



Effectiveness of population administration services at the Ciruas district office, Serang regency

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ABSTRACT

Population administration services are a form of public service that plays a crucial role in meeting the needs of the community for population documents, such as Identity Cards (KTP), Family Cards (KK), birth certificates, and other administrative documents. This study aims to analyze the effectiveness of population administration services in Ciruas District, Serang Regency, and to identify factors that influence the quality of service to the community. The research method used is a qualitative approach with data collection techniques through observation, interviews, and documentation. Research informants consisted of sub-district officials and community users of population administration services. The results of the study indicate that population administration services at the Ciruas District Office have been running quite effectively, seen from the aspects of timeliness of service, ease of procedures, and employee responsiveness to community needs. The use of information technology also helps expedite the administrative service process. However, several obstacles remain, such as limited facilities and infrastructure, disruption of the population administration system network, and a low understanding of some community members regarding the administrative requirements that must be met. Supporting factors for service effectiveness include apparatus competence, coordination between employees, and commitment to providing excellent service to the community. This study concludes that the effectiveness of population administration services in Ciruas District, Serang Regency is quite good, but still requires improvements in aspects of service facilities, strengthening digital systems, and socialization to the community so that public services can run more optimally, quickly, and transparently.

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1. Introduction

The digitalization of administrative services is crucial for supporting the effectiveness of public services because it can accelerate service processes, improve data accuracy, and facilitate public

access to various government services. Through digital systems, services previously performed manually and taking time can become more efficient, transparent, and integrated, thereby reducing queues, administrative errors, and the potential for maladministration. Furthermore, digitalization enables the government to provide more responsive and easily accessible services at any time, while also supporting better oversight, accountability, and data management. In an era of technological development and increasing public demand for fast and quality services, administrative digitalization is a crucial step towards realizing modern, effective, and public-interest-oriented governance. Evaluating the effectiveness of civil registration services is crucial for achieving good governance, as these services directly impact the fulfillment of basic public rights, such as legal identity, access to education, healthcare, social assistance, and other public services. Through ongoing evaluation, the government can identify various service constraints, such as administrative delays, limited public access, lack of transparency, and limitations in digital systems and human resources. Furthermore, evaluation is crucial to ensure that civil registration services operate effectively, accountably, transparently, and responsively, in accordance with the principles of good governance. With appropriate evaluation, service quality can be continuously improved, thereby strengthening public trust in the government and supporting the creation of a modern, community-oriented public administration.

Public services are one of the primary functions of government in meeting the basic needs of the community. The government, as the state administrator, is obligated to provide quality, fast, easy, transparent, and accountable services to the public (Ulum et al., 2021). One form of public service that is very important in community life is population administration services (Joko Widodo & Tariza Noviranti Muhaling, 2024). Population administration is a fundamental part of governance because it is directly related to the legal identity of citizens, such as the issuance of Resident Identity Cards (KTP), Family Cards (KK), birth certificates, resident transfer letters, and other population documents (Rahmat & Pasciana, 2023). These documents have a strategic function as a requirement for obtaining education, health, social assistance, employment, and even banking and political services. The implementation of population administration in Indonesia is regulated by Law Number 24 of 2013 concerning Amendments to Law Number 23 of 2006 concerning Population Administration. This regulation emphasizes that the government is obliged to provide protection and recognition of the personal status and legal status of each resident through orderly and effective population administration services (Saepudin, 2024). In its implementation, regional governments through sub-districts play a crucial role as the spearhead of direct services to the community (Priyanti & Prabawati, 2025). As a regional apparatus, sub-districts assist district governments in providing easily accessible administrative services to the public. Therefore, the quality of population administration services at the sub-district level is a crucial indicator in assessing the success of regional public services. Ciruas District, Serang Regency, is an area with a continuously growing population, in line with the development of residential areas and economic activity (Izmy Rhedina Julian Noor, 2024). This situation has led to a growing public demand for population administration services (Jawa & Kajian, 2022). The high demand for services requires sub-district officials to provide effective and efficient services so that the public can obtain population documents quickly and accurately (Purwakarta et al., 2025). However, in practice, population administration services still often face various obstacles, such as long queues, limited facilities and infrastructure, a lack of human resources, network system disruptions, and a lack of public understanding of administrative requirements (Triple et al., 2024).

