

## Quality of Services for Making Family Card (KK) in Department of Population and Civil Registration Iin Garut Regency through the Pandu-Online Application

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**Abstract.** To realize the welfare of the community, the Garut district government performs a service function. The government is required to provide quality services as part of public services based on law number 25 of 2009 concerning public services. One of the services provided by the Garut district population and civil registration service is the service of making a family card which contains data about the composition, relationships and number of family members. The purpose of this research is to find out the Quality of Service for Making Family Cards through the online guide application at the Garut Regency Population and Civil Registration Service in serving the community. The research method used in this research is descriptive with a qualitative approach. Data collection techniques used in this study through library research, field studies, namely observation, interviews and documentation. The informant determination technique is using a purposive technique. The conclusion of research is showing that there are still limited facilities to support the service of making a Family Card through the online guide application at the Garut Regency Population and Civil Registration Office, such as internet support which is not fast enough. The capability of the apparatus is not optimal in handling crashes/disturbances in the online guide application system. The conclusion this research is If the quality of family card services is good, the population in Indonesia will be accurate. the impact of this research is to become a concern for the government and become knowledge in government science for future researchers

Keyword: Service Quality, E-Government, Family Card

### 1. Introduction

In the context of the Indonesian state which has a large area with a large population, optimal application of bureaucracy and administration is needed to provide excellent service to its citizens regardless of any conditions as stated in article 18 point (i) of Law Number 25 Year 2009 concerning Public Services, get quality services in accordance with the principles and objectives of service [1]. Even though public service is the main function of the Government, the Government also seeks to facilitate so that the community is able to have its own independence so that they are not always dependent on the Government so that in this case there is a need for high community participation. If this can be achieved, the government's

problem burden will be slightly reduced and the government can freely solve strategic problems.

Based on the results of a study of previous research, it was found that there were some similarities in the discussion, but this research was different from previous research. As for some of the previous research, the first is from Putri Ayuditia's Journal, Winsherly (2021) with the title "Effectiveness of public services in the Covid-19 Pandemic Era: Studies in Lubuk Baja District, Batam City, Indonesia". This study explains that this research uses descriptive research methods with an inductive approach and data collected through observation, interviews, and documentation. The purpose of this study was to find out how the performance of public services at the Lubuk Baja District Office in Batam City occurred during the Covid-19 pandemic. Lubuk Baja sub-district strictly adheres to the protocol policies recommended by the central government, and this sub-district has formed a Gugus Team to provide understanding and information about Covid-19. For example, when visiting Lubuk Baja Village, Batam City, people must practice social distancing, wear masks, wash their hands, and limit the number of visits to minimize the spread of Covid-19. The staffing aspect implemented in Lubuk Baja Kelurahan, Kota Bata includes Work From Home, which has been set to 50% for working in an office and 50% for working at home. Then the employees who work at home from time to time come to the office when they have urgent needs. The aspects of the government are 3T, Tracing (Contact tracing), Testing (testing), and Treatment (Care). With the implementation of the 3T policy given by the government to prevent the spread of the outbreak from Covid-19. The results of this study indicate that the quality of public services in Lubuk Baja Batam District has not fulfilled complaints from the community both in terms of service, facilities and problem power from the community in the Covid-19 Pandemic Era.[2] second Journal of Fhebri Wulandira Bui Mairi, Stefanus Sampe, Leviane Jacklin Hera Lotulung (2021) with the title "Public Services During the Covid-19 Pandemic in the Bahu Village, Malalayang District, Manado City". This study aims to find out how public services served the community during the Covid-19 pandemic in the Bahu Village, Malalayang District, Manado City. This study uses qualitative methods and data that is described descriptively, collected through in-depth observation and interviews. The results of this study indicate that public services during the Covid-19 pandemic in the Bahu Village of Manado City were still provided services directly to the community by holding a service shift system for the Bahu Village employees. The services provided to the community have been carried out based on the standard components of public services during the pandemic but have not been maximized in terms of service mechanisms, complaint handling, suggestions and input as well as implementation of the Bahu Village health protocol. In serving the community, the Bahu Village Government must maximize services in terms of service mechanisms and implementation of health protocols through outreach and education to the community as a first step to prevent the spread of the Covid-19 virus and make health protocols a new normal, and besides that, make use of information and communication technology. to provide information to the community and pay more attention to the media that has been provided to respond to complaints, suggestions and input from the community regarding the services provided by the employees of the Bahu Village.[3] the three journals of Domingos Lino Ximenes Belo, Christine Diah Wahyuningsih (2021), with title "Analysis of the Quality of Health Services During the Covid-19 Pandemic (Case Study at the Ngesrep Health Center in Semarang City)". This study aims to determine health services at the Ngesrep Health Center by using purposive random sampling, which is to deliberately select several community members who come to get

