



# Innovation of Public Services by Population and Civil Service of Pasaman District

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## ABSTRACT

The purpose of this study is to describe the implementation of public service innovations carried out by Disdukcapil Pasaman Regency. This type of research is qualitative by describing the form of implementation of public service innovation by Disdukcapil Pasaman Regency. Innovation is the creation and implementation of new processes, products, services and methods that can produce quality improvements that are effective and efficient. However, innovation can also be in the form of expansion or improvement of existing services, so as to create better service than before. Public Service Innovation is an increase in population administration services by making these services accessible anywhere and anytime by the public.

## 1. Introduction

Public services are essential for the operation and credibility of the government since they play a vital role in guaranteeing the welfare, fairness, and contentment of individuals. They play a crucial role in the development of a country and the fostering of social cohesion, as they meet fundamental needs and rights that are challenging to attain without government involvement. The quality of public services directly influences citizens' trust in government and their contentment with governance. The efficient provision of public services is a crucial measure of effective management since it demonstrates the government's capacity to address the intricate and changing requirements of society, encompassing aspects such as safety, security, and well-being (Hemafitria et al., 2022; Osborne & Brown, 2011; Saputra & Fitriarsari, 2022).

Public services serve as a means of communication between the government and citizens, enabling the execution of public policies and assuring responsibility. The implementation of decentralization and regional autonomy

policies in Indonesia has granted local governments the authority to establish minimum service standards, thus emphasizing the significance of ethical conduct and proficient execution in delivering public services. Furthermore, the adoption of initiatives like the Community Empowerment Program (PPM) and the establishment of standardized public services highlight the imperative of ongoing enhancement and adherence to the legislative framework in order to attain effective governance (Ikmal & Indriastuti, 2022; Jackson, 2020; Lisnawati et al., 2023; Pareek & Sole, 2022).

Efforts to assess and enhance the performance and discipline of public service providers are crucial for improving service effectiveness despite obstacles such as extensive bureaucracy, redundant activities, and ambiguous service standards. In addition, the incorporation of e-governance and other technical advancements has become essential in the process of updating the delivery of public services, hence enhancing their accessibility and efficiency. In summary, public services are necessary for implementing government policies

and achieving collective societal objectives, thus strengthening the government's role in promoting a functional and equitable society (Affan et al., 2020; Bailey & Sarter, 2023; Baunsele & Hardianto, 2019).

A steep topography characterizes Pasaman Regency and covers an area of 3,947.63 square kilometres. The population of Pasaman Regency is dispersed across the entire territory and amounts to 316,620 individuals. Given the extensive territory and substantial population of Pasaman Regency, the administration must provide impartial provision of services to all communities without any exceptions. The primary responsibility of the Population and Civil Registration Service is to provide population administration services. (Hisbani et al., 2015).

The population administration services previously conducted by the Pasaman Regency Dukcapil Office were solely based on a waiting list. Disdukcapil officers alone remain stationed at the office, awaiting individuals to seek their assistance. In the absence of attendees, the provision of service is not carried out. Furthermore, some individuals express dissatisfaction regarding the distance they must traverse in order to reach the Disdukcapil office. What is the cost of visiting the Dukcapil Disdukcapil office, considering that the processed population documentation may not be available within a day? In this manner, individuals are required to wait initially and, after that, revisit the Disdukcapil office to verify the completion of their population documentation (Mulia et al., 2024). This condition occasionally causes individuals to be hesitant in managing their population records, resulting in an influence on the ownership of population administration in Pasaman Regency. The Pasaman Regency Dukcapil Department must address the current issues and implement reforms to enhance the management of population administration in Pasaman Regency.

Public service innovation refers to a novel and inventive sort of service that either involves an original creative idea or an adaptation that brings advantages to society, either directly or indirectly. (Fajria et al., 2023). Put simply, public service innovation can

manifest not only as a novel breakthrough but also as the expansion and enhancement of current services (as stated in Permen PAN and RB Number 30 of 2014, which provides guidelines for public service innovation). According to Evert M. Roger, innovation refers to an idea, concept, practice, or product that is considered new and is approved by an individual or a community for adoption (Suwarno, 2008). Public service innovation refers to the introduction of novel ideas, services, technologies, structural systems, or administrative functions that have the potential to enhance and upgrade existing public services. This innovation is not limited to discoveries but can also involve the expansion or enhancement of existing services, resulting in improved services (Yuliana et al., 2020).

