

Implementation of Population Administration Service Policies During the Covid-19 Pandemic in Garut Regency

Ikeu Kania

Universitas Garut, Indonesia

Email: ikeukania@fisip.uniga.ac.id

Abstract

The Covid-19 pandemic that has run rampant globally has made administration complicated and time-consuming. The Minister of Home Affairs issued Permendagri No. 7 of 2019 concerning Online Population Administration Services, which the Garut Disdukcapil then implemented by creating a Pandu-Online service. This online service has only been implemented at the Garut Disdukcapil because previously, the service was carried out directly. This study aims to determine the implementation of population administration service policies during the COVID-19 pandemic in Garut Regency and determine the supporting and inhibiting factors for implementing population administration service policies during the COVID-19 pandemic in Garut Regency. Researchers used a descriptive method with a qualitative approach. Data sources were taken from the Garut Disdukcapil and community users of these services, with data collection methods carried out in observations and interviews. The results of this study explain that the implementation process does not always run as it should; in the field, there are still many obstacles that exist, so the implementation process has not run well and optimally. Garut Disdukcapil parties need to make many improvements so that the entire community of Garut Regency can feel the implementation of this policy.

Keywords: Policy Implementation, Covid-19, Services, Population Administration.

A. INTRODUCTION

Law Number 25 of 2009 concerning Public Services explains that public services are activities or series of activities carried out in fulfilling service needs following laws and regulations for every citizen and resident of goods, services, or administrative services provided by the organizer. Public services (Asri, 2020). The goal is to improve quality in a simple, easy and affordable principle frame and benefit the people of Indonesia (Rudiansyah et al., 2022).

The implementation of bureaucratic reform is motivated by the quality of public services, which are considered unable to meet the community's expectations. Therefore, the government issued a public policy to overcome the problems experienced by the public (Kartika & Oktariyanda, 2022). In Dye's view, as quoted from Widodo (2021), public policy is anything (whatever) the government chooses to do or not to do. As an example of the government's policies, namely policies related

to public services, with the issuance of Government Regulation Number 38 of 2007 concerning the Division of Government Affairs between the Government, Provincial Governments, District/City Governments.

As a state administrator, the government is responsible for providing essential public services and maintaining all public interests. Administrators must maintain and serve the community first (Endah, 2018). The government can achieve guaranteed satisfaction and public trust by fulfilling its commitments and functions to the fullest. Following existing regulations, government officials should always try to serve the community's interests and make community affairs as comfortable as possible for members (Pattipawae, 2011). In terms of services, government employees are obliged to offer them. As a result, efficient administrative and bureaucratic management is essential to improve services and ensure smooth implementation. Bureaucracy and administration must be improved to provide good services to the Indonesian people who live in a large country with a large population (Basuki, 2008). Furthermore, sourced from article 18 point I of Law no. 25 of 2009, every citizen has the right to unhindered access to high-quality services.

KTP-el is an Electronic Identity Card as the official identity of the Indonesian state based on a NIK (Population Identification Number), which is made electronically in the sense that it is both physically and functionally used computerized (Janati, 2015). The initiation of the-KTP started in 2009 and was implemented nationally in February 2011. The-KTP aims to serve as a self-identity for the population and is valid nationally, preventing double ID cards and ID card counterfeiting and supporting the establishment of an accurate population database (Wahyuni et al., 2017). The-KTP has complied with all the provisions of the Law of the Republic of Indonesia Number 24 of 2013 concerning Amendments to Law Number 23 of 2006 concerning Population Administration. Law Number 24 of 2013 appeared to improve Population Administration services in line with the demands of professional administrative services, meeting information technology standards, dynamic, orderly, and non-discriminatory in achieving exceptional standards (Apriliani et al., 2019).

However, in the current situation, the Covid-19 epidemic, which has run rampant globally, has made administration complicated and time-consuming. To stop the spread of the virus, the government implemented a comprehensive program known as Social Distancing (Cristianingsih, 2020). Restrictions on activities carried out outside the home must be considered to contain the spread of Covid-19. From June 1 to June 23, 2021, there were 2,694 additional positive cases of Covid-19 in Garut Regency, an increase of 2.9 times from the previous month. The Minister of Home Affairs responded by issuing Permendagri No. 7 of 2019 concerning Online Population Administration Services, which states that developing a new population administration service system is very important for successful and efficient governance (MHA Reg, 2019). Sourced from Article 1 Paragraph 2 of the Regulation of the Minister of Home Affairs Number 7 of 2019, Online Population Administration is administering population documents using web-based electronic media by utilizing technology, communication and information facilities (MHA Reg, 2019).

