

## Public Service Procedures (Case Study of Handling Services for Making Cover Letters for Birth Certificates in Bareng Village, Klojen District, Malang City)

Didik Supriyanto

Universitas Islam Malang dan [didik\\_s@unisma.ac.id](mailto:didik_s@unisma.ac.id)

---

### ABSTRAK

---

Penelitian ini dilakukan di kantor Desa Bareng. Tujuan dari penelitian ini adalah untuk mengetahui prosedur pelayanan publik di Kantor Kelurahan Bareng Kecamatan Klojen Kota Malang. Hasil penelitian ini menunjukkan bahwa 1) Prosedur penanganan pelayanan persalinan akta kelahiran di kantor Kelurahan Bareng Kecamatan Klojen Kota Malang meliputi: a) pengajuan permohonan akta kelahiran dan pemberian formulir permohonan oleh petugas pelayanan. Pengajuan permintaan oleh masyarakat sebenarnya tidak sulit dan tidak ribet. b) Pemeriksaan berkas oleh petugas dinas. Pemeriksaan berkas tidak ada masalah, petugas melakukan sesuai prosedur yang ada yaitu memeriksa satu per satu kelengkapan persyaratan mulai dari akte kelahiran, kartu keluarga, KTP, ijazah. c) Mengisi buku register dan buku ekspedisi. Proses pengisian buku registrasi dan buku ekspedisi petugas tidak mengalami kendala. d) Pembuatan surat lamaran yang ditandatangani oleh kepala desa. Tidak ada masalah dalam menyiapkan surat pengantar untuk pembuatan akta kelahiran. 2) faktor penghambat yang banyak dihadapi petugas adalah dari masyarakat itu sendiri yang kurang berpartisipasi dalam kesadaran untuk melengkapi persyaratan dalam pembuatan akta kelahiran. Faktor pendukung dalam prosedur pelayanan pembuatan akte kelahiran adalah adanya undang-undang yang jelas, petugas yang menangani sudah sesuai dengan SOP yang telah ditetapkan di Desa

*Kata Kunci: Prosedur Pelayanan Publik, Pengantar Akta Kelahiran*

### ABSTRACT

---

This research was conducted at the Bareng Village office. The purpose of this study was to determine public service procedures at the Bareng Village Office, Klojen District, Malang City. The results of this study indicate that 1) Procedures for handling birth certificate delivery services at the Bareng Village office, Klojen District, Malang City include: a) submitting a birth certificate application and providing the application form by the service officer. Submission of requests by the community is not difficult and not complicated. b) Examination of files by service officers. There were no problems with examining the files, the officers carried out according to the existing procedures, namely checking one by one the completeness of the requirements starting from birth certificates, family cards, ID cards, and diplomas. c) Filling out the register book and expedition book. During the process of filling out the registration book and expedition book, the officers did not experience any problems. d) Preparation of an application letter signed by the village head. There is no problem in preparing a cover letter for making a birth certificate introduction. 2) the inhibiting factor that many officers face is the community, which lacks participation in the awareness to complete the requirements in making an introduction to a birth certificate. Supporting factors in the service procedure for making birth certificate introductions are the existence of clear laws, the officers who handle them are by the SOPs that have been set in the Village

*Keywords: Public Service Procedures, Introduction to Birth Certificates.*

---

### INTRODUCTION

Population administration as well as a system is expected to be implemented as part of the implementation of State Administration. In terms of the interests of the population, population administration provides the fulfillment of administrative rights such as public services and protection concerning population documents without any discriminatory treatment. To fulfill the government's responsibility to provide birth certificate services, it is regulated in Law Number 24 of 2013 concerning requirements and procedures for resident registration and civil registration. One of the population administration services is the issuance of birth certificates. Birth certificates are a very important function, namely as the identity of citizens. If many children do not have an identity

registered or recognized by the State, they will be very vulnerable. identity fraud occurs. There are many cases of child trafficking, employing underage children, and other cases involving children.

