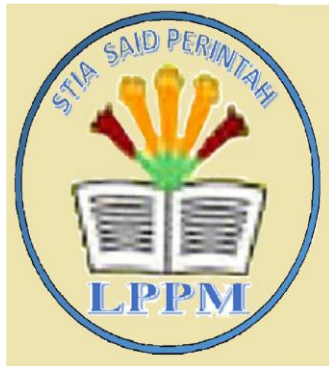

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The Effectiveness of Implementing Population Service System through Klamped New Generation

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Abstract

The study investigates the effectiveness of the Klamped New Generation program in providing services to the Kapas Madya Baru village in Surabaya city. Implemented as part of the Minimum Service Standards (MSS) program, Klamped New Generation aims to improve public services and governance. The research, conducted using a descriptive qualitative approach, involves observation, interviews, and documentation. While the program effectively extends services to the village, there are areas for improvement, such as incomplete optimization of resources, funds, facilities, and infrastructure. However, the program demonstrates effectiveness in both quantity and quality of services provided, as well as in meeting production deadlines and procedural requirements.

Keywords ; Public Services, Population Administration, Klamped New Generation

Introduction

The digitization service currently offered is provided free of charge for processing and producing documents, aligning with the aim of enhancing the welfare of the Indonesian community. Among the various services provided, internal population administration services stand out as particularly sought after (Adila Almas Hasna Asyari, 2021). Nonetheless, there have been numerous complaints about population administration services lodged with the Ombudsman via the Lapor application. Notably, the population administration services rank second highest in the number of complaints filed through the application. In the era of globalization, government institutions encounter significant competition and challenges. Therefore, these institutions must strive to fulfill the needs of the community and deliver services efficiently. Enhancing competitiveness can be achieved by implementing a new, streamlined service system that prioritizes simplicity and speed. According to Lopes in Saputra & Widiyarta, (2020), service effectiveness can be measured by the community's reception of services that are simple, prompt, responsive, timely and satisfying services.

Previous research (Enitasari, n.d.) has examined the efficacy of population administration services facilitated by the Mlaku Dewe (BMW) application, which utilizes information and communication technology to offer rapid and convenient services to the community. On the other hand, the Klampid new generation initiative represents a population registration program conducted at village offices and village halls, aimed at expediting services. In the new generation Klampid application, a relocation service is introduced, wherein village-level personnel conduct home surveys to verify residents' actual residency. This information is then promptly inputted into the system on-site, minimizing the necessity for residents to visit the village office.

According to Mahmudi, serving in the public sector (Enitasari, n.d.) encompasses all activities undertaken by public service providers to fulfill public needs and comply with regulatory laws. Referring to the provided data, Surabaya city secured the 3rd position in East Java based on an assessment conducted among 587 agencies, including 24 ministries, 15 institutions, 34 provinces, and 416 districts and 98 cities. Additionally, Surabaya ranked 30th nationwide in terms of zoning compliance at the city government level. Conversely, services offered within Surabaya city received an A score of 83.63, placing them in the

green zone category denoting high compliance, with scores ranging from 81 to 100. Below is a table showcasing nine cities in East Java that attained the green zone status for service compliance in 2021.

**East Java is Included in the Regional Green Zone
to Serve Compliance in 2021**

No.	Area	Green Zone	Service Time	Residents
1.	Banyuwangi	96,75	60 Minutes	1.744.814
2.	Bondowoso	94.29	2 Minutes	784.192
3.	Lumajang	92.45	1 Minutes	1.147.261
4.	Probolinggo	92.08	1 Minutes	1.163.859
5.	Ponorogo	91,77	1 Minutes	972.582
6.	Blitar	91.45	1 Minutes	153.541
7.	Malang	87.29	1 Minutes	847.182
8.	Surabaya	83.63	7 Minutes	2.893.698

Source; Ombudsman.go.id, (2023)