The Department of Population and Civil Registration of Garut Regency (Garut Disdukcapil) carried out these instructions by establishing Pandu-Online, an online service system that allows residents to register online (Integrated Administrative Services-Online). This service helps the community make population documentation online by utilizing the <https://pandu-online.garutkab.go.id/> link. The public can now apply for administrative registration without coming to the Disdukcapil or kelurahan office (Literasi News, 2021). Unauthorized parties cannot access the database or fill out documents when using this online service because administrative documents are given directly to applicants via email, not through third parties, as in paper applications (Maulana, 2021).

Services are delivered faster, more effectively, and efficiently through web-based services enabling individuals to benefit from innovation (Naqibah et al., 2021). While the advantages of internet services are widely recognized, they are not always fully realized. In the field, there are still many people who are not digital literate, especially those related to the needs of schools and the community. The Garut Disdukcapil office continues to receive requests to print ID cards and family cards, birth and death certificates, update arrival/departure dates, and requests for ID cards. This is useful when the information is urgent, such as in health care. Consequently, if the need is urgent or unavoidable, members of the general public can provide services directly.

This latest technology will provide many new possibilities for the relevant agencies. However, due to the lack of technical literacy, not all levels of society can benefit from using technology to provide these services. As a result, information technology does not always provide benefits and advantages (Nugraha, 2018). This unexpected result hampered service for officers unfamiliar with the new equipment. Lack of training makes them less adaptable to serving online. Implementing this service is also tricky due to the server and network problems. As a result, current internet services are less than ideal and must be improved. Therefore, researchers are interested in conducting a study entitled "Implementation of Population Administration Service Policies During the Covid-19 Pandemic Period in Garut Regency.

B. METHOD

This study uses a qualitative method with a descriptive approach, relying on non-statistical data (Sugiyono, 2017). The data sources of this study were taken from the Disdukcapil Garut and the community. They use these services with the data collection methods carried out by researchers in observation, interviews, and documentation. After that, the data were analyzed using the theory of policy implementation from Van Meter and Van Horn, which consisted of policy size and objectives, resources, characteristics of implementing agents, attitudes/tendency (disposition) of implementers, and communication between organizations, and the economic environment social, and political. These variables show how the

implementation of population administration service policies during the COVID-19 pandemic in the Garut Regency can be seen.

C. RESULT AND DISCUSSION

1. Implementation of Pandu-Online Service Policy of Garut

Policy implementation According to Van Meter and Van Horn, in Agustino (2018; 2012; 2014) defines policy implementation as actions taken by the government and the private sector either individually or in groups intended to achieve the objectives as formulated in the policy. The service's efforts to facilitate the problems that exist in the community regarding innovation in population administration services. Before discussing policy implementation, Van Meter and Van Horn, as quoted by Agustino (2018), define policy implementation as actions taken by the government and the private sector either individually or in groups intended to achieve the objectives as formulated in the policy. The service's efforts to facilitate problems in the community regarding innovation in population administration services (Anggara, 2014).

The success of policy implementation can be measured through 6 variables from Van Meter and Van Horn, including:

a. Policy Size and Objectives.

The level of success can measure the performance of policy implementation. The size and objectives of the policy in implementing the policy must follow the prison that is intended to be formulated in a government policy or program (Posangi et al., 2020). Policies must be implemented accurately, and the size and objectives of implementation must also be precise, not just accepted (Purnamasari & Pradana, 2017). The level of success in implementing the population administration service policy in the Civil Registration Department of Garut is Pandu_Online based on the results of field research. The policy is successfully implemented if the community feels that there are online assisted services. Pandu-Online's line aims to make it easier for the outlawed community to get the latest information on their residence documents during the COVID-19 pandemic. As for the targets, from the purpose of online services through Pandu-Online lines, all people living in the district of Garut need their residency documents. The entire community of Garut Regency must also feel the accuracy of the size and objectives of the line policies. This line shows actual actions from the service so that the whole community can continue to receive the full rights of the population documents properly. Socialization and clear information need to be carried out by the service so that all people are no longer confused because of the pepper. The change in the service process was previously carried out directly in an online service.

b. Resources

Resources are the success of the policy implementation process, which is highly dependent on the capabilities of the available resources. In giving the impact of the implementation of a program, it is not only the objective factor which must be clear and logical, but the resource factor also has a significant influence on a policy.

