



Reformulation and optimization of birth certificate services of the population and civil registration office serang district

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ABSTRACT

The rate of delay in issuing birth certificates in Indonesia is significant, potentially hampering children's access to basic rights such as education, health and other public services. Based on data compiled by the Central Statistics Agency (BPS) and other relevant institutions, it is estimated that more than 20% of births in some regions in Indonesia are not recorded on time. This delay is caused by various factors, including limited access to civil registration services, lack of awareness about the importance of birth certificates, and technical and bureaucratic obstacles that hinder the registration process. As a result, many children do not have birth certificates within the appropriate timeframe. This study aims to improve the quality of birth certificate services at the Disdukcapil of Serang Regency to make it faster, easier and more affordable for the community. Through a series of analysis and evaluation, several innovative solutions were found that can be implemented. With this reformulation, it is expected that the community can obtain their children's birth certificates more quickly, so that children can access various public services such as education and health without obstacles. The type of research used in this study is descriptive research with a qualitative approach. The location of this research was Serang Regency. This research aims to reformulate and optimize the implementation of this program.

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1. Introduction

Low awareness of the importance of birth certificates in areas like Serang is often influenced by several interconnected factors Lack of Knowledge or Understanding Many people are unaware of the legal and practical benefits of having a birth certificate, such as access to education, healthcare, or inheritance rights. Birth registration is sometimes perceived as unnecessary, especially in rural or low-income communities. Cultural or Traditional Beliefs Traditional practices or beliefs may downplay the importance of formal documentation. In some communities, there may be more emphasis on religious or customary rituals rather than legal

registration. Economic Barriers Costs associated with registration, such as administrative fees or transportation to registration offices, may discourage families from obtaining birth certificates. Indirect costs, like taking time off work, can also be prohibitive. Administrative Challenges Bureaucratic inefficiencies, such as complicated procedures, long waiting times, or lack of clear information, deter people from completing the process. Limited availability of registration offices in rural areas can make it difficult for people to access services. Lack of Advocacy and Outreach Insufficient government or NGO initiatives to promote the importance of birth registration. A lack of community education programs that highlight the long-term benefits of birth certificates. Low Literacy Rates In areas with lower literacy levels, understanding the procedures and significance of legal documents may be more challenging. Social and Economic Marginalization Vulnerable groups, such as informal settlers or indigenous communities, may face additional barriers due to their marginalized status. Priority Misalignment Families may prioritize immediate needs, such as food, shelter, and daily survival, over legal documentation. Strategies to Address the Issue Conduct awareness campaigns emphasizing the importance of birth certificates. Simplify and decentralize the registration process. Offer free or subsidized registration services. Partner with local leaders and organizations to build trust and promote participation.

Study in Ngada District, East Nusa Tenggara (NTT) In Ngada District, an initiative called the Free Birth Registration Program was implemented to address the problem of low birth certificate registration rates. The program involved collaboration between the local government, non-governmental organizations (NGOs), and local communities. Through a door-to-door approach and community outreach, many residents who previously did not have birth certificates were eventually registered, and administrative barriers were overcome by easing access to birth registration services. Model in Sleman District, Yogyakarta In Sleman District, Yogyakarta, an integrated service system for birth registration has been implemented. In this system, birth registration is done online and can be accessed directly by the community through mobile devices or computers. In addition, a “pick up the ball” program that involves officers visiting homes that have not been registered with the civil registry has also significantly increased the birth certificate ownership rate. A birth certificate is an important document that records a person's identity from birth. This document not only serves as proof of citizenship, but is also a requirement for accessing various public services such as education, health, and other civil registration. In Serang District, as in other regions, the process of making a birth certificate is often faced with various obstacles, ranging from complicated procedures, long waiting times, to a lack of clear information for the community (Widiaswari, 2022). This condition certainly has an impact on children's civil rights and slows down the process of human development The Sustainable Development Goals (SDGs) emphasize the importance of universal birth registration as an indicator of a country's progress (Dini Ayu Permata Sari et al., 2024). In this context, optimizing birth registration services in Serang Regency is not only a public service issue, but also a real contribution to achieving the SDGs targets, especially those related to poverty elimination, health improvement, and reducing inequality (Hayani et al., 2024). In this digital era, innovation in public services is a must. Birth certificate services that are still conventional and bureaucratic need to be developed to be more efficient, effective, and responsive to community needs. By utilizing information technology, it is hoped that this service can be easier, faster, and more efficient (ismanto, 2012).

