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Transformation of Population Administration Services: Technology-Based Development of the Klampid New Generation (KNG) Application in Pegirian Village, Surabaya City

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Abstract

The Klampid New Generation (KNG) platform, which consists of an application and an official website, is an initiative of the Surabaya City Population and Civil Registry Service which aims to simplify the online population administration process. This platform facilitates various public service and civil registration tasks, including legal document verification, updating population data, civil registration processes and population registration tasks. This service is important for documenting important life events that require updates or changes to family cards, identity documents, and addresses or residence status. This approach offers a comprehensive assessment of how well the KNG platform meets its intended objectives and its impact on community and population administration processes. The effectiveness of the e-Klampid program has not been achieved optimally. Of the five effectiveness indicators assessed, only one indicator, namely punctuality, was considered effective. Meanwhile, the other four indicators show a low level of effectiveness. Indicators of program understanding were found to be ineffective due to a lack of public understanding of the implementation of KNG.

Keywords

Service, Administration, Technology, Electronic, KNG Application

1. Introduction

Program E-klampid, which is part of the Klampid New Generation (KNG) application, was launched at the same time as e-Kios (Susanti & Pratiwi, 2023; Luthfi et al., 2023). In 2014, Program E-klampid, part of the KNG application, was officially launched together with e-Kios and received approval from the Mayor of Surabaya. According to Aryani (2014) and Pradono (2015), the government has a crucial role as a policy maker, public service provider, and plays a role in empowering society. E-klampid, originally part of the e-Kios program, was presented in website form by the Surabaya City Population and Civil Registry Service in 2015 because e-Kios was considered to have low mobility. Tarantika & Megawati (2022) highlight the importance of policy evaluation in e-Kios as a critical step to review implementation and assess policy effectiveness. In 2015, e-klampid, which initially only provided four population services such as birth certificates, death certificates, incoming transfer letters, and outgoing transfer letters, experienced a significant evolution (Masrifah & Hidayat, 2023). After five years of operation, this program expanded the scope of services by adding the processing of marriage certificates and divorce certificates in 2019. This change not only improved the quality of services, but also changed the name of the program to e-klampid (Electronic Marriage, Birth, Death, Moving, Coming). In line with this development, e-klampid was transformed into a more effective application with the name KNG, which is the latest version of the e-klampid application. Thus, this evolutionary journey reflects the government's commitment to continuing to improve public services and following developments in information technology (Hidayati & Hariyoko, 2023).

The KNG application presents innovations that aim to support the KALIMASADA program with the main aim of simplifying the population administration process for the community (Rosantika & Puspaningtyas, 2023). Through this application, people no longer need to go directly to the Department of Population and Civil Registration (*Dinas Kependudukan dan Catatan Sipil/Dispendukcapil*) office, because all administrative processes can be carried out from the comfort of home using a mobile device or computer. However, for residents who experience difficulties in managing population administration and civil registration, the Village Office or District Office is still available to provide the necessary assistance. Population administration, as regulated in Minister of Home Affairs Regulation No. 53 of 2019, includes a series of activities related to structuring and controlling the publication of documents and population data. This activity involves population registration, civil registration, managing population administration information, as well as utilizing the results for public services and sector development (Sudrajat et al., 2021). In accordance with Law Number 23 of 2006, Article 3, every resident is required to report population events and important population events to the implementing agency, by fulfilling the requirements stipulated in population registration and civil registration (Article 3 of Law Number 23 of 2006 concerning Population Administration).

Regional governments also stipulate related regulations, such as Regional Regulation Number 6 of 2019 concerning the Implementation of Population Administration. Article 64 Paragraph (1) of this regulation states that every death must be reported by the Head of the RT in the resident's domicile to the local Department within a maximum of 30 days from the date of death. Furthermore, Surabaya City Regional Regulation Number 4 of 2017 concerning Guidelines for the Establishment of Village Community Empowerment Institutions, Residents' Association (*Rukun Warga/RW*) and Neighbors' Association (*Rukun Tetangga/RT*), Article 20, explains that in carrying out their duties, RT has the functions of, among other things, population data collection and government administration services. to increase the accessibility of public services, minimize complexity in administrative

processes, and provide convenience to the public in processing population documents. Thus, the KNG application is not only an efficient tool but also reflects the government's commitment to providing better services to the community by utilizing technological advances.