health services at the Ngesrep Health Center. This type of research uses qualitative descriptive research, because this research seeks to reveal certain facts or social realities as they are by developing concepts and collecting data to describe the quality of service at the Ngesrep Public Health Center in Semarang City during the Covid-19 pandemic. The results of this study indicate that the quality of health services at the Ngesrep Health Center in Semarang City during this pandemic was relatively good as indicated by the good technical competence of health workers, affordability and easy access to the puskesmas, providing comfortable facilities, the information provided to the community was also very good, the timeliness of service is quite fast and the relationship between employees and the community is very good. Success in health services is an orientation in the paradigm of good governance which is currently in the spotlight in the line of implementation of government administration. Quality Health services at the Ngesrep Health Center in Semarang City in his research were measured using the dimensions of technical competence, affordability or access, effectiveness, efficiency, continuity, security, comfort, information, timeliness and human relations.[4] fourth from the journal of the Department of Government Science at Sam Ratulangi University, Rudolf Mandalika, Markus, Kaunang, & Daud Liando (2018) entitled "Implementation of the Principles of Good Governance in public service to the government of the Kolongan Mitung Village, Tahuna Barat District, Sangihe Regency. Describes public dissatisfaction with government services to the community. What is lacking in applying the principles of E-Government where services are differentiated from a financial perspective.[5] fifth from the Sawala Endah Mustika Ramdani journal with the title "analysis of the Effectiveness of E Government Implementation at the sub-district level (2018). This study explains that e-government at the kelurahan level has not been running effectively due to the not yet optimal provision of e-government infrastructure, efficiency, community satisfaction, apparatus adaptation to application, development, and survival.[6]. From some of the previous research that has been described above, it can be concluded that there are some differences between the previous research and the research conducted by the author. In the author's research, the focus of his research was on the quality of service for making family cards (KK) at the Garut district population and civil registration service through the online guide application. Some similarities with the research that the author conducted here with the previous research that has been reviewed above, namely the research method which on average uses descriptive research with a qualitative approach. Then on the aspect of the object studied, the average examines the quality of service both in general and in the form of media such as websites and/or applications. The difference is that the object that the author is researching is an e-Government-based online public service system at the district level.

The purpose of this research is to find out the Quality of Service for Making Family Cards through the online guide application at the Garut Regency Population and Civil Registration Service in serving the community. The research method used in this research is descriptive with a qualitative approach.

## 2. Method

The research method used in this research is descriptive with a qualitative approach. Because this study will explain the quality of service for making family cards through the online guide application at the Garut Regency Population and Civil Registration Office with a qualitative approach. This research with a qualitative approach was carried out to collect data, collect facts carefully and describe real social conditions in detail without trying to make hypotheses



through observation, interviews and documentation. The Garut Regency Population and Civil Registration Office, however, researchers collected data from several Garut Regency residents who had conducted population administration services through the Pandu-online application. Then the researcher will provide an analysis of the research results based on objective data in the field which are arranged regularly. Data collection techniques used in this study through library research, field studies, namely observation, interviews and documentation. The informant determination technique is using a purposive technique.

### 3. Results and Discussion

Population administration services are now easier. Disdukcapil Garut Regency in April 2020 launched an online service application with the name PANDU ONLINE for the service, which can be accessed via the <https://pandu-online.garutkab.go.id/> page. With this service innovation, we can measure service quality through five dimensions as below: [7]

#### 1. Disdukcapil Tangible Dimensions in Garut Regency in Making Family Cards Through the Pandu-Online Application.

Tangible is one important factor of several factors that have an influence in realizing excellent service. [8] Tangible is a concrete form in the form of facilities and infrastructure used by an agency to support the implementation of services that can be seen and used by the apparatus itself as well as the community as applicants in making Family Cards through the online guide application.

In meeting the need for physical facilities to support the issuance of Family Cards through the online-guide application, an equipment is needed for printing, namely a computer with the support of an internet network with a very high capacity so that this facility makes it very easy to work on serving the community. Especially in Garut Regency, issuing a Family Card through the online guide application requires 4 computers, 3 printers and high-speed Wi- so that the service runs smoothly. If the completeness of the facilities and infrastructure is inadequate, then the continuity of the process of issuing a Family Card through the online guide application will face many obstacles.

Alat-alat Pendukung Pembuatan Kartu Keluarga Melalui Aplikasi Pandu-online

NO	NAMA ALAT	JUMLAH
1.	Komputer	4
2.	Printer	3
3.	Wifi Internet	3
	JUMLAH	11

(Sumber: Dinas Kependudukan Dan Pencatatan Sipil Kabupaten Garut, 2022)

Based on the picture above, it explains several supporting tools in terms of the mechanism for issuing Family Cards through the online guide application which must be in accordance with the smooth running of the above supporting tools must have adequate carrying capacity. With the completeness of facilities and infrastructure, if these factors are not present, the continuity of the process of issuing a Family Card through the online scouting application will have many obstacles.

## **2. Disdukcapil Reability Dimensions in Garut Regency in Making Family Cards through the Pandu-Online Application at Disdukcapil Garut Regency.**

The ability of the apparatus to carry out services in accordance with the conditions and reliability of the apparatus in serving the community is very necessary [9]. Apparatuses have the ability to explain to people who do not understand the completeness of the requirements and how to access online guides.