Birth certificates play a very important role in the life of an individual and society as a whole. Here are some reasons why birth certificates are so important Official Identity A birth certificate is the first document that gives a person an official identity. It includes the name, place, and date of birth, as well as the parents' names (Jumiati, 2012). Citizenship Rights A birth certificate is the legal proof of a person's citizenship. Without a birth certificate, a person may struggle to

obtain their citizenship rights. Access to Government Services Many government services such as education, healthcare, and social assistance require a birth certificate as a requirement to apply. Education To enroll in school, a birth certificate is often required as proof of a child's age and identity. Legal Protection Birth certificates provide legal protection for children, including protection from exploitation and human trafficking (Bakhrur Rokhman , Denok Kurniasih, 2023). Basic Document for Other Documents Birth certificates are often required to obtain other documents such as identity cards, passports, and driver's licenses. Statistics and Planning Birth data collected through birth certificates is used by the government for planning and decision-making in the areas of health, education, and social welfare. Inheritance and Custody Birth certificates are important in cases of inheritance and child custody. It helps determine one's family relationships and legal rights. Thus, having a birth certificate is essential to guarantee that one can access basic rights and services provided by the state as well as for legal protection and recognition (Dini Ayu Permata Sari et al., 2024).

The process of obtaining a birth certificate can face various obstacles that prevent a person from obtaining this important document. Some common obstacles include Lack of Awareness and Information Many people, especially in rural and remote areas, do not realize the importance of a birth certificate and do not know the procedure to obtain one (Choirulsyah & Azhar, 2024). Geographical Access Long distances to civil registration offices or administrative service sites can be a major barrier, especially in remote areas or areas with poor infrastructure. Cost and Administration Administrative costs associated with obtaining a birth certificate can be a burden for underprivileged families. In addition, complicated and lengthy administrative processes can deter people from applying for a birth certificate (Wahyuli, 2021). Lack of Supporting Documents Requirements such as hospital birth certificates, family cards, and parental identification are often not available, especially for births at home or outside medical facilities. Strict Legal Requirements Some countries or regions may have strict requirements for birth certificates, which can be difficult for families with unclear legal status or children born outside of a legal marriage. Slow Bureaucracy Slow and inefficient bureaucratic processes often cause delays in obtaining birth certificates (Budiman et al., 2022). Lack of Tech Support and Infrastructure Manual recording systems and lack of access to information technology may hinder the efficient production and recording of birth certificates. Social Stigma Children born out of wedlock or from marginalized groups often face social stigma that prevents their parents from registering their birth (Betresia et al., 2021). Conflict and Crisis Areas affected by conflict or crisis such as natural disasters often have chaotic administrative systems, making birth registration a low priority. Population and Migration Issues Parents who are immigrants or refugees often face obstacles in obtaining birth certificates due to lack of legal documents or unclear residency status (Sulfiyah et al., 2023).

Overcoming these constraints requires collaborative efforts between government, non-government organizations, and communities to raise awareness, simplify administrative processes, and ensure better access to birth certificate services. This research aims to find ways that can facilitate access for people in remote areas to obtain birth certificates, such as through mobile services or cooperation with local health facilities. Develop strategies to improve the accessibility of birth certificate services in remote areas (Bakhrur Rokhman ,Denok Kurniasih, 2023). Evaluate the effectiveness of government policies related to birth certificate production and provide recommendations for improvement. how current policies affect the birth certificate production process and provide recommendations for more effective and efficient policies. By defining specific objectives, research can be focused on the most pressing and relevant problems, and produce solutions that can be practically applied. Research on birth certificate production is highly relevant to current issues such as the Sustainable Development Goals (SDGs) and innovation in public services (Mulyono, 2016). Birth certificates are basic documents

that enable access to social services and government assistance programs, which are essential for reducing poverty. Without a birth certificate, many individuals cannot access these basic services. Birth certificates are important to ensure access to health services, immunizations, and other health programs (Penggunaan et al., 2015). It also helps in child health monitoring and public health statistics. To enroll in school, children often need a birth certificate as proof of age and identity. This research can help ensure that more children can access primary and secondary education. Birth certificates ensure that all children, including girls, are officially recognized and have equal rights. This can help reduce gender discrimination in access to services and other rights (Kolinug et al., 2015).

Strong civil registration is the foundation of an effective and inclusive legal system. Birth certificates are an essential element of legal identity that helps protect individual rights and ensure justice (Satibi & Ediyanto, 2020). This research could explore the use of digital technology to speed up and simplify the birth certificate process. Online or mobile-based birth registration systems can improve accessibility and efficiency. Innovations in public service integration can facilitate the birth certificate process by linking different government services. For example, integration with hospitals for birth registration automation (Husada, 2023). Developing a proactive service model, where the government visits communities to register births in person, could increase the number of children registered and reduce geographical and administrative barriers (Dini Ayu Permata Sari et al., 2024). The study could look at the role of the private sector and non-governmental organizations in supporting government efforts to improve birth registration, for example through CSR programs or strategic partnerships. Developing a system that collects and analyzes birth registration data can assist the government in better planning and decision-making, as well as in tracking and achieving related SDG targets (Margareta et al., 2023). As such, this research is not only relevant to the achievement of SDG targets but also encourages innovation in public service delivery, which in turn will help to improve the quality of birth registration (Cikande & Serang, 2017).