It can be seen from the table that there are 6 district governments and 3 city governments out of 38 district or city governments in East Java province that have succeeded in achieving the green area with a high level of compliance in satisfactorily serving standards according to Law Number 25 of 2009 with a score of 81-100. The Surabaya City Government has a population of 2,893,698 people with a service compliance score of 83.63 and has a moving service period of 7 days. It could be concluded that Surabaya City Government has the largest population but is not matched by the service compliance and speed of population administration services. However, about that service period, it is inversely proportional to the statement of the Mayor of Surabaya, Mr Eri Cahyadi. The following is a description of the news from coverage 6. Public services within the Surabaya Government, East Java, which include public services at licensing offices, sub-districts, and villages, are asked not to take a long time. The Mayor of Surabaya, Eri Cahyadi, asked that these services be completed in 7 minutes (<https://www.liputan6.com/surabaya/read/5001101/besar-citizens-slow-public-services-in-surabaya-asked-to-be-complete-7-minutes> accessed 12 October 2023).

Based on the news above about the estimation of the service administration population by the Mayor of Surabaya, it is stated that services can be provided in a maximum period of 7 minutes for one serving person, including service administration populations

such as Family Cards, Death Certificates, Family Cards and Birth Cards. According to Lopes (Saputra & Widiyarta, 2021), the service can be said to be effective if the community has received services that are simple, fast, responsive, timely and satisfying. In improving the efficiency of public services, having clear service time targets can help increasing the number of satisfied citizens and improve efficiency in the population administration process.

From the news above it can be concluded that Kecamatan Kapas Madya has just received a warning from Bapemkesra. This serve closes the incident appeared on Saturday, 21 October at 10 am. There are residents who have come to the subdistrict to take care of the population service and in the subdistrict room there are many ASN motorbikes secured by ASN. This Kebanyuwangi recreation started on Friday. In the aftermath of the case, the Sub-district office of Tambak Sari kelurahan Kapas Madya recently closed services during working hours. The Surabaya City Government has implemented it for all State Civil Apparatus that on Saturdays and Sundays, Surabaya City Civil Apparatus must work as a form of service to the community. Even though the Community Satisfaction Index increases every year, there are still many complaints from residents about satisfaction with the Population Administration Services.

Kapas Madya Baru is a lower-level public service provider. There are population services such as applications for birth certificates, deaths, KK biodata changes, moving in, moving out, KK splitting, KK printing, etc. These services can be requested at the Kapas Madya Baru Sub-district office and at the respective RW halls. At the Kapas Madya Baru Sub-district Office there are 3 officers who focus on population administration services with working hours every Monday to Thursday at 07.30 - 16.00 and Friday 07.30 - 15.30 and Saturday.

Improving the quality of public services can be started from the quality of human resources and infrastructure. Facilities and infrastructure are means to support the success of a process, helping the smoothness and efficiency of the service process. In this case, the facilities and infrastructure in the Kapas Madya Baru Village are office equipment, working space and waiting room. However, based on the author's observations, there are still many people who work instead of getting a seat to queue, evidenced by the picture below. This problem is contained in the research conducted by (Irada & Basyar, 2023) showing that Kapas Madya Baru Subdistrict has inadequate facilities and infrastructure that have an

impact on community needs, service density and the quality of human resources of employees. The quality human resources of the employees remains low because they are still lacks of technology understanding, not being able to run new breakthrough applications or websites from the government, and the low level of teamwork or solidarity among employees. This could be due to a variety of factors, such as facilities, work or environmental conditions. Here's a summary of the number of people who moved into Tambak Sari area in 2023.

Number of Movers and Shakers in Tambak Sari Sub-district

No.	Neighbourhood	2022	2023	Population
1.	Kapad Madya Baru	794	851	1.645
2.	Tolong	717	661	1.378
3.	Gading	729	641	1.370
4.	Pancar Kembang	735	622	1.357
5.	Sertro Dukuh	791	623	1.414
6.	Paku Keling Pacar Perempuan	508	500	1.008
7.	Kolam Sari	494	452	946
8.	Rangka	245	364	609

Source; Dispenduk Surabaya, (2024)

