

## Innovation In Population Administration Services

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### Abstract

*Population management is one of the services that the local government must offer. The Bandung Regency Government established E-Sakedap in response to widespread public complaints regarding population administration services. Sakedap is an online service for maintaining marriage and divorce certificates for non-Muslims, as well as birth, death, and moving in and out certifications for Indonesian nationals. Data from the research findings were collected, analyzed, and compared using the descriptive qualitative research method. The focus of the study is Sakedap's population administration service innovation in Ciparay Village, Bandung. Kurhayadi claims that the attribute theory of innovation—which takes into account comparative benefits, ease of observation, appropriateness, complexity, and the possibility of trying—is the theory used in the analysis. The research's conclusions, in particular the Sakedap in Program at the Ciparay Village Office, have been able to provide advantages in the form of simpler service because visiting the village is sufficient; visiting the Population and Civil Registry Office is not required. The village is quicker and uses less energy because you don't need to visit as frequently, so there is no need to spend money there either. The implementation of Sakedap is in accordance with the applicable laws, and E-Sakedap is in accordance with the community's demands in order to obtain services that will make population administration easier. There are no problems with Sakedap implementation in Ciparay Village, Bandung. People who lack technological skills and those who think complexity only grows are both wrong. The installation of Sakedap has allowed the community to readily track the scope of the service process for creating population administration records.*

**Keywords :** E - Sakedap , Innovation , Service public , Service Administration

### Abstrak

Pengelolaan kependudukan merupakan salah satu pelayanan yang harus ditawarkan oleh pemerintah daerah. Pemerintah Kabupaten Bandung mendirikan E-Sakedap sebagai tanggapan atas maraknya pengaduan masyarakat terkait pelayanan administrasi kependudukan. Sakedap adalah layanan pengurusan akta nikah dan cerai secara online bagi non muslim, serta akta kelahiran, kematian, dan pindah keluar bagi warga negara Indonesia. Data hasil penelitian dikumpulkan, dianalisis, dan dibandingkan dengan menggunakan metode penelitian deskriptif kualitatif. Fokus kajian adalah inovasi pelayanan administrasi kependudukan Sakedap di Desa Ciparay Bandung. Kurhayadi mengklaim bahwa teori atribut inovasi—yang memperhitungkan manfaat komparatif, kemudahan observasi, kesesuaian, kompleksitas, dan kemungkinan mencoba—merupakan teori yang digunakan dalam analisis. Kesimpulan penelitian, khususnya Program Sakedap in di Kantor Desa Ciparay sudah dapat memberikan keuntungan berupa pelayanan yang lebih sederhana karena cukup berkunjung ke desa; tidak perlu mengunjungi Kantor Kependudukan dan Catatan Sipil. Desa lebih cepat dan menggunakan lebih sedikit energi karena Anda tidak perlu sering berkunjung, jadi tidak perlu mengeluarkan uang juga. Penyelenggaraan Sakedap sudah sesuai dengan peraturan perundang-undangan yang berlaku, dan E-Sakedap sudah sesuai dengan tuntutan masyarakat untuk mendapatkan pelayanan yang memudahkan

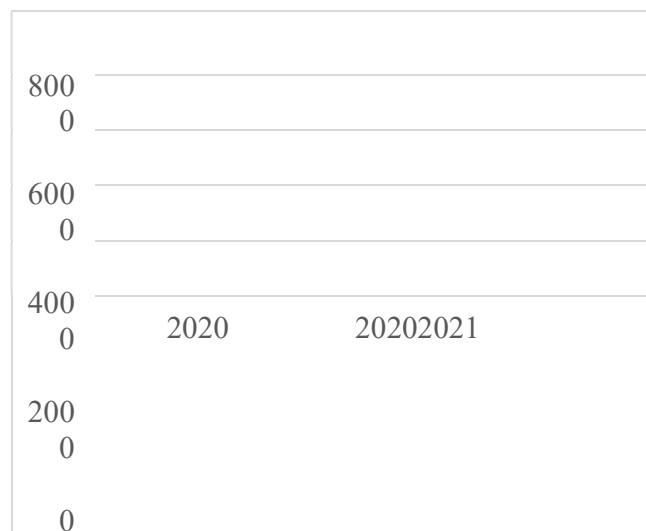
administrasi kependudukan. Pelaksanaan Sakedap di Desa Ciparay Bandung tidak ada masalah. Orang-orang yang tidak memiliki keterampilan teknologi dan mereka yang menganggap kompleksitas hanya tumbuh sama-sama salah. Pemasangan Sakedap memungkinkan masyarakat untuk dengan mudah melacak ruang lingkup proses pelayanan untuk pembuatan catatan administrasi kependudukan.