Human Resources

Human resources are the main actors in an organization that are the planners and active actors in every activity. In terms of the Human Resources line, it means the program implementers or the employees who carry out the online Pandu services. To improve the quality of HR, it is appropriate that it is necessary to conduct training following the fields studied by the employees and provide rewards for high-achieving employees.

Based on the results of interviews and observations, the researcher saw that the policy resources in the implementation of the online administrative service policy at the Disdukcapil I Garut had not been appropriately implemented; this can be seen as a lack of adequate HRD so that it will take a long time to serve the lengthy process so that it will take a long time will be discussed on the next page. Apart from that, there is also a lack of clarity on the location of the land given from the side of the Civil Registry Department of Garut, which is related to the procedures for online services, so many residents feel confused regarding the online traffic services. However, regarding the rewards or punishments in the Disdukcapil Garut, it is sufficient to carry out well in terms of the first line that aims to fight employees who feel motivated to work. In addition to that, the Idinas side needs to carry out socialization and hold special technical training for employees, especially those related to online services. Employees are more competent at work.

Time Resources

Timeliness in implementing the first-line online service becomes the most important thing because the online-line service is the main gate for the population administration service. A good service must provide a fast and effective service following the service promise and applicable SOPs. Through the Pandu-Online service, the community line will ensure that you will receive an answer on the same day the first time you submit a service. In the field, there are still many people who complain about the slow response of the service, even if the pepper has not been served all day long. This line can be caused by the inequalities in the number of submissions with the number of pepper officers. Because of that, apart from the availability of competent staff, there is also a need for several people proportional to the number of submissions entered on the online service website.

Financial Resources

When talented and capable human resources are available, while disbursement of funds through violations is not available, there is a problem with realizing the prison that this policy aims to aim at. In the field of financial resources, it can be concluded that there are no obstacles because it does not require a violation, especially one that is of an honorarium character. The facilities and infrastructure for even pepper have been provided as well as possible by the service so that the service process can run well. However, in the future, the service will require a specific violation to maintain the application for the online service application at the Disdukcapil. It can be more responsive and more accessible for the community to use.

c. Characteristics of Implementing Agent

Line variables are the centre of attention of the implementers, including informal and non-formal organizations actively involved in implementing public policies. In the Online Pandu service policy, the executor has the task of facilitating the community's needs in terms of fulfilling services at the Garut Disdukcapil. The implementers are only tasked with providing excellent service. The characteristics of the implementing agency in implementing the online Pandu service policy require elements that can seriously protect and serve all the community's needs. The agent executing the online guideline policy does not need to be harsh in character because the line policy is not regulated with sanctions. At the Disdukcapil Garut, the other implementers are divided according to their respective functions. The operator does not have to do double duty and only focuses on one job. The coordination between the Head of Service as the leader and the Head of the Field can be said to be good so that the placement of the main tasks and functions of the literature staff is organized correctly. When there are obstacles in the online service process, it can be handled better because the officers are not confused anymore regarding the main functions of pepper. Apart from that, with the pepper, online line services can change the image of the Disdukcapil Garut, which used to be less good in society, to be better. In its implementation, the service side needs to improve the quality of the service. The benefits are still there, and all the people in Garut Regency can feel the benefits.

d. Tendency (Disposition) of Executors

The tendency or attitude of implementing the policy plays an essential role in realizing the implementation of the policy is following the objectives of the policy itself. Based on the results of interviews and observations, the researcher saw that the attitude/tendency of the implementers in the implementation of the Online Pandu service policy at the Disdukcapil, Garut, has been implemented well; only the response or attitude of the service provider is still uneven so that the public is less concerned quick to respond in responding to services. But besides that, it can be seen from the quick response of the internal services in responding to instructions from the Minister of Internal Affairs by making innovations in the COVID-19 pandemic situation, which restricts every movement of society. A high level of commitment from the service side to the community in providing immediate services to produce excellent service.

e. Inter-Organizational Communication

Coordination is the only light mechanism in the implementation of public policy. The better the coordination of communication between the parties involved in an implementation process, the assumption is that there are very few trading errors and vice versa. Based on the interviews and observations, the researcher saw that communication between organizations and the activities of the implementers in the implementation of the Online Pandu Service policy at the Disdukcapil Garut was not well implemented. In contrast, the lines seemed less than evenly distributed among the administrators. Meanwhile, in socializing with the community, the Disdukcapil