The data shows that moving services in Tambak Sari Sub-district show the highest number in 2022-2023 compared to other sub-districts. In 2022, Kapas Madya only had 794 moving services, which was the most services of Tambaksari Sub-district compared to other sub-district, while in 2023, the service in Kapas Madya Baru Sub-district was still superior, which was 851 moving services. As a results, for 2022-2023, the number of moves and arrivals made by Kapas Madya Baru Sub-district was 1,654, the highest compared to other sub-districts. Meanwhile, serving deadlines and procedures for implementing the Klampid Baru service generation for the moving program have been regulated in the Standard Operating Procedure (SOP) for 7 (seven) working days from the date of receiving of the complete and correct application documents. It has been brought out by 31 sub-districts and 154 sub-districts of Surabaya City in rotation according to the published schedule and in accordance with the applicable SOP. Serving effectiveness is also seen from the suitability of serving delivery with the service SOP that has been established. This SOP must be adhered to in order to create effective services by successfully serving the application.

The allocation of seat for queuing is contingent upon the time of arrival, as the queuing machine remains unused, and ledger recording is still employed. Consequently, several applicants may find themselves without seating. Furthermore, within Kapas Madya Baru Village, reading facilities within the waiting room are occasionally unoccupied, and there is lack of queue number printer or queue caller.

These issues are highlighted in a study conducted by (Irada & Basyar, 2023) which indicates that Kapas Madya Baru Village faces challenges stemming from inadequate facilities and infrastructure. Consequently, this deficiency has ramifications on community needs, service density, and the quality of human resources among employees. The latter remains relatively low due to technological shortcomings, hindering the implementation of new government applications or websites, alongside the lack of cooperation or solidarity among staff members. Such issues may be attributed to various factors, encompassing facilities, working conditions, or environmental factors.

Given the aforementioned phenomena, it becomes imperative to assess the effectiveness of the population services transfer program, characterized by a relatively lengthy SOP. In evaluating its effectiveness, several key indicators are required. To conduct this analysis, the author employs the framework proposed by Siagian cited in Enitasari, n.d., which encompasses resources, funding, facilities, infrastructure, the quantity and quality of services rendered, time constraints, and requisite service protocols.

The Surabaya City Government's initiative includes the New Generation Klampid (KNG) program, enabling citizens to independently handle population administration requests, aiming to enhance administrative service efficiency. Supported by Firmansyah & Hariyoko Yusuf, (2023) research, the New Generation Klampid application in the Kalimasada program in Surabaya's Ampel Subdistrict was effectively implemented. Fitria & Hariyoko, (2023) study also highlights the New Generation Klampid's facilitation of processing population documents.

Further support comes from studies by Septiani & Arundinasari (2023); Ardelia Nur Sinta & Diana Hertati, (2023); Nurmaliya et al., (2023). All studies indicating that the New Generation Klampid has enhanced administrative services for the population in Surabaya, providing significant benefits. This underscores the New Generation Klampid's suitability for population administrative services.

This study replicates the aforementioned empirical studies while introducing several novelty aspects, including the introduction of New Klampid technology with more advanced and efficient features in providing administrative services for the population compared to the previous program (Lampid). Additionally, this research also attempts to evaluate the extent to which the implementation of the New Generation Klampid enhances the effectiveness of administrative services for the population compared to the previous program. Moreover, this study has the potential to explore the impact of using the New Generation Klampid on user satisfaction with administrative services for the population. Based on the foregoing discussion, the author aims to investigate and delineate the efficacy of effectiveness of immigration population administration services and immigration systems in Kapasmadya Baru Village, Tambak Sari Area, Surabaya City.

Literature Review

Administrative Population

Administration, as described by Christianingsih, (2018) entails activities aimed at achieving predetermined targets. These administrative activities within population administration include policy formulation, task allocation, planning, rule application, supervision, guidance, implementation, and evaluation. The ultimate goal is to ensure organizational success in reaching established objectives. Population Administration, as defined in Article 1 of Law Number 23 of 2006, involves regulating the issuance of population documents, conducting data collection and civil registration, managing population document information, and utilizing the collected data for public services and development in various sectors. It encompasses administrative rights such as public service provision and protection related to population documents, with a commitment to non-discriminatory treatment in service provision and document storage. Enhancing the effectiveness of population administration is essential for optimizing its impact and efficiency.