2. Literature Review

Regarding the effectiveness of public services, various views from experts provide an overview of how effectiveness can be measured and interpreted. According to Rahman et al. (2020), effectiveness is considered as a measure that reflects the extent to which a target has been successfully achieved. This approach tends to focus more on results or outputs, without paying primary attention to the inputs used. In a different view, Effendy, referred to by Rahmawati et al. (2021), defines effectiveness as a communication process that successfully achieves planned goals, taking into account budgeted costs, specified time, and the number of personnel involved. Meanwhile Haqq & Umiyati (2022) established benchmarks or indicators of effectiveness which include: program understanding, accuracy of targets, timeliness in measurements, achievement of measured goals, and the occurrence of real changes. This approach provides a more comprehensive framework for assessing effectiveness, especially in the context of public services.

Public service is defined as the process of providing services that meet the needs of citizens or the community, who are involved with an organization, in accordance with predetermined rules and procedures. According to Fahrullah et al. (2018), public service is the provision of services that meet the needs of other people or the public who have an interest in an organization, in accordance with established rules and procedures. Public services include the provision of services and non-services to the community, which are carried out by service providers, involving institutions and officers from the public and private sectors, with the support of adequate infrastructure and facilities. In the context of public service delivery, service standards are defined as measures that must be adhered to by service providers and recipients, ensuring certainty for service recipients (Bandiyono & Aryani, 2019). This standard is published to achieve transparency and clarity, in accordance with Minister of State for Administrative Reform (Menteri Negara Pendayagunaan Aparatur Negara/MENPAN) Decree Number 63 of 2004. Public service standards cover several key aspects, which are guidelines for service providers to maintain the quality and reliability of services provided to the public.

Service procedures must be clear for recipients and service providers, including in terms of handling complaints. The service completion time, from submitting an application to its completion, including handling complaints, is strictly determined. Service costs, including rates and details, must be determined in the service delivery process (Gursoy & Nunkoo, 2019). The service products to be received must comply with the established provisions. Providing adequate facilities and infrastructure by public service providers is important (Anjani et al., 2019). The competency of service providers must be determined precisely, including the knowledge, expertise, skills, attitudes and behavior required for service. As a service recipient, expectations for satisfactory service quality include several key aspects. The process of managing interests is expected to be easy and fast, without unnecessary or artificial obstacles. The services provided must be friendly, solutions, and free from sarcasm or comments that lead to additional requests, both for official needs such as purchasing paper or photocopying/printing costs, as well as for the welfare of the service provider. Thus, efforts to meet the expectations of service recipients need to be considered in the development and implementation of public services (Sanogo, 2019; Lindgren et al., 2019).

It is important for service recipients to receive equal and fair treatment without discrimination in services, thereby creating an orderly and non-discriminating

service system. Population Administration, as explained in Law Number 24 of 2013, involves a series of organized activities in publishing documents and managing Population Data. This process includes Population Registration, Civil Registration, as well as managing information related to Population Administration and its use for public services and development in other sectors. According to Fahrullah et al. (2018), Population Administration is a cooperative process carried out by a group of people rationally with the aim of achieving certain results. In this context, there are three important factors that are conditions for administration to occur. These three include cooperation, rationality in the process, and clear goals. The presence of these three factors is the key to administrative effectiveness. The absence of any of these factors means that administration cannot occur effectively. Thus, the principles of fairness, order and cooperation are the main foundations in ensuring that the Population Administration runs efficiently and provides equal services to all service recipients.