The importance of birth certificates is also stated in Law No. 35 of 2014 as an amendment to Law number 23 of 2002 concerning child protection, in Article 27 paragraphs 1 and 2 it is stated that "every child's identity must be given from birth. 1) poured in the birth certificate. Every parent is obliged to fulfill their child's right to ownership of a birth certificate because a birth certificate is a form of recognition by the State and legal proof that a person exists. It is inconceivable that if an individual does not have a birth certificate, then that person cannot smoothly carry out his life processes because he is constrained by the absence of a birth certificate document. Besides that, having a birth certificate will hurt the survival of individuals in the future, for example in education and health services. birth certificates are universal because this is related to State recognition of a person's residence status. The importance of recording the identity or birth of citizens is to protect citizens. The importance of birth certificates is not supported by public awareness. this is proven by the number of late birth certificates. In general, all forms of management and presentation of population data information are important, bearing in mind that as good citizens and in a lawful manner we must follow established procedures.

The benefit that we will feel the most if we comply with what has been determined is that we as Indonesian citizens apart from being legalized in truth are also protected by law wherever we are. One of these benefits is directly felt and the most important is the possession of a birth certificate. Based on initial observations made by researchers at the Bareng sub-district office, problems related to the procedure for making birth certificates were obtained, namely: there were still people who did not know the series of procedures for making birth certificates so that the Village government could not issue birth certificate cover letters, lack of ownership of the requirements for making birth certificates (absence of parents' marriage book), Lack of community presence at the socialization held by the Village government regarding the requirements for obtaining a birth certificate introduction. From the presentation of the results of the researchers' observations, in carrying out population administration in the Village together with themselves regarding the making of birth certificate introductions there are still some residents who do not want to take care of themselves for the reason that they do not know the requirements and are busy with their respective jobs.

In addition, people tend to be lazy to take care of the issuance process, because the community does not want to bother with the requirements set by the government. Even though if examined the procedure for administering a birth certificate is not difficult. if the requirements are complete, the Village government will immediately issue a cover letter for the birth certificate. and the applicant will immediately bring the file to the population office and Malang City civil registration to be able to obtain birth certificate services. because if the file brought by the applicant is complete and accompanied by an introduction from the Village Office, the process of obtaining a birth certificate at the civil registration service is easy and quick.

But it often happens that people come straight to the civil registry office without bringing complete files so as a result the people themselves are bothered, they have to go back to the Village office to ask for an introduction and complete the birth certificate processing documents. Based on the description above, the researcher conducted research on Public Service Procedures at the Klojen Sub-district Office, Malang City (Case Study of Handling Manufacturing Services Cover Letter for Birth Certificates in Village Bareng, Klojen District). introduction to the birth certificate at the Bareng

Village office, Klojen District, Malang City. The purpose of this study was to find out and analyse the procedure for handling birth certificate delivery services and to find out and analyse what factors were inhibiting and supporting the procedure for handling birth certificate delivery services at the Bareng Village office, Klojen District, Malang City.

## **RESEARCH METHOD**

**Approach and Type of Research** This research uses a qualitative approach where researchers want to emphasize the disclosure of meaning and process with direct data sources or case studies. The type of this research is a case study on Handling Services for Making Introduction to Birth Certificates in the Bareng Village, Klojen District. This type of research is a survey case study, namely research conducted in the form of an investigation to obtain facts from existing symptoms and seek factual information.

### **Data Collection Procedures**

The data collection procedure is the most important step in research because the main purpose of research is to get data. In qualitative research with a naturalistic paradigm, the data is collected by the researchers themselves. The researcher is the main instrument who goes into the field and tries to collect data through observation, interviews, and documentation. When viewed from the data source, data collection can use primary sources and secondary sources. Primary sources are data sources that directly provide data to data collectors, and secondary sources are sources that do not directly provide data to data collectors, for example through other people or documents.

For more details, the data collection procedures carried out in this study are as follows: 1. Documentation. In using this technique, the researcher intends to obtain data in the form of documents, such as laws and regulations and other regulations. 2. Observation. This technique is used to observe directly the object to be researched. 3. This technical interview was held to conduct face-to-face interviews with the community and state apparatus working at the Bareng Village Office, Klojen District.

## **RESULTS AND RELIEF**

### **Location Overview**

The sub-district is a sub-district located in the Klojen District, Malang City. This sub-district consists of 9 RWs and 78 RTs, with an area of 10,650 km<sup>2</sup> an altitude above sea level of 4.44 m asl, minimum/maximum temperature of 18°C – 30°C, rainfall of 44 mm/year with a flat to wavy topography. Administratively, the Bareng Village is surrounded by other sub-districts in Malang City. With the boundaries of the North Village Kel. Gading Kasri, South of Kel. Tanjungrejo, West of Kel. Pisangcandi, East of Kel. Kauman. The total population in Kelurahan Bareng is 21,279 people consisting of Head of Family = 4,801 men = 10,559 people, Number of women = 10,720 people.