Human resources constitute a crucial element in supporting government agency services to achieve their goals, as asserted by Susan Erin, (2019). Nawawi, (2000) cited in Megawaty, (2019) defines human resources as individuals within an organization or the human potential driving its existence, functioning as valuable assets. In today's

technologically advanced era, human resources are expected to possess high competence and enthusiasm to effectively contribute to organizational goals.

Cost, as defined by Amelia Nur Fitriana, (2022) refers to the economic resources sacrificed to obtain specific goods or services necessary for goal achievement. Funds allocated for the KNG program in Kelurahan Kapas Madya Baru encompass capital and operational costs, with service users incurring no charges. Facilities and infrastructure, according to Sutisna & Effane, (2022a) play pivotal roles in ensuring the success and smoothness of service processes. Although facilities and infrastructure may not always meet optimal standards, they are essential for facilitating tasks. Joseph Juran, as cited in Chaeriah, emphasizes that quality is measured by customer satisfaction, which hinges on technological strength, reliability, and guarantee. Time management, defined by Abdullah Syauqi, (2006) and quoted by Fatkhur Rohman et al., (2013) involves effectively allocating time among various activities with distinct goals to be achieved within specific timeframes. Procedures, or ordinances, delineate the stages necessary for service provision. Clear and appropriate service procedures ensure organized and orderly service delivery, enhancing clarity, ease, accuracy, and precision in service reception. It is imperative that service procedures align with established requirements and are transparent to the public.

Effectiveness

Effectiveness, as outlined by Lubis in Wardani, (2022a), is measured through three approaches: the source approach, which assesses input receipts; the process approach, which evaluates the effectiveness of internal activities or organizational mechanisms in program implementation; and the goals approach, which focuses on achieving predetermined results or outputs. In the discussion by Edi Sutrisno, (2016) that management is emphasized as integral to organizational functioning. Management is defined as the science and art of effectively and efficiently utilizing human and other resources. Gitosudarmo, (2008) further elaborates that management involves human efforts to utilize available resources to achieve goals effectively. The concept of effectiveness is closely tied to the attainment of expected results, implying the degree of achievement relative to set objectives. Effectiveness is not solely about maximizing outcomes regardless of costs; rather, it entails achieving goals efficiently within defined parameters.

Method

This study adopts a descriptive research design with a qualitative approach, aiming to provide a comprehensive understanding of the effectiveness of the Klampid New Generation Transfer House service system in Kapas Madya Baru District, Surabaya City. The theoretical framework utilized in this research is based on Siagian, (2013) theory of Program Effectiveness, as cited by Ardelia Nur Sintia & Diana Hertati, (2023). This theory encompasses four main aspects; resource allocation, service quantity and quality, time constraints and procedural aspects.

Data for this research are gathered from two primary sources: primary and secondary data. The data collection techniques employed include observation, interviews, and documentation, which are crucial components of the scientific method. Data analysis follows the approach outlined in Sugiyono's book, as referenced in Miles, (2014). This analysis method is chosen for its effectiveness and efficiency in synthesizing and simplifying the collected data, ensuring objectivity, validity and accuracy of the study results. The process of data analysis involves several steps: data reduction to streamline and enhance understanding, structured data presentation for clarity, graphical representation to aid in visualization and verification to validate opinions or decisions. The data collection methods utilized include interviews, observations, and documentary analysis.

Results and Discussions

In this Klampid New Generation program uses 4 indicators according to (Enitasari, n.d.);

1. Resources, Funds, Facilities and Infrastructure

- a) Human resources play a critical role in supporting government agency services to achieve their goals, as emphasized by Susan Erin, (2019). Nawawi, (2000), as cited in Naquib et al., (2021), defines human resources as individuals working within an organization or as human potential serving as a driving force for organizational success, recognizing their value as assets. In today's technologically advanced era, human resources are integral to organizational development. Thus, it is essential for human resources to possess both competence and high enthusiasm to

effectively support organizational objectives. This statement is supported by interview results which indicate that;

"The operator of the New Generation Klampid program in Kapas Madya Baru District is still handled by only one person, sir. His name is Muslina who operates Klampid New Generation, but in the service carried out in the field regarding moving, Pak Kamto and Pak Yudi were assisted in conducting surveys. "Movement is coming. The goal is that the person who moves is really moving, because in many cases they move just to find a place to live," (Interview Result; January 18).