The effectiveness of public services is a crucial aspect in creating public satisfaction. Service effectiveness can be measured by the organization's success in achieving its stated service objectives. Effective service is characterized by timeliness, ease of procedures, cost certainty, clarity of information, and the ability of officials to provide friendly and responsive service (Saputra, 2025). In the context of population administration, service effectiveness is crucial to ensure that the public does not experience difficulties in processing population documents, which are their basic rights as citizens. If population administration services are not

implemented effectively, it can lead to various social and administrative problems, such as delays in accessing other public services and low public trust in the government. Furthermore, advances in information technology are also encouraging the government to innovate digital-based population administration services. Digitalization of services aims to increase efficiency and facilitate public access to public services. The government has developed various electronic service systems to expedite the population administration process. However, the implementation of digital services in the regions still faces various challenges, such as limited technological infrastructure, internet network quality, and the public's ability to utilize digital services. Therefore, evaluating the effectiveness of population administration services is crucial to determine the extent to which the services provided meet public needs (Publik et al., 2023).

Several previous studies have shown that the effectiveness of population administration services is influenced by human resources, infrastructure, staff discipline, and the service system implemented. Research on public services also confirms that public satisfaction is significantly influenced by the quality of interactions between staff and service users. Slow service, complicated procedures, and a lack of transparency are often the public's primary complaints regarding population administration. Therefore, local governments need to continuously improve their service systems to enhance the quality of public services (Wahyudi et al., 2024). Based on these conditions, research on the effectiveness of population administration services at the Ciruas District Office, Serang Regency, is crucial. This study aims to determine the effectiveness of population administration services provided to the public and identify factors that support and hinder their implementation. The research findings are expected to contribute to local governments' efforts to improve the quality of public services, particularly in the area of population administration, thus creating professional, transparent, and customer-oriented services (Nasha & Rodiyah, 2025).

2. Method

The criteria used to select informants from government officials and the public were based on the relevance of their roles, experience, and direct involvement in the public service process or policy implementation being studied. Government official informants were selected based on their positions, duties, authority, and understanding of the administrative system and public service implementation, enabling them to provide accurate and in-depth information. Meanwhile, community informants were selected based on their experience as service users, frequency of interaction with administrative services, and ability to convey assessments of the quality of service received. Furthermore, the diversity of informants' backgrounds, such as age, occupation, and education level, was also taken into consideration so that the research data could describe service conditions more objectively and representatively. Criteria for selecting informants deemed capable of representing service experiences include the informant's level of direct involvement in the service process, their actual experience as a user or service provider, and their ability to provide relevant and in-depth information regarding the quality of public services. Community informants are typically selected based on their frequency of service use, understanding of administrative procedures, and diverse backgrounds to best represent a range of service experiences. Meanwhile, government informants are selected based on their positions, duties, and responsibilities in the implementation of administrative services. Furthermore, credibility, communication skills, and willingness to provide objective information are also important considerations to ensure the data obtained is more accurate, representative, and meets research needs.

This study uses a qualitative research method with a descriptive approach. This approach was chosen because the study aims to describe and analyze the effectiveness of population administration services at the Ciruas District Office, Serang Regency in depth based on conditions occurring in the field. The focus of the study is directed at aspects of service timeliness, service procedures, quality of apparatus resources, facilities and infrastructure, and employee responsiveness in providing services to the public. Data collection techniques are

carried out through observation, interviews, and documentation. Observations are conducted to directly observe the population administration service process, while interviews are conducted with sub-district employees and the community as service users to obtain objective information regarding the quality of services provided. Documentation is used to complement the research data in the form of archives, activity photos, and other supporting documents. The data analysis technique in this study uses an interactive analysis model that includes data reduction, data presentation, and drawing conclusions. Data obtained from the research results are first classified according to the research focus, then analyzed systematically to obtain an overview of the effectiveness of population administration services at the Ciruas District Office. To ensure data validity, this study employed source and method triangulation techniques, comparing data from interviews, observations, and documentation to ensure greater validity and reliability. This method is expected to provide a clear picture of the state of population administration services and the factors influencing the effectiveness of public services in Ciruas District, Serang Regency (Argianti & Kartini, 2025).