Population administration refers to a set of activities aimed at organizing and managing population documents and data. This includes population registration, civil registration, managing population administration information, and using the results for public services and development in various sectors (as stated in Law Number 23 of 2006 concerning Population Administration). (Kurniawan, 2015).

The Pasaman Regency Government, through the Pasaman Regency Dukcapil Disukcapil, has endeavoured to promote equitable ownership of population administration throughout the community by introducing innovation. The Pasaman Regency Dukcapil Disdukcapil has introduced a pioneering initiative called the "KAMANA" (We Are Everywhere) Program to enhance population administration services. This program has been in operation since 2017. In 2019, the Pasaman Regency Dukcapil Disukcapil implemented a modification to the invention by dividing the Program "KAMANA" into the 8th new public service innovation. This innovation employs the notion of "pick up the ball" service, wherein the Dukcapil Office offers services by directly reaching out to the community. Disdukcapil officers now engage in fieldwork instead of being confined to office duties in order to deliver services (Kurniawan, 2015). The innovations include the PASTI Service (Integrated Marriage Administration Service), PALING STEADY (Selfless Mobile Service Until

Night), PECAH TELOR (Fast Service Without Delays), KATO MAMA (We Tibo Karumah-Rumah), KATO LALA (We Tibo Ka Sakolah-Sakolah), PETASAN (Deed Service with Midwives), SERVICE DUKA (Death Certificate Document Service), and KTP MULA (School Entrance KTP Recording).

#### 1. PASTI Service

This is the documentation of wedding events by couples who wish to marry, resulting in the immediate issuance of a new Identity Card (KTP) and Family Card (KK). This service is conducted through a collaboration between the Dukcapil Department and the Ministry of Religion office, namely through the KUA. The Dukcapil transfers the necessary marriage documents submitted to the KUA office in order to create fresh KK and KTP for couples seeking marriage. The officers from Disdukcapil and KUA will issue Identity Cards (KTPs), Family Cards (KK), and marriage certificates immediately to the bride and groom on the day of their wedding ceremony. By doing so, the bride and groom are relieved from the responsibility of informing the Disdukcapil office about their wedding celebrations.

#### 2. PALING MANTAP Service

The Dukcapil Department offers this service during nighttime hours. This service is provided to accommodate individuals who are occupied with work throughout the day, hence lacking the opportunity to visit the Disdukcapil office physically. Disdukcapil will prioritize visiting the Nagari/jorong that made the initial contact and will, after that, see how to use the service unit bus. The service will take place from 20.00 WIB to 22.00 WIB, and the location will be decided by the mayor or head of jorong in each region. By doing so, those who are occupied from dawn to dusk are not interrupted in their allocated time to fulfil their everyday requirements.

#### 3. PECAH TELOR Service

This service is provided as an alternative to the slow service at the Disdukcapil office, where the document processing flow is lengthy due to the placement of SIAK operators in the back office. In order to address this issue, Disdukcapil implemented the PECAH TELOR

Service, which involved relocating the SIAK operator to the front office. This allowed residents to have direct interaction with the operator and wait for their documents to be printed at the counter. Placing the operator at the front office can decrease the waiting time for service to 1 hour.

#### 4. KATO MAMA Service

This service is specifically designed for individuals who are categorized as vulnerable. Vulnerable communities encompass individuals who have disabilities, illnesses, paralysis, advanced age, those affected by natural disasters, and those residing in isolated regions. In order to access these areas, Disdukcapil offers services through direct visits. Disdukcapil will receive suggestions for those who are categorized as vulnerable from the walinagari or the head of jorong. Disdukcapil officials will conduct home visits to collect data and simultaneously print population records on-site and on the same day.

