraman & Berry (1990) consisting of 10 service performance indicators, in this case the author takes 5 service indicators from the theory, namely:

1. Tangibles (Physical Appearance)
2. Reliability (Ability)
3. Responsiveness
4. Assurance (Certainty)
5. Empathy (Empathy)

The definition of public service according to Sadu Wasistiono in Hardiyansyah (2011:11) states that "Public service or public service is the provision of services either by the government to the private sector on behalf of the government or private parties to the community, with or without payment to meet the needs and or interests of the community"

According to Siswosoediro (2008:14) states that Birth certificate is a form of deed in the form of a piece of paper issued by the civil registry office containing the identity of the child born, namely the name, date of birth, parents' names and the signature of the authorized official. law with his parents.

### **3. Methods**

This study uses an interview method that the author will do is a semi-structured interview. The purpose of this interview is to provide an opportunity for informants to answer freely according to their opinions or views on the questions asked. The next goal is to find problems more openly, where the parties invited to the interview are asked for their opinions and ideas.

#### **Resources**

Primary data is data obtained directly from research sources or research locations, namely by conducting observations and interviews with respondents or officials regarding online birth certificate services at the Department of Population and Civil Registration of Malang City.

Secondary data is additional data obtained from various sources related to research, such as books or literature related to research problems, documents or archives regarding Online Birth Certificate Services at the Population and Civil Registration Office of Grobogan Regency.

#### **Data collection technique**

The methods used in data collection, as is usually done in qualitative research, are observation, interviews and documentation. Data in qualitative research is more in the form of words, so interviews are a very important tool

#### **Data analysis technique**

Data analysis techniques are a very important part of the scientific method because with this analysis the existing data can be given meaning and meaning that is useful for problem solving.

Data analysis is carried out to find and compile the results of interviews, field notes and others whose findings will be informed to others

The author uses analytical steps in analyzing the data of the Miles and Huberman model, namely data reduction, data presentation, and drawing conclusions.

### **4. Results and Discussion**

#### **Results**

##### **Data Communication Network is not smooth**

The non-fluency of the data network has hampered the process of transferring (transferring) data to the population data center (database), thus hampering the process of data entry and printing of birth certificates which resulted in the lengthy process of making birth certificates online.

##### **Limited Number of Employees**

The limited number of employee personnel affects the quantity and quality of work results. The more the number of personnel, the maximum number of services provided. The number of available personnel must match the number of existing applicants.

##### **Limited Facilities and Infrastructure**

Facilities and infrastructure are important aspects in the process of issuing birth certificates, the computer is a tool for data entry and the printing of birth certificates must be in good condition. The limited number of computers and networks that are not running smoothly coupled with the increasing number of requests for making deeds make the process of making deeds late.

##### **Low Community Participation**

One of the problems that becomes an obstacle for the Department of Population and Civil Registration is the level of community participation. The services provided by the Service are in accordance with Standard Operating Procedures, but the level of community participation in online birth certificate registration is still lacking, this is proven by the fact that many people still register birth certificates manually by coming directly to the Population and Civil Registration Office instead of registering online using a cellphone or laptop anywhere.

### **Discussion**

Based on the results of an interview with Mrs. Agustining Rahayu, S.IP as Head of Data Utilization and Service Innovation, it can be concluded that one of the obstacles in online birth certificate services is that the server network provided by the center often experiences downs so that online services do not run optimally.

Based on the observations made by the author during the internship and Pak Sukiswanto S.Sos as the Head of the Birth Section, it can be concluded that the condition of the existing facilities and infrastructure at the Population and Civil Registration Office of Grobogan Regency is still not fully optimal because of frequent blackouts from PLN. thereby reducing the comfort level of the applicant.

Based on the observations made by the author during his internship and interviews with Mr. Moch. Susilo, SH, MM as the Head of the Service and Mr. Totok Winaryo as the Petitioner, it can be concluded that the Population and Civil Registration Office of Grobogan Regency has provided many conveniences in online birth certificate services such as a website that has been provided to register online, there are instructions for registering birth certificates online at the website that has been provided, then if the applicant comes to the Department of Population and Civil Registration then there is a security guard at the door taking the queue number then the applicant submits the queue number to the service counter and waits for the officer to call the applicant based on the queue number using loudspeakers.

## **5. Conclusion and Suggestions**

### **Conclusion**

The facilities and infrastructure at the Department of Population and Civil Registration have been maximized with the convenience provided by the Service, but what is still an obstacle is that the website provided is still often experiencing down server problems. The ability of online birth certificate service employees is not good because it is not in accordance with the Standard Operating Procedure (SOP). This is because online birth certificate service employees often serve applicants outside of working hours. The response of the online birth certificate service employee is good because the verification process is thorough and if there is data uploaded by the wrong applicant, it will be notified via the website or SMS. The behavior of the employee in serving the applicant is good because the employee has carried out technical guidance so that they have good ethics and behavior. The employee's empathy is good because they follow up on each applicant's complaint through the suggestion box, official SMS, or from social media that has been provided by the Office. The obstacles faced by the community in online birth certificate services are as follows: (a) Internet network that is not smooth; (b) Limited number of online birth certificate service employees; (c) Limited facilities and infrastructure; (d) Community participation is still low.

### **Suggestions**

There needs to be an increase in the number of employees at the Population and Civil Registration Office of Grobogan Regency so that online services are maximized. It should add facilities to support the implementation of activities such as generators used during blackouts from PLN at the Population and Civil Registration Office of Grobogan Regency. They should provide allowances for online birth certificate service employees for serving applicants outside of working hours. He should make an online service android application so that it is easier for applicants to access

## Proceedings

The 2<sup>st</sup> International Conference in Social Science | Malang, November 5-6, 2021

<https://seminar.unmer.ac.id/index.php/ICONISS/2ICONISS>

via cellphone (HP). There needs to be regular website updates once a month to reduce down server problems. Socialization through community leaders to register more birth certificates online

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