### **Research Result**

Procedures for Handling Services for Making Introduction to Birth Certificates at the Bareng Village Office, Klojen District. Based on the results of interviews regarding the procedure for handling the delivery of birth certificate services at the Bareng sub-district office, there are several stages, namely as follows: For Submission of applications for Delivery of Birth Certificates Giving the application form by the service officer, it was explained that the initial step taken by the applicant was to bring the requirements that had been set. These requirements include a Birth certificate, a Photocopy of the parent's identity card, a Photocopy of the family card, a Photocopy of the parent's

marriage book, a Photocopy of the identity cards of two reporting witnesses, a Statement from the parents, copy of diploma for those who have graduated from school, Fill out a blank/report form birth.

The above was also explained through the results of interviews with the head of the Bareng Village with the initials DC which explained that: When the community applies for services for making birth certificates, the community must come to the Bareng Village office bringing conditions such as a birth certificate, photocopy of parents' identity cards if aged over 17 years using their KTP, photocopy of family card, photocopy of parents' marriage book, photocopy of the identity card of two reporting witnesses, statement letter from parents, photocopy of diploma for those who have graduated from school. What was conveyed by the officials regarding the process of applying for a birth certificate introduction was almost the same as that expressed by the community with the initials MU which revealed that: For the procedures and requirements for the delivery of a birth certificate, in my opinion, it is easy to do and not complicated, especially now that the administration is free of charge or free.

The same is true of what was revealed by the results of interviews with the community with the initials MH which explained that: The process for applying is very easy, the community only brings their requirements and follows the procedure. Based on the opinions of several informants, the researcher concluded that submitting requests and completing requirements was easy and free of charge. Furthermore, for the file inspection stage by the service officer, after the applicant submits an application and has fulfilled the requirements for making a birth certificate, the applicant can submit the file to the service officer. Examination of this file is very important to find out whether all the requirements have been completed by the applicant. As was the result of an interview with the head of the Bareng Village, Klojen District, which explained that: The officer examines all the required documents brought by the applicant. And checked the same day. And if the requirements are complete then it will proceed to the next process but if it is not complete it will be returned to the community.

The same thing was also stated by a village government official with the initials DS who revealed that: After the community has completed the requirements, the officer will check it again. The examination is adjusted according to the requirements listed in the form for making the birth certificate. If it is incomplete, it is returned to the community. The same thing was also stated by one of the residents with the initials RY which explained that: Examination of the requirements file is carried out by the service officer at the time of submission of the application. If during the examination of the file, there are differences in names and addresses, the required documents are returned to the public (interview, 3-10-2022). Based on the three explanations above, when examining the birth certificate file, all the requirements for submitting a birth certificate application must be complete.

For example, the name on the diploma must match the one on the KTP, KK, and marriage certificate. If one of them is different then the file is rejected and returned to the applicant on the same day. Based on the results of interviews with several informants, the researcher concluded that there was no problem with examining files, the officers had carried out according to existing procedures, namely checking one by one the completeness of the requirements starting from birth certificates, family cards, ID cards, and diplomas. However, when examining the files, the officers still found that the community had made the wrong requirements. The next stage, namely filling in

the register book and expedition book, where this stage is part of one of the procedures for making birth certificates. This filling is carried out by the service officer. As the results of the interview with the service officer with the initials AD explained that: After checking and verifying the file, the officer enters the data into the computer and then issues a letter of introduction which has been signed by the Head of the Bareng Village and fills in the applicant's biodata into the register book and expedition book. given a registration number and forwarded it to the next process. The same thing was also stated by the head of the Bareng Village with the initials DC who revealed that: After the process of checking the files by the service officer, the next process is filling out the registration book and expedition book the service officer. In this filling, the officer asks the public whether the biodata that is filled in is appropriate.

And if it is appropriate, the officer will provide a registration number on the application. This is also in line with what was conveyed by one of the people who stated that: After the container is declared complete, the next step is filling out the registration book and expedition book. This filling is done by looking at the NIK on the family card which is then given a registration number. From the results of interviews with several informants the researcher concluded that in the process of filling in the registration book and expedition book, the officers did not experience any problems. Only if there is a power outage, the officer will experience difficulties in processing the birth certificate at a later stage. The next phase is the preparation of an application letter signed by the Village head. The officer draws up a letter of application signed by the head of the Village Together and then handed back to the applicant to be forwarded to the sub-district office.