2. Method

Data validation is an important step to ensure the accuracy and credibility of findings in a study or program. Here are some data validation methods that can be used

Data Triangulation	Explanation
Compare information from different sources or data collection methods to see consistency.	Implementation
Use different methods (e.g. interviews, observations, and surveys).	Compare findings from different informants or groups of respondents.
Member Checking (Validation by Respondents)	Explanation
Confirm findings with respondents or relevant parties to ensure interpretations match their reality.	Implementation
Share a summary of the interview or survey results with respondents for feedback. Ask if the results reflect their experiences or views.	Audit Trail
Explanation	Document the entire process of data collection, analysis and interpretation to demonstrate transparency.
Implementation	Keep complete records of research procedures. Create detailed reports that record how decisions were made during the research.

This research method uses a qualitative descriptive method. Meanwhile, data collection was carried out through observation, interviews, and literature studies. All data obtained was then analyzed qualitatively (Waluyo & Pramitasari, 2023).

3. Analysis and Results

Comparison with National Public Service Standards The Government of Indonesia through Law No. 24 of 2013 on Population Administration has established public service standards that cover the ease of birth registration and birth certificate issuance. These standards emphasize the importance of easier, faster, and more efficient access for the community, especially in remote or hard-to-reach areas. However, these standards have not been fully achieved in all regions, including Serang District. Many regions in Indonesia, especially outside Java, are still experiencing difficulties in meeting public service standards related to population

administration. Serang District, like many others, may still need to make improvements in terms of accessibility, digitization systems, as well as public education on the importance of birth certificates. Challenges in Implementation While central government policies have provided a strong foundation for civil registration reforms, implementation at the local level is often constrained by various factors, such as a lack of trained human resources, inadequate infrastructure, and reliance on time-consuming manual procedures. Therefore, the success of reforms in Serang District may be influenced by how the district can adopt and adapt national public service standards to local conditions.

Table 1. Percentage of Population Aged 0-17 Years with Birth Certificates by Characteristics in Serang Regency (percent), 2024

Characteristics by Gender, Expenditure Group, Highest Education of the Head of Household	Percentage of Population Aged 0-17 Years with a Birth Certificate by Characteristics in Serang Regency (percent) 2024
Type of Gender	-
Male	94,64
Female	93,88
Expenditure Group	-
Bottom 40 Percent	89,40
40 Percent Center	97,89
Top 20 Percent	97,89
Highest Education of Head of Household	-
Elementary School and Below	92,00
Junior High School and Above	96,00
Serang District	94,26

Source: serangkab.bps.go.id

This study aims to identify and evaluate the reformulation and optimization of birth certificate making services at the Population and Civil Registration Office of Serang Regency. The following are the results and discussion of this research. Reformulation of Service Procedures Administrative Process Simplification The results showed that one of the main obstacles in making a birth certificate is the complicated administrative process. To overcome this problem, procedures have been simplified by reducing the number of documents required and simplifying the process steps. This step was proven to improve efficiency by reducing the turnaround time from an average of 10 days to 5 days (Sianturi et al., 2023). Improving Service Accessibility The Population and Civil Registration Office of Serang Regency has opened several branch offices in remote areas to improve service accessibility. In addition, mobile services using operational vehicles have been introduced to reach villages far from service centers. Optimization of Information Technology Implementation of Online Registration System This study found that the implementation of an online registration system has helped to reduce queues at the service office and speed up the data verification process. The system allows people to register the birth of their children online and upload the required documents. Results show that 60% of registrations are now done online, increasing efficiency and convenience for the community (Haryanto et al., 2023). Archive Digitization Digitizing birth records helps in better data management and facilitates document search and verification. It also reduces the risk of losing documents and makes data access easier for officials. Human Resource Quality Improvement raining and Development Periodic training for staff at the Population and Civil Registration Office has been conducted to improve their competence in the use of technology and public services. This training includes the use of online registration systems, digital data management, and customer service skills (Laksana et al., 2023).

Performance Measurement An indicator-based performance measurement system was introduced, where each staff's performance is assessed based on speed, accuracy and quality of service. Results showed an increase in public satisfaction from 70% to 85% after the implementation of this system. Public Awareness Campaign Socialization of the Importance of Birth Certificates Public awareness campaigns through social media, radio, and direct visits to

communities have been conducted to raise public awareness about the importance of having a birth certificate. This campaign successfully increased the number of birth registrations from 65% to 80% within a year. Collaboration with Local Institutions Collaboration with educational institutions, health facilities, and local community organizations has been strengthened to ensure all births are registered and officially recognized. Through this program, health facilities automatically report every birth to the civil registration office (Saepudin et al., 2023).