**Kata Kunci :** E - Sakedap , Inovasi , Pelayanan Publik , Administrasi Pelayanan

## 1. INTRODUCTION

According to Constitution Number 24 Years 2013 about Administration Population, give foundation legislation that is robust for organizer administration population, which burdens about arrangement and formation system, which expresses existing reform in field administration population. (2013) Indonesia & People This government requested a more sensitive adjustment in the current digital age, when everything is online and digital. Therefore, there is a need for service innovation that makes it simple for the general public to access the service (Soraya, 2020).

**Picture 1. Report Maladministration 2020-2022**



The Ombudsman of the Republic of Indonesia released the most recent data connected to guessing maladministration on public services from year to year experience upgrades, such as data for 2021. There were 2,209 reports in 2020, 5,200 reports in 2020, and 6,857 reports in 2021. In 2016 (Siti et al.), In 2020, the public will be complaining about the following services:

**Table 1. Services Complained public public in 2022**

No	Type Service	Amount
1	ID card electronic	77
2	Certificate Birth	64
3	Card Family	57
4	Letter Move	18
5	Deed Death	14

**Dinkominfo data for the Bandung Regency 2022, processed by the author**

Regulation Bandung Regent Number 5 of 2013 (Inge S, 2013) about Guidelines Utilization Technology Information as well as Communication in Administration Local Government, with birth 6 in. app 1 or more known with E-SSakedap addressed related public demands regarding public convenience and access to services. Innovation 6 in 1 myself is an acronym for management deed birth certificate death, move come and move go out for Indonesian citizens, marriage by deed, and divorce by deed for non-Muslims (Fadilah & Maesaroh, 2020). Starting with "self-isolating," there are four menu options available, including "management deed birth," "deed death," "move come," and "move go out" in an online setting. Now that there is a greater demand from the public, there are six menu options available, plus management services for marriage certificates and divorce decrees for non-Muslims, which may be handled online.

According to Sinambela (Sinambela, Lijan Poltak, 2006), innovation service to the public is crucial since it is used to serve the public as a whole as a result of process development implementation carried out by government agencies. Government agencies are required to innovate in order to provide services that are better and expand.

Along with the public's needs for quick and practical service, the covid-19 virus has been developing since 2020. It eventually spread over the country and had a significant impact on social and economic activity. Because of the fast development and spread of the covid-19 virus, the government began implementing a number of restrictions and deductions for service. However, the government must find a way to continue providing services without putting itself in jeopardy.

In this study, the innovation service administration population through Sakep in Village Ciparay Bandung will be researched.

## **2. MODEL STUDY**

Siyoto and Sodik (2018) used a method study that uses a qualitative descriptive technique to gather, process, and analyze data from research findings. The focus of the study is Ciparay Village in Bandung's innovative Sakeddalam service administration population. According to Rogers, the theory utilized in this analysis attributes innovation to profit relatively, convenience witnessed, appropriateness, hassle, and possibility tested. Interviews and observation are used as data collection approaches. Data on technique analysis, use reduction, presentations, and withdrawals are also included.

## **3. RESULTS AND DISCUSSION**

The public service that the government has provided is based on results that have passed public scrutiny. Suwarno (Suwarno, nd) asserts that innovation requires originality. Novelty is a quality derived from innovation in the development of information, ways, items, and technology. Government-created public services should incorporate innovation, particularly that which perfects public services and is pertinent to society. Government Regency Bandung is showcasing innovation in the public service offered throughout the modern development age. The people in Bandung Regency are involved in innovation. Sakeddalam service public field administration as a result of system population renewal. The government attempts to create services that are made available to the public in accordance with necessity. government service that may be quickly and easily accessible whenever and wherever.

Syriac (Tatik Syriac, 2012) expressed the viewpoint that draft-wide innovation Innovation is defined as a new concept, method, or thing that is not limited to a specific product. Something important that the general public can sense. Therefore, it may be claimed that innovation is something new that is made to add value to an existing product. A new innovation in service administration was carried out by the village of Ciparay, where

manual services were replaced with computerized ones. circumstances Village Ciparay uses Sakeadap as well but still faces a number of challenges. Continue from the results of the interview with yet a small public that is literate in technology, especially for an older society. According to the study, online services are harder to use than offline services because of unstable networks or servers in remote communities. Sakedapapada apparatus Kiosk E Not yet, to the fullest. where the researcher is observing at the time The servers are down, and there is a reasonable civilization that pays attention to deed birth.