3. Analysis and Results

Transparency, accountability, and responsiveness are closely related and mutually supportive in improving the quality of public services because they are the main principles of good governance. Transparency provides open information regarding procedures, costs, and service standards so that the public can clearly understand and monitor the service process. Accountability ensures that government officials are responsible for every action, decision, and service outcome provided to the public. Meanwhile, responsiveness reflects the ability of service providers to respond quickly and appropriately to public needs, complaints, and expectations. If these three aspects are implemented in an integrated manner, public services will be more effective, efficient, and reliable, and able to increase public satisfaction and trust in the government. Factors that differentiate public satisfaction levels before and after service digitization include the speed of service processes, ease of access, information transparency, and perceived time and cost efficiency. Prior to digitization, administrative services generally faced challenges such as long queues, complicated procedures, limited service hours, and a heavy reliance on manual processes, often leading to delays and public complaints. After digitalization was implemented, the public can access services more quickly and conveniently through online systems, obtain clearer information, and monitor administrative processes transparently. Furthermore, digitalization also improves data accuracy, reduces the potential for administrative errors and maladministration, and strengthens the responsiveness of officials in providing services, resulting in a tendency for public satisfaction levels to increase.

Population administration services are a form of public service that plays a vital role in people's lives. Population administration is not only concerned with recording resident identities, but also serves as the basis for obtaining various other public services, such as education, health, social assistance, and government services. Therefore, the effectiveness of population administration services is an important indicator in assessing the quality of public services of a government agency. Based on the results of research conducted at the Ciruas District Office, Serang Regency, the effectiveness of population administration services can be seen from several aspects, namely timeliness of service, service procedures, quality of human resources, facilities and infrastructure, and public satisfaction with the services provided (Auliak & Hardjati, 2023). The results of the study indicate that population administration services at the Ciruas District Office have generally been running quite well. This is evident in the ability of the apparatus to provide services to the public quickly and responsively. Service processes such as the issuance of cover letters for KTP (Kartu Keluarga), Family Cards (Kartu Keluarga), resident transfer letters, and other administrative documents have been carried out in accordance with applicable procedures. Sub-district employees also provide guidance to the public regarding the administrative requirements that must be met before the service process can be carried out. The friendly and communicative attitude of staff is one factor contributing to more effective service delivery (Nugroho et al., 2024).

In terms of timeliness of service, the majority of the public considers population administration services in Ciruas District to be significantly faster than before. This improvement is influenced by a more organized division of staff tasks and the use of an information technology-based service system. With this system, Through administrative digitization, the population data recording process has become easier and more integrated with the Serang Regency Population and Civil Registration Office. The use of computers and internet networks has helped expedite the data verification process, reducing the need for long waits for population documents. However, in practice, several obstacles remain that impact service effectiveness (Pamungkas & Fitriati, 2024). One major obstacle is network disruptions in the population administration system, which sometimes cause delays in service. When the network is disrupted, data input and transmission processes are hampered, preventing optimal service delivery. This situation often leads to long queues and public complaints due to longer service times. Furthermore, limited staffing is also a challenge, especially during periods when the number of people processing administrative services increases significantly (Insyira & Purnamasari, 2024).

This study also focused on service procedures. Based on observations, the population administration service procedures in Ciruas District have a fairly clear flow. Information regarding administrative requirements is posted on information boards so that the public can understand the documents required before processing services. However, some residents still do not fully understand the service procedures. The public's lack of understanding of administrative requirements hinders the service process due to incomplete documents. This situation indicates that public awareness of service procedures still needs to be improved to better understand the procedures for managing population administration. In terms of human resources, the Ciruas District apparatus is considered to have sufficient capacity to provide services to the public (Sigli & District, 2026). Employees strive to provide services professionally and responsibly according to their respective duties. The ability of staff to operate computer-based administration systems also contributes to service effectiveness. Furthermore, coordination between staff is quite good, allowing for a more orderly service process. However, improving employee competency remains necessary, particularly in the face of advances in information technology and increasingly complex public service demands. Staff training and development are crucial steps to improve the quality of population administration services in the future (Mursyidah et al., 2024).