The ability of the apparatus to deal with obstacles that occur in the process of services provided to the community, these obstacles such as applications that are still experiencing crashes and there are still service processes that exceed the SOP, as a support for the service of making Family Cards through the online guide application. The ability of the Disdukcapil apparatus in Garut Regency has not run optimally because the lack of apparatus as service providers has resulted in inaccuracies in service time for making Family Cards through the online guide application.

## **3. Dimensions of Responsiveness (Responsiveness) of the Garut Regency Disdukcapil in Making Family Cards through the Pandu-Online Application**

Good service is responsive service, [10] so what is the response of officers or apparatus of the Garut Regency Population and Civil Registration Service in the service of making Family Cards through the online guide application. A good response in the online guide application in the service process will result in smooth communication between officials and the community. The responsiveness of the online guide-admin of Garut Regency to the community is one of the abilities to be willing to help provide fast service and a good response to the community, then in service if you let the public wait without certainty without any clear reason it will create a negative perception in the eyes of the public in service performance. Responsiveness is a skill or ability that is carried out by the apparatus to provide fast and responsive services and to be able to change negative perceptions into positive ones in the eyes of the public.

The response given by the Disdukcapil apparatus to the community is very helpful for the continuity of the quality of service that is expected by the community in the online guide application. The people of Garut Regency have been able to enjoy the performance results provided by the Disdukcapil apparatus in making Family Cards through the online guide application, but there are still some deficiencies in the service process through the online guide application such as the lack of responsiveness of the admin in the application making the community confused about providing services pandu-online because they saw a lack of responsiveness when they were about to file a complaint.

## **4. Disdukcapil Garut Regency Assurance Dimensions in Making Family Cards Through the Pandu-Online Application**

One thing that is meant by a guarantee is to improve a quality of service as measured by the level of knowledge of the apparatus as well as the behavior and skills of the ability to carry out tasks to convince the public as service users [11]. Guarantees are also interpreted as a knowledge or courtesy of officials at the Garut Regency Population and Civil Registration Service in giving confidence and trust to the community.

Assurance is one of politeness as well as the ability and knowledge possessed by the apparatus to create a sense of trust in the community. Guarantees and certainty in public

services will be carried out properly and satisfactorily if supported by several factors, one of which is the ability and skills that are in accordance with the needs to carry out work that can be accounted for. Apparatuses have a very important role in the guarantee and certainty process, because apparatus must be required to be skilled in carrying out services to the community, possessing knowledge, and politeness that must be owned by apparatus is one of the determining factors in creating optimal and professional services.

#### **5. Dimensions of Empathy (Attention) Disdukcapil Garut Regency in Making Family Cards Through the Pandu-Online Application**

The Garut Regency Population and Civil Registration Service apparatus, especially in the field of services for making Family Cards through the online guide application, must be able to provide a friendly attitude and courtesy towards the community, even though the service is online [12]. The subdivision apparatus for making Family Cards is required to have a broad understanding of their duties in carrying out all matters related to their daily activities. Attention is a sincere and personal feeling that is given by the apparatus to the community by trying to understand the wishes of the community, to understand where an agency as a service provider is expected to have knowledge of community requests or needs, understand the specific needs of the community, and be able to have a timely operation. make people comfortable.

Empathy is often interpreted as a feeling of someone who will make a frequency of feelings in him with the frequency felt by others. Then it will make other people understand what other people feel because of trust and desire. Someone who is empathetic will be able to know the thoughts and desires of other people, empathy must be grown within the apparatus because it requires an empathy in the implementation of services carried out by the state apparatus as state servants who are oriented to a government-owned agency engaged in service to the community. Because with a sense of empathy create a habit that quickly separates people from their problems, with a sense of empathy will also encourage to solve a problem more quickly.

#### **4. Conclusion**

Based on the explanation above, it can be concluded that The physical evidence at the Population and Civil Registration Office of Garut Regency has not run effectively because from various evidence in the field, physical evidence is still experiencing problems including limited facilities to support the needs of apparatus for making Family Cards through the online guide application at the Population Service And Garut Regency Civil Registry. The ability of the Garut Regency Population and Civil Registration Service apparatus is still not optimal, because there are still people who still do not understand the service standards in the online guide application, as well as the ability of the apparatus that is less than optimal in handling when there is a crash/disturbance in the application system guide-online. The responsiveness of the Garut Regency Population and Civil Registry Service apparatus regarding responsiveness in the service of making family cards through the online guide application is still not optimal, because it can be seen that there are still people who complain that it takes so long in the process of making family cards through the online guide application. The guarantee provided by the Garut Regency Population and Civil Registry Service apparatus for the service of making Family Cards through the online guide application can be seen from the abilities and knowledge



they have that are good, because the Disdukcapil apparatus works optimally by proving to the public that a guarantee in service is honesty in work and can provide the expected service. there are still officials or admins who take a long time to respond when people ask questions.

### Acknowledgment

My thanks go out to all those who have helped in the research and writing of this article, especially the Unikom Rector, Prof. Dr. Ir. Eddy Soeryanto Soegoto who has provided support both morally and materially in this research

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