Public service reformulation is a process of fundamental changes to the systems, procedures, and mechanisms of services provided by the government to the community. The aim is to improve the quality, efficiency and effectiveness of services, so as to meet the increasingly high needs and expectations of the community. Theoretical Foundations of Public Service Reformulation Some theories relevant to public service reformulation include Bureaucratic Theory This theory emphasizes the importance of organizational structure, hierarchy, and clear rules in governance. Public service reformulation is based on the principles of efficiency, rationality, and accountability. Public Management Theory: This theory focuses on the application of modern management principles in governance, such as strategic planning, performance-based budgeting, and performance evaluation (Lantemona et al., n.d.).

Public Service Theory This theory emphasizes the importance of customer (community) orientation in public service delivery. The reformulation of public services must be based on the needs and expectations of the community. Good Governance Theory This theory emphasizes the importance of good governance, transparency, accountability and participation. Public service reformulation must support the principles of good governance. Dimensions of Public Service Reformulation Public service reformulation can be carried out in various dimensions, including Structure Dimension Changes in organizational structure, delegation of authority, and division of tasks. Process Dimension Changes in work procedures, information systems, and decision-making mechanisms. Cultural Dimension Changes in values, attitudes, and employee behavior in providing services. Technology Dimension Application of information and communication technology to improve service efficiency and effectiveness. Objectives of Public Service Reformulation In general, the objectives of public service reformulation are Improve Service Quality Providing better, faster, and easier services for the community. Improve Efficiency Optimizing the use of resources so that services can be provided at a lower cost. Improving Effectiveness Ensuring that the services provided can achieve the desired goals. Improving Accountability Making public service providers accountable for their performance (Pipit Mulyah, Dyah Aminatun, Sukma Septian Nasution, Tommy Hastomo, Setiana Sri Wahyuni Sitepu, 2020).

Although the reformulation of public services has many benefits, there are several challenges that must be faced, including Change Resistance Not all employees or citizens accept change easily. Lack of Resources Limited budget, manpower, and technology can hinder the reform process. Inter-Agency Coordination It is difficult to coordinate the various agencies involved in public service delivery. Policy Changes Changes in government policy can affect the implementation of reforms. Conclusion Public service reformulation is a continuous effort to improve the quality of life of the community. By understanding the theories underlying reformulation and overcoming the various challenges that exist, it is hoped that public services in Indonesia can be better and meet the expectations of the community. Optimization of public services is an effort to improve the quality, efficiency, and effectiveness of services provided by the government to the community. The main objective of this optimization is to ensure that every citizen gets the best service, quickly, and according to their needs.

4. Conclusion

Challenges One of the main challenges in Serang District, especially in rural areas, is the lack of adequate access to civil registration services. Some areas of Serang District are still hard to reach, and people find it difficult to get to the Population and Civil Registration Office (Disdukcapil) or other administrative services. This results in many people not being able to

register births on time. The government could adopt a system of mobile registration units that can visit remote villages to provide direct services to people who find it difficult to access the Disdukcapil office. Decentralization of services: Open more service points at the sub-district or village level that are closer to the community, to make the birth registration process more accessible. Social Factors Local Context Serang has a diverse community, including rural communities where education levels may still be low. Socialization should suit the needs and understanding of the local community. Recommendations Involve community leaders, religious leaders or RT/RW heads who are influential in delivering messages about the importance of birth certificates. Use community outreach, such as village meetings, posyandu events, or recitations, to reach the community. Make sure the information is delivered in a language that is easy to understand and with culturally friendly methods, such as through stories or simple simulations. Economic Factors Local Context Some communities in Serang may face economic constraints, making cost and time a major barrier to obtaining a birth certificate. Recommendations Provide free or subsidized birth certificate services, especially for poor families. Bring the service closer to the community through ball pick-up programs, such as mobile service posts or special counters in villages. Ensure information on costs and procedures is transparent to avoid extortion practices that burden citizens. Involve government programs or CSR from the private sector to support program financing and delivery. Cultural Factors Local Context In some cultures in Serang, religious or customary rituals are often prioritized over legal documents such as birth certificates. Recommendations Integrate The reformulation and optimization of birth certificate services at the Population and Civil Registration Office of Serang Regency has shown positive results in simplifying procedures, increasing public awareness and information, utilizing information technology, improving service accessibility, and improving the quality of human resources. These steps are expected to be continuously improved and adapted to the development of community needs and technology, to ensure every individual gets their right to a legally valid and legally protected official identity.

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