Service facilities and infrastructure also influence the effectiveness of population administration services. Research shows that service facilities at the Ciruas District Office are adequate, including a waiting room, service desk, computers, and other supporting equipment. However, several shortcomings remain, such as limited waiting room capacity and limited seating for the public. As visitor numbers increase, service areas become less comfortable due to long wait times. Furthermore, a stable internet connection is crucial for supporting digital-based administrative services. Therefore, improvements to facilities and infrastructure are necessary to support optimal service quality (Banyuwangi, 2026). The effectiveness of population administration services can also be measured by the level of public satisfaction with the services provided. Interviews revealed that the majority of residents were quite satisfied with the services at the Ciruas District Office, as the staff were considered friendly, polite, and helpful during the administrative process. Residents also perceived the current service as more transparent than before. This is evident in the transparent information provided to the public regarding service procedures and requirements. Transparency in service delivery is crucial for reducing non-compliant service practices and increasing public trust in the government (Isti'anah & Arif, 2023).

However, several public complaints persist regarding lengthy service processes when network disruptions occur or when the number of applicants increases. Furthermore, some residents hope for more modern service innovations, such as online administration services or digital queuing systems to reduce congestion in service areas. Technology-based service innovations are considered to increase service efficiency and facilitate public access to population

administration services (Rozali Ilham & Abdhel Hasbi Skd, 2025). Based on the research findings, it is understood that the effectiveness of population administration services at the Ciruas District Office, Serang Regency, is influenced by several supporting and inhibiting factors. Supporting factors include staff competence, employee coordination, the use of information technology, and a commitment to providing good service to the public (Setiawati, 2026). Meanwhile, inhibiting factors include limited facilities and infrastructure, network disruptions in the administrative system, and a lack of understanding of service procedures among some residents (Rachman, 2026). From a public service perspective, the effectiveness of population administration services in Ciruas District demonstrates that the sub-district government has made efforts to improve the quality of service to the public. These efforts are evident in improvements to the service system, the use of information technology, and the increased professionalism of government officials in serving the public (Tarrillo Carrasco et al., 2024). While some challenges remain, population administration services in Ciruas District have generally been quite effective and meet community needs. Moving forward, the district government needs to continue evaluating and innovating its services to improve the quality of public services and provide greater public satisfaction (Nudia Alfianti & Wahyudi, 2024).

4. Conclusion

Further research agendas that can deepen the study of the implementation of good governance in public services include a study of the effectiveness of administrative digitization in improving service quality, an analysis of the influence of transparency and accountability on the level of public trust, and an evaluation of public participation in the oversight of government services. Research should also be directed at the influence of bureaucratic organizational culture, human resource competency, and leadership on the successful implementation of good governance principles. Furthermore, research on obstacles to the implementation of bureaucratic reform at the regional level, the effectiveness of public complaint systems, and the use of information technology and public service innovation to improve the efficiency, responsiveness, and public satisfaction with government services is crucial. The implications of this research's findings for bureaucratic reform policies in the public service sector indicate the need to strengthen a more transparent, accountable, responsive, and digital-based service system to improve the quality of public service. The research findings can serve as a basis for the government to simplify administrative procedures, improve the competence of human resources within the civil service, and strengthen regular monitoring and evaluation of public service performance. Furthermore, this research emphasizes the importance of integrating information technology, increasing public participation in service oversight, and developing a professional bureaucratic work culture oriented toward public satisfaction. Thus, bureaucratic reform focuses not only on administrative changes but also on increasing the effectiveness, efficiency, and public trust in the delivery of public services. Based on the research results, it can be concluded that the effectiveness of population administration services at the Ciruas District Office, Serang Regency, has generally been quite good. This is evident in the ease of service procedures, the responsive and friendly attitude of the apparatus, and the use of information technology to support the population administration service process. The services provided are able to assist the public in processing population documents such as KTP, Family Card, transfer letters, and other administrative documents more quickly and orderly. In addition, coordination between employees and the commitment of the apparatus in providing public services are also supporting factors in creating effective services. However, several obstacles remain that affect service effectiveness, such as disruptions to the administrative system network, limited facilities and infrastructure, and a lack of public understanding of the necessary administrative requirements. Therefore, efforts are needed to improve service quality by strengthening digital systems, adding service facilities, improving apparatus competency, and more intensive outreach to the public regarding population administration procedures. With these improvements, it is hoped that population

administration services at the Ciruas District Office, Serang Regency, can be more optimal, professional, transparent, and able to increase public satisfaction with public services.

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