According to the results of an interview with a service officer with the initials AD who explained that: After filling in the expedition book and registration book, the next step is to prepare a letter of introduction for the application for a birth certificate which has been signed by the head of the Bareng Village. . As well as attaching the required documents. This is in line with what was conveyed by the head of the Bareng Village who stated that I signed a letter of introduction for the application for a birth certificate. If I have signed the letter, the officer returns it to the applicant, who can then continue the Civil Registry service and be accompanied by an officer who has SK issued by the Village head as well as to assist people who need assistance in processing birth certificates in the civil registry. The same thing was also stated by one of the residents with the initials MA which explained that: The application letter was made by the officer after the officer filled out the registration book and expedition book. The preparation of a letter of introduction for the application for a birth certificate was carried out on the spot and signed by the village head. However, if the village head or village secretary is not present, the next process will be delayed (interview, 3-10-2022).

Furthermore, the results of an interview with one of the residents with the initials MA stated that: The process of preparing a letter of introduction for a birth certificate application was very fast, but the problem that often occurs is when the village head who signed the letter is unable to attend, and the village secretary is not in the office, so signing the letter is done the next day. (Interview, 3-10-2022). Based on the results of interviews with several informants, the researcher concluded that there was no problem in preparing a letter of introduction for a birth certificate. The signing process is one of the stages that have been determined. This is intended so that the cover letter for the application for a birth certificate is valid and has legal force as the legitimacy of the person concerned. Inhibiting and supporting factors in the procedure for handling delivery services for birth certificates

at the Bareng Village office, Klojen District. The procedure for making birth certificates at the Bareng Village office does not always run smoothly. In the procedure, there are inhibiting factors and supporting factors in making birth certificates. The obstacle that is often encountered is when the application form runs out and the officer who made the application form is unable to attend. So that the next stage of the process cannot be implemented. The problem of power outages is indeed an obstacle to the process of making birth certificates. Because if the blackout occurs, the officer cannot make a cover letter for the application for a birth certificate. And this means that people must patiently wait for the completion of this request until the electricity is back on. Furthermore, the problem above is an inhibiting factor that also occurs due to the lack of public awareness to complete the requirements that have been set.

Officers have informed the requirements like that but people still don't understand. Some even got angry even though there was still something wrong with the completeness of the file. In addition to the lack of public understanding of the completeness of the requirements, another inhibiting factor is the lack of public information regarding the requirements for making a birth certificate from the service staff, even if the service officer arrives late, the birth certificate delivery service experiences obstacles. Another inhibiting factor was that when applying, people did not bring their marriage book and a family card with them. For people who do not carry a marriage book it is very difficult to fill out the application form for a family card because when filling out an application, you must include the requirements for a marriage book and family card. The handling process can still be followed up, but it can take a long time.

If the requirements are not accompanied by a marriage book and family card, the process of making a birth certificate will be slow because the applicant must first take care of the marriage book and family card, after that he can take care of the birth certificate. Based on the results of the study, it was shown that the inhibiting factors faced by many officers were apart from the community itself regarding incomplete files, also from service officers who sometimes arrived late so that people who needed services experienced obstacles. Furthermore, the supporting factors are the supporting factors, namely law number 24 of 2013, the community must make a birth certificate. In addition, the operational standard for birth certificate-making services is a support for the successful handling of birth certificate-making services.

Apart from that, other supporting factors are the existence of a clear legal basis and SOP made by the village government so that it is easier for service staff to carry out the handling of birth certificate-making services. Those who handle it are by the SOP that has been set by the Kelurahan office. In addition, the officers have tried to provide the best service, according to existing soup standards, this is because the service officers are bound by a performance contract with the village head regarding population services.

## **CONCLUSION AND SUGGESTION**

### **Conclusion**

Based on the research results, it can be concluded as follows:

Preparation of introduction to birth certificates at the Bareng Village office, Klojen District, including 1) submission of an application for a birth certificate and delivery of the application form by the service officer. Submission of requests by the community is not difficult and not complicated. The requirements are clear, the name is listed in the form for submitting a birth certificate application, although there are still some people who do not understand the submission of the

application. 2) Examination of files by service officers. There were no problems with examining the files, the officers carried out according to the existing procedures, namely checking one by one the completeness of the requirements starting from birth certificates, family cards, ID cards, and diplomas.