#### 5. KATO LALA Service

This service is specifically offered to schools at the elementary and middle school levels. This service primarily aims to assist youngsters who currently lack a birth certificate. Disdukcapil will visit schools to offer services in person. Disdukcapil will collaborate with the school to determine the appropriate timing for this service. The Dukcapil Disdukcapil will seek authorization from the education and cultural service to provide on-site services at schools.

#### 6. PETASANAN Service

This program aims to modify individuals' behaviours in cases where birth occurs but is not promptly reported to the Dukcapil Office. Once the child reaches school age, the parents will create their child's birth certificate. In order to expedite the process of documenting birth events, Disdukcapil engages with the health service by working alongside midwives to aid moms in promptly obtaining their child's birth certificate. The child's parents can now delegate the responsibility of taking care of it to the midwife, who can also assist in obtaining the child's birth certificate. Midwives who assist Disdukcapil in processing birth certificates will receive an incentive of IDR 50,000 per certificate.

## 7. DUKA Service

This service is additionally conducted to modify individuals' behaviours in the event of a death, a circumstance that is infrequently documented at the Dukcapil Office. Only residents are responsible for handling death certificates in cases where they are connected to pensions or savings accounts. In order to address this issue, Disdukcapil is partnering with jorong leaders across Pasaman Regency to facilitate the documentation of deaths in their particular regions. The jorong leader will gather all the documents required to process the death certificate and subsequently transport them to the Disdukcapil office. By doing so, the population database is kept up-to-date with regard to occurrences of death. Jorong chiefs who assist the Dukcapil Disdukcapil in processing death certificates will get an incentive of IDR 50,000 for every death certificate.

## 8. KTP MULA Service

This service is identical to the KATO LALA Service, as it offers direct services specifically at schools. The distinction lies in the fact that the MULA KTP Service caters to high schools and similar educational institutions, as its primary objective is to enhance KTP ownership. Students occasionally encounter challenges in obtaining their ID cards due to the extended duration of class time, which extends till the afternoon. Disdukcapil offers direct assistance to the school to facilitate the process of obtaining KTPs for these children. Naturally, Disdukcapil will collaborate with the school to establish the service timetable and seek authorization from the education and culture service to deliver services on the school premises.

The technological execution of these eight public service innovations remains unchanged from the "KAMANA" Program, with the only modification being the renaming of the service. The essence of this invention remains unchanged from the prior "KAMANA" Program, which is the act of retrieving the ball. The essence of the "pick up the ball" service is to offer assistance by physically entering the community. Put simply, Disdukcapil personnel will personally visit the community to provide population administration services. The objective of this invention is to maximize public access to

the processing of population documents and civil registration, minimize travel distances, decrease costs borne by the public, and expedite the acquisition of population documents and civil registration. In addition, the Pasaman Regency Dukcapil Office is partnering with other stakeholders, including PT.POS, the Education and Culture Service, the Ministry of Religion Office, and the Health Service to facilitate the implementation of the eight public service innovations under the "KAMANA" Program.

## 2. Methods

In this study, investigators employed qualitative methodologies. Concurrently, the study methodology used is descriptive. The investigation was conducted at the Pasaman Regency Population and Civil Registration Service. The employed data collection methods encompassed interviews and documentation. The data sources in this research are categorized as primary data and secondary data. Primary data refers to empirical information that is collected directly from informants through interviews (Creswell, 2014). The individuals who provided information for the research included the Head of the Population and Civil Registration Service, the Secretary of the Population and Civil Registration Service, the Head of the Population Identity Section, the Head of the Civil Registration Division, the Head of the Cooperation and Innovation Section, and the Head of the South Rao District Population and Civil Registration Services Unit Office.

The secondary data utilized in this study include written information derived from various reports or documents, specifically collected for the purpose of investigating Public Service Innovation by the Pasaman Regency Population and Civil Registration Service. The data validity technique employed is the source triangulation technique (Sugiyono, 2016).

## 3. Result

This research is evaluated using Muluk (2008) five typologies of innovation in the public sector, which include product service innovation, service process innovation, service method innovation, policy innovation, and system innovation. The subsequent text presents the findings of a research study conducted on Public

Service Innovation by the Pasaman Regency Population and Civil Registration Service.