Garut does not provide direct socialization; however, to introduce line online services, it is carried out through mass media such as Radio, WhatsApp, Group, WhatsApp, Status, and Banner. With so many residents who still don't understand the procedure for online line services, even some peppers don't know about line online services because they believe that to take care of population documents, they have to come directly.

f. Economic, Social, and Political Environmental Conditions

Inline research, the economic environment did not influence the implementation process of online population administration service policies. So the economic environment was not discussed in line research. Based on the information obtained, the Regent of Garut and his staff have also assisted in the implementation of the line online service policy, assisted by the Garut Diskominfo related to the provision of a network and server for the Pandu-Online service at the Disdukcapil Garut to run smoothly. Apart from that, the legislature also helps by distributing suggestions and inputs received from the community and then conveyed to the Disdukcapil Garut so that the services can be better and optimally as expected by Garut Regency. Thus, the results of interviews and observations of researchers see that the environmental, economic and political conditions in the implementation of the online administrative service policy at the Disdukcapil Garut have been carried out well; this can be seen from the social and political environment so far they have supported the implementation of the online Pandu Online service policy. To fulfil the rights of the community to obtain the administration of their population.

2. Supporting and Inhibiting Factors in the Implementation of Population Administration Service Policies During the Covid-19 Pandemic in Garut Regency

In public service, there must be factors that support the running of an effective and efficient fight service so that the service becomes more optimal. The factor that promotes the creation of excellent service in the online Pandu service at the Disdukcapil Garut is the effort to support the Garut Regency Government's policy in this era of the covid-19 pandemic, to reduce population mobility or reduce crowds. This online service is an excellent alternative solution to avoid the occurrence of crowds that are feared to cause the spread of COVID-19. Efforts to assist the government in minimizing the masses and government projects related to large-scale social restrictions have become factors that encourage the implementation of the online Pandu service policy at the Civil Service Department, Garut. The service requires a certificate of residence as a certified service provider and building and equipment that allows the process of online services to be processed when the line is obtained optimally and efficiently.

Things do not always go according to plan during the policy's implementation; several circumstances may cause the implementation of the policy to be delayed. Limited socialization is the first factor that hinders the understanding and utilization of this online service. This criticism stems from many people claiming that they do not

understand the online service procedures and cannot adapt to the changes in services usually carried out directly. As a result, the Pandu-Online service will continue to be improved, especially in dealing with population documents needed by the entire population of Garut Regency. In most of the author's interviews, the most inhibiting factor for this Online-Guidance service is the limited socialization that is being carried out, so that the community does not understand less and does not know about the online service, the server's ability to accommodate specific requests, it is still limited time-limited access. Access and the number of queues are still limited.

D. CONCLUSION

The Covid-19 outbreak has encouraged everyone to limit their physical and social activities, which have a limited direct impact on the provision of public services. In Permendagri Number 7 of 2019 concerning Online Population Administration Services, the Minister of Home Affairs said a new and efficient population administration service system is needed to build an effective and efficient government. Disdukcapil Garut implemented this approach by creating Pandu-Online, an online service innovation. This implementation has problems. Many people in the community still do not yet understand the flow of Pandu-Online services, thus confusing how to access demographic data. The magnitude and objectives of the Garut Disdukcapil policy implementation have not yet been fully anticipated because many people are still unsure how to collect population data. Disdukcapil l Garut still lacks resources due to the limited number of operators who provide online services compared to many applications waiting in line. The officials also failed to explain adequately to the public the administrative requirements and procedures for accessing online services. As a result, no other service providers are forced to complete two tasks simultaneously and perhaps only focus on one activity.

REFERENCES

1. Agustino, L. (2008). *Dasar-Dasar Kebijakan Publik*. Bandung: Alfabeta.
2. Anggara, S. (2014). *Kebijakan Publik*. Bandung: Pustaka Setia.
3. Apriliani, N., Nur, T., & Mulyadi, A. (2019). Evaluasi Kebijakan Ktp Elektronik (Ktp-El) di Dinas Kependudukan dan Pencatatan Sipil Kota Sukabumi. *PAPATUNG: Jurnal Ilmu Administrasi Publik, Pemerintahan dan Politik*, 2(2), 13-27.
4. Asri, B. (2020). Implementasi Kebijakan Pelayanan Publik Berbasis Aplikasi pada Era Covid-19 di Kota Cimahi Provinsi Jawa Barat. *VISIONER: Jurnal Pemerintahan Daerah di Indonesia*, 12(4), 695-712.
5. Basuki, J. (2018). Ekologi Administrasi Publik di Indonesia Dalam Menghadapi Revolusi Industri 4.0: Perspektif Kebijakan Publik. *Public Inspiration: Jurnal Administrasi Publik*, 3(2), 53-62.
6. Cristianingsih, E. (2020). Implementasi Kebijakan Administrasi Kependudukan Di Kabupaten Bandung. *Jurnal Ilmiah Magister Administrasi*, 12(2).