3. Research Methods

This research method uses a qualitative approach with descriptive research methods that focus on public services in the field of population administration in Pegirian Village, especially through the Klampid New Generation (KNG) application. The aspects assessed include understanding the program, accuracy of targets, timeliness, achievement of goals, and real changes that occur. In the framework of this research, the researchers selected several informants who had direct experience with the KNG application. The main informant involved the Head of Government and Public Services in Pegirian Subdistrict, who has direct responsibility for services through the KNG application and manages public services in the subdistrict. Population Services Officers in Pegirian Village are also informants, serving the community directly and helping them in using the KNG application. Pegirian Village residents, especially Residents' Association (*Rukun Warga/RW*) and Neighbors' Association (*Rukun Tetangga/RT*), are users of the KNG application and feel the benefits of the service process provided by the application

4. Results and Discussion

Population Administration Services at the Pegirian Subdistrict Office, taking place from 1 September to 24 December 2022. This service covers various aspects such as submitting birth certificates, death certificates, reprinting civil registration documents, changing biodata, updating Family Cards (*Kartu Keluarga/KK*), applying for Identity Cards Children (*Kartu Identitas Anak/KIA*), splitting family cards, updating titles, as well as submitting an Electronic Identity Card (*Kartu Tanda Penduduk Elektronik/KTP-E*) for cases of loss, damage or change of elements (Kembuan & Batmetan, 2022). The entire service process is carried out through the Klampid New Generation (KNG) application. This service is also optimized at the Residents' Association (*Rukun Warga/RW*) hall, with a special schedule on Tuesdays and Fridays, making it easier for people who cannot come to the sub-district office. In the service process in sub-districts, the first step is consultation between the community and service staff, aimed at understanding the complaints and problems faced by the community. After understanding the problem faced, the service staff provides solution recommendations. For example, in the case of Resident Identity Card (*Kartu Tanda Penduduk/KTP*) that has become blurry, the recommended solution is to apply for a reprint of the KTP through the sub-district or the KNG application (Mufidah & Rahmadanik, 2023). If people choose to take care of it directly at the sub-district, they must complete requirements such as a valid old KTP, valid family card, and in case of loss of KTP, a letter of loss from the police.

Population administration services in Pegirian Village have adopted technology through the KNG application, while still providing conventional service options to meet various community needs and preferences (King & He, 2006). In processing the reprint of damaged or lost KTPs, people are required to have an account on the KNG application or website, which is registered using their ID number (*Nomor Induk Kependudukan*/NIK) (especially for Surabaya residents). After going through the KNG account validation and confirmation process, they can start submitting documents using the various features available on the platform. It should be noted that each account can only be used to take care of population administration needs by the owner of the account, and cannot be used to take care of the needs of other residents, unless the account is owned by sub-district staff who are authorized to help with resident administration (Wolniak & Jonek-Kowalska, 2021). For service cases that require a Statement of Absolute Responsibility (*Statement of Absolute Responsibility*/SPTJM), the process can only be carried out directly at the sub-district office. This is due to the community's obligation to fill out and sign the SPTJM, which sometimes requires a stamp. If the processing is carried out at the sub-district office with the help of staff, a receipt will be given as proof for collecting the completed documents, either in the form of an E-Kitir or a photocopy of the KK.

The procedure for collecting a KTP or KIA is different. People who want to take this document must be photographed holding the KTP or KIA. This photo is used as confirmation evidence in the takon.id application, with the aim of ensuring the identity of the person who took the document and as a preventive measure in the event of document loss. Services at Residents' Association (Rukun Warga/RW) halls are similar to services at sub-district offices, however at RW halls, technological limitations such as a lack of computers and printers mean that the process of printing completed documents cannot be carried out there. However, people can still submit documents at the RW hall and receive a receipt for a photocopy of the KK which records the date the file was received and the date the document was collected as proof of the processing process. At the RW hall, residents can also collect KTP and KIA documents that have been completed. In carrying out their duties, Pegirian Village staff and the author work together to coordinate the processing of population administration documents such as Family Cards (KK), Birth Certificates and Death Certificates in various Neighbors' Association (Rukun Tetangga/RT) and Residents' Association (Rukun Warga/RW). The aim of this coordination is to ensure that people in each RW have complete population administration documents. These documents are very important because they help people with various other matters, such as getting government assistance, processing BPJS membership, making passports and banking transactions.