However, during the inspection of the files, the officers still found that the community had made the wrong requirements or that the requirements had not been completed. 3) Fill in the register book and expedition book. During the process of filling out the registration book and expedition book, the officers did not experience any problems. Only if there is a power outage, the officer will have difficulty processing the delivery of the birth certificate at a later stage. 4) Preparation of an application letter signed by the sub-district head. There is no problem in preparing a letter of introduction for a birth certificate. The signing process is one of the stages that have been determined. It is intended that letters:

1. the application for a birth certificate made is valid and has legal force as the legitimacy of those concerned
2. The inhibiting factors that many face in the procedure for handling birth certificate services are the poor discipline of officers and the lack of public awareness to complete the requirements for making birth certificate introductions, as well as supporting factors in the service procedures for making birth certificates, namely the existence of clear laws, officer's handlers are by the SOP that has been set.

### **Suggestion**

Based on the results of the research and conclusions above, the authors suggest 1. It is suggested to the Village Government to further improve work discipline and prioritize public interests over personal or group interests. 2. It is necessary to clarify again the requirements contained in the form/form for making a certificate. 3. The flow or procedure that has been determined by the Modelidu village office should continue to be socialized to the community as a whole so that the community understands the procedure for making a birth certificate. 4. It is advisable to provide a backup power generator so that when the power goes out it will not interfere with the procedure for making birth certificate introductions at the Bareng sub-district office.

### **REFERENCE**

- Dwiyanto, Agus, (2005). *Mewujudkan Good Governance Melalui Pelayanan Publik*. Jakarta: Raja Grafindo
- Firhad, Syarifudin Butolo. (2010) dengan Judul *Kualitas Pelayanan Publik pada Kantor Pengelola Data Elektronik Dan Perpustakaan Kota Gorontalo*. Skripsi. Tidak Dipublikasikan. Universitas Negeri Gorontalo
- Intruksi Presiden No 7 Tahun 1999 Tentang Akuntabilitas Kinerja Instansi Pemerintah  
Keputusan MENPAN No.Kep/58 M.PAN/1/2002 Tentang Efektivitas Pelayanan Publik  
Keputusan MENPAN No.Kep/25M.PAN/2/2004 Kebijakan Publik Tentang Pelayanan Publik
- Lukman, Sampara. (1998). *Manajemen Pelayanan Publik*. Jakarta: Rineka Cipta
- Mahmudi. (2007). *Manajemen Kinerja Sektor Publik*. Yogyakarta: UPP STIM YKPN
- Moenir, H.A. (1995). *Manajemen Pelayanan Umum*. Jakarta: Ghalia Indonesia
- Nasution, S. (2000). *Analisis Data Penelitian dengan Statistik*. Jakarta : Bumi Aksara
- Pamudji. (2009). *Administrasi Negara*. Jakarta; Bina Aksara
- Sinambela, Lijan Poltak. (2006). *Reformasi Pelayanan Publik*. Jakarta: PT.Bumi Aksara

- Sugiyono, (2013). *Metode Penelitian Kuantitatif dan Kualitatif*. Jakarta: Alfabeta
- Supriyanto, Didik. "Analysis Of The Quality Of Population Administration And Civil Registration Services In Bareng Village, Klojen District, Malang City."
- Supriyanto, D., Faturohman, D., Unsong, O. L., Wahyudianty, M. U., & Sampe, F. (2022). Analysis of the implementation of certain functional position equalization policies at the regional personnel, education, and training agency of Mataram city, west nusa tenggara province. *Jurnal Darma Agung*, 30(2), 687-696.
- Supriyanto, D., Wahidin, S., & Sadhana, K. (2021). Administration Services Population Through Population Administration System Application Program (Study of Population Service Processes through the Population Administration System Application Program in Batu City of Indonesia).
- Supriyanto, D. (2022). Implementation of policy structuring and development of tourism destinations of public company area services area, malang regency (study of dewi sri traditional tourism market). *Jurnal ilmiah edunomika*, 7(1).
- Undang-Undang Republik Indonesia No 25 Tahun 2009 Tentang Pelayanan Publik. Bandung: Fokus Media
- Waluyo. (2007). *Manajemen Publik*. Bandung: CV. Mandar Maju
- Wijana, I Dewa Putu. (2002). *Manajemen dana Pensiun*. Jakarta: Rineka Cipta