7. Endah, K. (2018). Etika Pemerintahan dalam Pelayanan Publik. *Moderat: Jurnal Ilmiah Ilmu Pemerintahan*, 4(1), 141-151.
8. Janati, N. (2015). Evaluasi Kebijakan Layanan Kartu Tanda Penduduk Elektronik (KTP-El) Sebagai Bentuk Penerapan Identitas Berbasis Single Identity Number di Kabupaten Lampung Utara. *e-JKPP*, 1(3).
9. Kartika, D. F., & Oktariyanda, T. A. (2022). Inovasi pelayanan publik melalui aplikasi poedak (pelayanan online pendaftaran administrasi kependudukan) di dinas kependudukan dan pencatatan sipil kabupaten gresik. *Publika*, 245-260.
10. Law Number 23 of 2006 concerning Population Administration.
11. Law Number 25 of 2009 concerning Public Services.
12. Literasi News. (2021, November 15). *Ngurus KTP, KK hingga Akta di Garut Bisa Online, Tak Perlu ke Kantor Disdukcapil*. Retrieved from <https://literasinews.pikiran-rakyat.com/pemerintahan/pr-92845204/ngurus-ktp-kk-hingga-akta-di-garut-bisa-online-tak-perlu-ke-kantor-disdukcapil>.
13. Maulana, G. A. (2021). Implementasi Pelayanan Program Pembuatan Kartu Tanda Penduduk Elektronik (KTP-El) di Era Covid-19 di Kecamatan Cibadak Kabupaten Lebak Provinsi Banten. *Angewandte Chemie International Edition*, 6(11), 951–952., 5–24.
14. Minister of Home Affairs Regulation Number 7 of 2019 concerning Population Administration Services Online.
15. Naqibah, L. S., Cikusin, Y., & Abidin, A. Z. (2021). Implementasi Kebijakan Pelayanan Administrasi Kependudukan Berbasis E-Service (Studi Kasus Pelayanan E-KTP di Dinas Kependudukan dan Pencatatan Sipil Kabupaten Rembang). *Jurnal Respon Publik*, 15(9), 22–30.
16. Nugraha, J. T. (2018). E-Government dan pelayanan publik (studi tentang elemen sukses pengembangan e-government di pemerintah kabupaten Sleman). *Jurnal Komunikasi Dan Kajian Media*, 2(1), 32-42.
17. Pattipawae, D. R. (2011). Penerapan nilai-nilai dasar budaya kerja dan prinsip-prinsip organisasi budaya kerja pemerintah dengan baik dan benar. *Sasi*, 17(3), 31-44.
18. Posangi, H. A., Lengkong, F., & Dengo, S. (2020). Komunikasi Dalam Implementasi Kebijakan Pelayanan Administrasi Kependudukan Dilakukan di Dinas Kependudukan dan Catatan Sipil Kabupaten Bolaang Mongondow. *Jurnal Administrasi Publik*, 6(94).
19. Purnamasari, H., & Pradana, B. A. (2017). Implementasi Kebijakan Pelayanan Administrasi Terpadu Kecamatan (Paten) di Kecamatan Mustikajaya Kota Bekasi. *Jurnal Politikom Indonesiana*, 2(1), 62–78.
20. Rudiansyah, Y. A., Argenti, G., & Febriantini, K. (2022). Kualitas pelayanan administrasi kependudukan pada masa pandemi Covid-19 di dinas kependudukan dan pencatatan sipil. *Kinerja*, 18(4), 513-520.
21. Sugiyono. (2017). *Metode Penelitian Kuantitatif, Kualitatif, dan R&D*. Bandung: Alfabeta.

22. Wahyuni, N., Akib, H., & Darwis, M. (2017). Keefektifan Pelayanan Kartu Tanda Penduduk Elektronik (KTP-EL). *Jurnal Ilmiah Ilmu Administrasi Publik*, 7(1), 1-10.
23. Widodo, J. (2021). *Analisis kebijakan publik: Konsep dan aplikasi analisis proses kebijakan publik*. Media Nusa Creative (MNC Publishing).