- b) Cost, as defined by Amelia Nur Fitriana, (2022) refers to the economic resources sacrificed to obtain specific goods or services necessary for goal achievement. Funds allocated for the KNG program in Kelurahan Kapas Madya Baru encompass capital and operational costs, with service users incurring no charges.

Information on Affordable and Free Civil Registration (Adminduk) Services



Surabaya – Dokumen Administrasi Kependudukan (adminduk) merupakan aspek penting pada rangkaian kegiatan penataan dan penertiban dalam penerbitan dokumen dan data kependudukan melalui pendaftaran penduduk, pencatatan sipil dan pengelolaan informasi penduduk serta pendayagunaan hasilnya untuk pelayanan publik, pemerintahan dan pembangunan.

Source; <https://disdukcapil.surabaya.go.id/2023>

From the image above, the Population Administration Document service (Adminduk) constitutes a crucial aspect within a series of structuring and control activities in the field of issuing population documents and managing data through

population registration, civil registration, and population information management. Moreover, it involves utilizing the outcomes for public services, governmental functions, and development. Residents of Surabaya City, along with the Civil Registration Office (Disdukcapil), consistently advocate for the importance of population registration documents to various entities, including institutions, educational establishments, shopping centers, universities, and even tourist destinations. Citizens need not to worry about the expenses associated with organizing population administration, as all such services in Surabaya are provided free of charge. However, it is important to note that there are some paid services as regulated by Surabaya City Regional Regulation Number 6 of 2019 concerning the Implementation of Population Administration. Additionally, Slamet Harjanto, a user of the upcoming KNG Movable program in Kapas Madya Baru Village, also provides information regarding the service costs incurred by users of the upcoming KNG Movable Program services in Kapas Madya Baru Village. This information is as follows;

"Oh, so far not yet, I don't know what will happen in the future or not, for now there is free of charge, just free." (Interview results; January 30).

- c) Facilities and infrastructure, as defined by Sutisna & Effane, (2022), are essential components that significantly influence the success and efficiency of service processes. They are indispensable for facilitating tasks, even though they may not always be fully utilized. Facilities and infrastructure serve as supportive elements in implementing the KNG Moving Coming program in Kapas Madya Baru Village. The availability of comprehensive and high-quality facilities and infrastructure will enhance the efficiency and speed of service delivery for the KNG Moving Coming program in Kapas Madya Baru Village. Mr. Wahyudi Kurniawan, the Head of New Madya Village Administration, emphasized the importance of facilities and infrastructure for officers in executing the services of the Klampid New Generation program for Moving to the New Kapas Madya Village, stating;

"So for pack vehicles, told to return to all sub-districts in Surabaya City Sogun motorcycles in 2002 in November. In 2002, every vehicle returned in November there used to be an order from it's head of equipment to back him and in 2017-2023 there used to be a Honda Beat procurement from

Surabaya City Headquarters until now there still exists Honda Beat in every sub-district. And the beat motor policy has a red plate. And for this motorcycle beat policy there is a policy of each leader and coincidentally, if it has a red plate here, it is used by that village head, so no need to survey this use a private vehicle, mentioned Wes" (Interview results; January 18).

2. The quantity and quality of goods or services. The quantity and quality of services produced from resources have never been consistently met in accordance with predetermined standards in a balanced manner to improve service quality. According to (Saputra & Widiyarta, 2020), numbers serve as resources that act as operators, where the primary focus of numbers is the volume of services in the KNG Move and Come Service program in Kapas Madya Baru District, which is relatively significant. The number of users in the Mobile and Datang KNG service program in Kapas Madya Baru Village is also relatively high. The quality of the services produced can be of high standard, with prompt and uncomplicated service delivery (faster than before).

