

The influence of birth certificate application process service toward public satisfaction in the population and civil registration agency of Garut Regency Indonesia

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ABSTRACT: The sustainability of national development and public services must include a special attention to the population factor as the subject and object. A birth certificate is an identity form and an integral part of citizen civil and political rights. Unfortunately, the people in Garut still consider the service quality of the local Population and Civil Registration Agency is not yet effective in serving the society during birth certificate application process. Therefore, this study aims to find out the influence of service quality provided during the process of birth certificate application toward public satisfaction in the Population and Civil Registration Agency of Garut. Using a quantitative approach, data were collected through observations, interviews, literature studies and questionnaire distributions. Questionnaires were spread to 100 respondents using non probability sampling technique which is a purposive sampling. The result of this study indicates that there is an influence of service quality during the process of birth certificate application toward Public Satisfaction in the Population and Civil Registration Agency of Garut as big as 36%. The results of this study can be treated as a reflection of the performance of the Garut government in serving a birth certificate in Garut.

1 INTRODUCTION

The quality of service will create a strong relationship between customer perception and the service provider agency (Ramscook-Munhurrin & Lukea-Bhiwajee 2010). According to Ministerial Decree no. 25/M.PAN/2/2004, public satisfaction is measured by public opinion and judgment on the performance of public service administrators (Menteri 2004). Meanwhile, referring to the Decree of the State Minister on Administrative reform Number: 63/KEP/M.PAN/7/2003 that every public service must have a standard and it must be published as a guarantee of certainty for the service users (Menteri 2003).

In the profile of local Population and Civil Registration Agency of Garut Regency in 2016, it is mentioned that the population data resource is from the population registration service through the Population Registration and Record unit of Garut Regency Population and civil registration agency which has been consolidated with the Ministry of Internal Affairs by integrating the PAIS Database (Population Administration Information System) functioning to improve the service effectiveness and validity of the resulted data. The good relationship between Public and the Civil Registration Office of Garut regency is important in understanding the expectations and needs of the society.

A birth certificate is an identity form of every child which is an integral part of citizen civil and political rights. The right for identity is a state recognition form of a person existence before the law, and each child is entitled to a name as an identity and

citizenship status. Gerber et al. (2017) stated that it is important to include the right to birth certificate.

Government apparatus, especially in the Population and Civil Registration Agency of Garut Regency as the service provider should provide the best service to public in order to fulfill the need for birth certificates which are valid for a lifetime and useful for dealing with various needs in society. Therefore, service becomes one of the most important things to be provided by the Population and Civil Registration Agency of Garut regency to influence the level of public satisfaction.

This is in line with the mission of the Population and Civil Registration Agency of Garut Regency to realize a professional and trusted population and civil registration service which is elaborated more in the goal to improve public services which can be accessed easily and precisely through the availability of quality IT-based services. In 2018, Garut Regency Government through the Agency of Population and Civil Registration has issued 1,500 free birth certificates for the residents of Kadungora Sub-district (Galamedianews.com). Head of Population and Civil Registration Office of Garut regency, Rina Siti Syabariah, appreciates the Head of Sub-district and the service staff at the Sub-District Office who have provided good service in the issuance of the documents.

The measures of public satisfaction assessment as a global concept are still considered limited and still need to be developed (Vreugdenhil & Rigby 2010). Salim et al. (2017) state how important