### **Service Product Innovation**

The 8 Public Service Innovations implemented by Disdukcapil focus on enhancing administrative services. Meanwhile, the commonly processed population documents by the public include the Identity Card (KTP), Family Card, and Birth Certificate. Previously, services at the Pasaman Regency Dukcapil Office were exclusively limited to in-person transactions within the office premises. Individuals seeking to complete their population documentation must attend the Disdukcapil office. Since the deployment of these eight advances, population administration services have become accessible universally and at all times. The Pasaman Regency Dukcapil Office offers direct services to the community, including the processing of KTPs, which may now be conveniently done at schools or in the respective villages of individuals. Birth certificates and family cards can be obtained through several channels, including schools, nagari/jorong offices, and with the assistance of the village midwife who attended the birth. The Jorong head can facilitate the procedure for death certificates. In this manner, individuals have enough opportunities to manage their population-related paperwork.

### **Service Process Innovation**

In order to help people handle their population records, the Pasaman Regency Dukcapil Disdukcapil has established a dedicated office called the Population and Civil Registration Services Unit Office (KUL Dukcapil). This office is situated in Nagari Kauman, South Rao District. Now, the residents of South Rao and other regions may conveniently handle their population documentation at KUL Dukcapil instead of having to travel all the way to the head office in Lubuk Suhuung. By adopting this approach, individuals can effectively reduce the amount of time, effort, and expenses associated with handling their population-related paperwork.

### **Service Method Innovation**

The Dukcapil Department of Pasaman Regency has enhanced the provision of

population administration services to the community. The implementation of 8 public service innovations by the Dukcapil Office is responsible for all of this. The service offered is the PASTI Service, which assists couples in getting married and obtaining updated population documentation. The procedure involves submitting the current files to the KUA office in order to generate a fresh KK and KTP. After its completion, the document will be handed straight to the Disdukcapil official and KUA officer during the marriage ceremony.

The PALING MANTAP service is assisting individuals who work from morning to evening by offering services during the night. Disdukcapil will visit Nagari/jorong, which has already made service requests. The purpose of the PECAH TELOR service is to enhance the efficiency of services at the Disdukcapil office. Accomplishing this involves relocating SIAK operators from their old positions in the back office to the front office. This transfer is efficient as it can significantly decrease the duration of the service from several hours to only one hour. The KATO MAMA service, specifically the Disdukcapil, offers in-person assistance to individuals who are categorized as vulnerable by providing services directly at their residences. The Dukcapil Disdukcapil will conduct visits to these dwellings based on reports and recommendations provided by the local mayor/jorong head. Subsequently, Disdukcapil officials will visit individuals' residences to offer in-person assistance and even perform on-site printing.

The KATO LALA service is a direct service offered by the Dukcapil Office to primary and secondary schools. This service mainly deals with birth certificate paperwork. Disdukcapil will liaise with the school to determine the service schedule. Once an agreement is reached, Disdukcapil will proceed to the school to provide the services. The PETASAN service aims to facilitate the process of obtaining new mothers' child's birth certificates. The midwife not only assists the mother during childbirth but also simplifies the process of obtaining the child's birth certificate. The midwife will only provide the file to the Dukcapil Office via WhatsApp. Subsequently, the birth certificate will be prepared and issued prior to the departure of the

mother and child. The purpose of DUKA services is to assist individuals in the processing of death certificates. The jorong leader will gather community data in order to compile death certificate records. If the item has been collected, it will be attended to by the Jorong leader at the Dukcapil Office. The Dukcapil Office offers the MULA KTP service to high schools and schools of equal level. This service primarily caters to the production of KTPs for students who are 17 years old and above. In order to facilitate these kids, Disdukcapil offers direct services to schools. Disdukcapil will collaborate with the school to establish the service timetable.