**Numbers from Moving Serving Data Users Come to
New Kapas Madya District in 2023**

No.	Month	Upcoming Moves	Move Out
1.	January	23	1
2.	February	35	0
3.	March	14	5
4.	April	6	13
5.	May	27	6
6.	June	24	8
7.	July	14	10
8.	Agustus	9	1
9.	September	4	0
10.	October	12	4
11.	November	16	6
12.	December	20	3
		204	204

Source; Internal Data for New Kapas Madya Village (2024)

3. Time limit refers to a pre-established and specified time standard within the service provision process. The primary focus of this aspect is the operational hours of the KNG Moving and Coming Service program in Kapas Madya Baru Village, which aligns with community expectations. This statement is supported by interview results which indicate that;

"For the transfer service, it won't take more than 10 or 15 minutes. I mean, there is a queue number. Once you get the queue number, it should not take more than 15 minutes and for the survey it is different, sir, and within this District, by appointment, comrade" (Interview results; January 18, 2024)

4. The service procedure, outlined in the context of the process, dictates the stages or steps to be followed in service provision. With established procedures, the service process becomes more structured and organized. The objective of this aspect is to ensure that the stages or procedures involved in service provision are effective and suitable, enabling clear, easy, accurate, and appropriate service reception. Moreover, it is essential that the alignment of service procedures with service requirements and documentation is transparent and well-known to the public.

Document Processing Requirements



Source; Author documentation, (2024)

From the image above, it is evident that this represents the Population Service procedure at Kelurahan Kapas Madya Baru, displayed on the village's wall. Specifically, it outlines the Klampid New Generation service procedure, along with its associated requirements or procedures, which include moving in and necessitating the presentation of SKPWNI (Indonesian Identity Card), Family Card Destination and Marriage Certificate.

Conclusion

Based on the research findings and discussions regarding the effectiveness of the Klampid New Generation program, specifically the Moving-Coming Service, in Kelurahan Kapas Madya Baru, Tambaksari District, Surabaya City, as conducted by the author using four research focus indicators, the following conclusions can be made. Firstly, findings regarding resources, funds, facilities, and infrastructure indicate that human resources in the KNG Move Come Service program have been effectively managed, with an adequate number of personnel to meet service demands. Regarding funding, the available funds have been managed well as the services are provided free of charge. Findings related to facilities and infrastructure show that although they are relatively complete and in good condition, improvements such as providing information boards for SOPs and additional mobilization tools are needed. Overall, the facilities and infrastructure are effective but not yet optimal.

Secondly, findings related to the quantity and quality of goods or services indicate that the production of KNG services in Kelurahan Kapas Madya Baru is considered effective, with a large number of services and user satisfaction. Other findings reveal that services are provided quickly, although some obstacles may affect service speed. However, overall, this program helps people access services more easily, resulting in user satisfaction and accurate service outcomes.

Thirdly, findings related to service time limits in the KNG program are effective but not yet fully optimal, although some processes may not align with SOPs. The final findings related to service procedures show that the service procedures in the KNG program in Kelurahan Kapas Madya Baru are effective, supported by community assistance in handling necessary documents. However, while the services are effective, they are not yet optimal.

Recommendation

Based on the research findings and discussions on the effectiveness of the Klampid New Generation program, specifically the Moving-Coming Service, in Kelurahan Kapas Madya Baru, Tambaksari District, Surabaya City, several recommendations can be suggested. Firstly, in terms of resources, funds, facilities, and infrastructure, it is recommended to continue effectively managing human resources to meet service demands. Additionally, efforts should be made to improve facilities and infrastructure by

providing information boards for SOPs and additional mobilization tools to enhance overall effectiveness. Secondly, to enhance the quantity and quality of goods or services, it is recommended to address any obstacles that may affect service speed to ensure prompt and efficient service delivery. Moreover, efforts to maintain user satisfaction and accurate service outcomes should be prioritized. Thirdly, regarding service time limits, it is recommended to further align processes with SOP to optimize service efficiency and effectiveness. Lastly, in terms of service procedures, it is recommended to continue providing effective assistance to the community in handling necessary documents, while also seeking opportunities for further optimization to achieve optimal service delivery. Overall, continuous improvement efforts across these areas can lead to the optimization of the Klampid New Generation program's effectiveness in Kelurahan Kapas Madya Baru.

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