The implementation of population administration services through the KNG application in Pegirian Subdistrict has been proven to facilitate the document processing process for both the community and subdistrict staff (Wiladiyah & Putri, 2022). Using this application has increased efficiency and accelerated the processing process, which previously might have required more time and effort. The effectiveness of using the KNG application can be seen from the results of the analysis carried out by the author during the internship period. This analysis includes an evaluation of various aspects of the services provided by the application, including ease of access, speed of process, and level of user satisfaction, all of which show the positive impact of implementing technology in population administration services in Pegirian Village. In the context of program understanding, the analysis shows that sub-district staff, especially in the population administration services section, have fully understood the KNG application. There is a gap in understanding on the part of society. This is caused by a lack of socialization since the initial release of the e-klampid program. As a result, many residents do not understand how to use the KNG application to process population documents and civil registration. This

indicates that the aspect of knowledge regarding the program, especially among the community, has not been achieved effectively (Posangi et al., 2020; Tui et al., 2022).

Analysis found that the e-klampid program was basically in accordance with the needs of the community who expected convenience and efficiency in managing population administration (Idrus & Ferdian, 2019). However, there are obstacles faced, namely the public's lack of understanding about how to use the KNG application and limitations in adequate devices or cellphones. This condition means that the program is not yet fully effective in meeting the community's need to carry out management independently. Apart from that, the features in the KNG application are considered confusing for people who are not used to using the application. Novick & Mays (2005) Analysis of real changes in population administration services highlights the transformation of services from a conventional system that requires people to come directly to the Department of Population and Civil Registration (*Dinas Kependudukan dan Catatan Sipil/Dispendukcapil*), Subdistrict, or Village to a more independent system through the KNG application. These changes should ideally lead to increased service effectiveness by enabling people to take care of their administrative needs independently. However, based on observations of implementation in the field, there are still many people who have difficulty using the KNG application and ultimately choose to come directly to the sub-district or sub-district office to ask for help. These obstacles show that, although there have been significant changes in service methods, the transition to a more independent system has not been completely successful. The main cause is the public's lack of understanding about how to use the KNG application. As a result, most people still depend on direct assistance from officers in the sub-district or sub-district. This situation indicates that, although the KNG application has been implemented with the aim of making it easier to manage population administration independently, further efforts are still needed to ensure that the public can use this application effectively. These efforts could include increasing socialization and education on the use of applications, as well as technical support for people who experience difficulties in operating this technology.

5. Conclusion

During the internship period in Pegirian Village, the author carried out an analysis of the effectiveness of Population Administration services through the Klampid New Generation (KNG) application, especially related to the e-Klampid Program in Pegirian Village, Surabaya City. The results of this analysis indicate that the effectiveness of the e-klampid program has not been achieved optimally. Of the five effectiveness indicators assessed, only one indicator, namely punctuality, was considered effective. Meanwhile, the other four indicators show a low level of effectiveness. First, indicators of program understanding were found to be ineffective, which was caused by a lack of public understanding regarding the KNG application. This happened because the socialization was carried out only at the beginning of the launch without any continuity. Second, in the right-to-target indicator, even though the community feels that the program meets their needs in managing population administration and civil registration, there are obstacles related to understanding the application and limitations of the devices or cellphones used. In terms of goal achievement indicators, even though the KNG application is designed to make management easier, people still experience difficulties in using it independently. This has resulted in many residents continuing to carry out their arrangements at the Pegirian Village office. Fourth, related to real changes, although there has been a change in service methods with the KNG application which allows people to take care of population administration and civil registration from home, the reality on the ground shows that many people still choose to come directly to the Pegirian Village office. The main reason this happens is because people don't

understand how to manage it via the KNG application. Although the KNG application has been introduced as an effort to modernize the population administration process, its effectiveness in practice is still hampered by various factors, especially the public's lack of understanding and familiarity with using new technology.

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