### **Policy Innovation**

Of the 8 public service innovations launched by the Dukcapil Department, there are only four innovations that have policy implementation. PASTI Services has a Memorandum of Agreement on Cooperation between the Pasaman Regency Ministry of Religion Office and the Pasaman Regency Population and Civil Registration Service regarding Integrated Marriage Administration Services (PASTI) with Number B/112/KK.03.8-a/HM.01/05/2019. The PALING MANTAP service has a Decree from the Head of Service Number 188.45/55/DKPS/2018 concerning Selfless Mobile Service Until Night (PALING MANTAP) in 2018. The PETASAN Service and DUKA service have the same decree, namely the Pasaman Regent's Letter Number 188.45/211/BUP-PAS/2019, concerning Intensive Payments for Jorong Heads and Midwives for Reporting Death Certificates and Birth Certificates. Here there is also incentive money given to the head of the jorong and the midwife who helps the dukcapil office to arrange death certificates and birth certificates. The head of the jorong will get IDR 50,000 per death certificate, and the midwife will also get IDR 50,000 per birth certificate.

### **System Innovation**

In order to facilitate the execution of the Public Service Innovation initiative introduced by the Pasaman Regency Disdukcapil, the Disdukcapil sent invitations to various stakeholders to engage in collaborative efforts. The stakeholders involved in this project include PT. POS, the Education and Culture Service, the

Health Service, and the Ministry of Religion Office. This collaboration aims to streamline population administration services, including the delivery of population documents through PT.POS, the establishment of population administration services in schools through collaboration with Dispendikbud, the provision of incentive money to midwives involved in arranging birth certificates through Dinkes, and the direct issuance of eKTP and new KK at marriage ceremonies through the Ministry of Religion Office. This collaboration will enhance the public's accessibility to population administration services.

## **4. Conclusion**

From the previous explanation, the researcher provides conclusions regarding the Public Service Innovation launched by the Pasaman Regency Population and Civil Registration Service, which consists of 5 typologies of innovation in the public sector, namely Product Service Innovation, service products that change from 8 public service innovations, namely in the form of administrative services. From previously only providing services in the office, now the Pasaman Regency Disdukcapil provides services by going directly into the community. A lot of access is given to the public to process population documents such as KTP, Family Cards and birth certificates. Capil officers will provide direct services to Nagari/jorong and schools, assisted by the village midwife, where the mother gives birth to her child or is aided by the head of jorong to process the death certificate. Service Process Innovation: to make it easier for the people of South Rao and surrounding areas to process population documents, the Pasaman Regency Disdukcapil established a Population and Civil Registration Service Unit Office (KUL Dukcapil) in Nagari Kauman, South Rao District. So people can save time, energy, and costs when processing their population documents. Service Method Innovation: The District Dukcapil Department is making reforms to provide population administration services to the community. These eight public service innovations were carried out using a "pick up the ball" approach, namely providing services by going directly into the community. So people can access population

administration services anywhere, anytime, and can speed up services. Policy Innovation: of the eight public service innovations launched by the Pasaman Regency Dukcapil Office, there are only four innovations that have new policies for their implementation. The four innovations are SURE, MOST STUNNING, PETASAN, and GRIEF SERVICES. Other innovations are still in the policy procurement process. System Innovation: to support the implementation of 8 public service innovations, the Pasaman Regency Dukcapil Office is collaborating with several stakeholders, such as PT.POS, the Education and Culture Service, the Ministry of Religion Office, and the Pasaman Regency Health Service.

## 5. Implications

Based on the research that has been carried out, researchers have several recommendations for Public Service Innovation carried out by the Pasaman Regency Dukcapil Office, namely:

1. Additional Service Unit Offices must be increased and distributed to several sub-districts in Pasaman Regency. So that population administration services can become more easily accessible to the public.
2. The Pasaman Regency Dukcapil Office is more aggressive in socializing public service innovations to the community so that the public can know that processing population documents does not always have to be done at the Disdukcapil office but can be accessed anywhere and at any time.
3. The network owned by the Pasaman Regency Dukcapil Office must be further improved so that the Dukcapil Office can print population documents directly throughout the Pasaman Regency area.
4. Disdukcapil should have abandoned manual reporting and switched to effective reporting, such as computerized reporting. So that Disdukcapil reports are easier to find when needed later.
5. People must increase their desire to take care of their population documents because people will experience many benefits if they have population documents.
6. The results of this research can be used as a reference and developed in further study.

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