According to a survey of 1670 people in 2022 who were aged 17 and from 34 provinces in Indonesia, the public has complained about the country's complicated bureaucracy by as much as 9.6%, which suggests that the country's infrastructure is inadequate. 8.3%, which is a hefty price. 7.4%, no service, according to Levies that are excessive (7.2%), obscure procedures (3.7%), and complaints that receive no response 3.6%, low HR quality or competence (4%), and 3.6%, unfriendly service behavior. In addition, 12.3% of respondents didn't react, 5.1% of respondents stated there was an additional difficulty, 11.3% of respondents said the public service was not transparent enough, and 9.7% of respondents claimed time service was the main issue.

Since the start of the covid epidemic in 2020, there have been a variety of limits on how routine public services can now be provided both online and offline. However, in order to serve the public, one must always be able to serve society. Wrong One approach that must be used is to optimize communication, information, and technological advancements. Where is the government's quality innovation service in Bandung Regency? Which is fine, but the only innovation that currently exists is Sakedapyang, which can be accessible through an e-kiosk that can be found in any village. In order to see innovation in service administration, the writer should assess it using the indicator below:

1. Relative Profit

Profit can be recognized pretty quickly when an innovation benefits the user. Use social performance and the mark economy to quantify profit relatively. neither customer comfort nor contentment Sakedap is a government innovation in Bandung that provides administrative services in a way that is online. The general public can access services via a

mobile phone or computer with network Internet, or they can visit the nearest village and use an e-kiosk if they are still having trouble using their devices. There is a buddy operating beside the e-kiosk. In order to reduce bureaucracy and make it easier for the public to use, e-Sakada has been demonstrated to be effective.

## 2. Observed Convenience

Comfort observed own meaning process observation which done For example, describe how innovation that is already made can generate an impact that is more fine and operates in accordance with hope-creator innovation. Sakedaproven makes it simple for the general public to manage the administrative population and to keep an eye on the request because everyone can see the application's status on an electronic device. However, people who are not accustomed to using technology will find it challenging to utilize e-Sakedap (M. Eco Atmojo, Helen Diana F., 2021). Related convenience Village Ciparay also prioritizes gift information that is precise, full, and easy to understand. If a society has trouble accessing the Sakedapdi House website, they can call the specified contact number for assistance.

## 3. Applicability

Innovation that is recent must be in line with existing standards of service. Without eliminating innovation, which was previously thought to make learning the most recent invention easier. With the Sakedap community already there, there is no need to travel back and forth to the village to handle administrative matters. Need We are aware that the administrative service, which is the No. 1 service, has resulted in a more complicated issue that needs to be handled when the public submits a service. So with what is already in place, Sakada wanted to reduce red tape and speed up service. In management, birth required 3 to 7 days of work.

## 4. Trouble

Sakedap is still low on the difficulty scale for applying and is capable of overcoming it. In a situation like this, where society has not yet gotten used to utilizing felt gadgets, an e-kiosk has been installed in the village. A single officer is always present at the e-kiosk to assist customers who are having problems. Realizing that innovation offers something more

novel and beneficial makes it vital to minimize difficulty. Later on, after an innovation has been put into practice, it will be evaluated and updated as necessary.

5. An option was tried.

Possibility trials are closely related to "testing the public," which means that an innovation must pass a persuading trial before being accepted or rejected. Invincible innovation Alone In 2018, Dispopdukcapil and Diskominfo Regency Bandung conducted a public experience test (Duhita, nd). Public test results show that the innovation is impregnable and makes it simple to use. because a lot of bureaucracy is being pruned. The public can access the website [sakedap.bandung.go.id](http://sakedap.bandung.go.id) by clicking on the photo bells or the monitoring option on the end left or top.

#### 4. CONCLUSION

To build public trust in the government, service to the public is the face of the bureaucracy. The amount of public trust will rise the more good services are provided. Innovation Sakep in Ciparay Village Making use of the service administration is simple because it already follows the applicable rules. Innovation Sakedapmampu provides profit-producing services that are quicker, more cost-effective, and simpler since a sufficient number of applicants come to the village for service administration. E-innovation implementation is impenetrable. There is no difficulty because issues with websites and e-commerce businesses can be quickly handled. related issue Still, society is in need of socialization on an RT/RW level to prevent the general public from feeling odd and challenged when using online services. Additionally, you can access Sakedapdi's social media and social channels.

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