



# 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)

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## ABSTRACT

*This study aims to analyze the Population Administration Service Process through the SIAP Application Program in Batu City and to describe the problems faced by the Batu City Government in carrying out the Population Administration Service Process through the SIAP Application Program in Batu City. The data analysis technique used in this study was the data analysis technique from Miles and Huberman, namely: data collection, data reduction, data presentation, and conclusion and verification. Based on the results of the research, it shows that the Population Administration Service Process through the Ready in Batu City Application Program facilitates all administrative processes that have been seemingly complicated and long. The problems faced by the Batu City Government in carrying out Population Administration Services through the SIAP Application Program have been reviewed from various things, namely conditional, participatory, equality of rights, balance of rights and obligations, the government in charge of serving, the community served by the government, the policies that are presented as the foundation of public services, Sophisticated equipment or service facilities, The resort is available to be formulated in the form of service activities, quality of service that formulates the community according to the standards and principles of community service, management and leadership as well as community service organizations. The factor that hinders the Batu city government in providing population administration services through the ready application program in Batu City, namely the readiness of human resources in carrying out population administration services through the SIAP application program, there is a gap in the quality of these services in addition to being caused by inadequate facilities and infrastructure, human resources. which is still limited and also the management of the public service system that is not yet integrated. The factors that support the Batu city government in carrying out population administration services through the ready application program are the attitude and commitment of the implementers in carrying out population administration services that they are fully committed to using this SIAP application wisely so that it can bring many good benefits to the citizens of Batu City. The understanding of the implementer in carrying out population administration services through the SIAP application program is very familiar with how to operate this application because the application is very easy to understand, so it doesn't take a long time to understand it.*

**Keywords:** Administration Services, Population Administration System Application Program.

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## 1. INTRODUCTION

The population of Batu City, East Java Province from time to time continues to increase. This population growth certainly brings consequences, including the provision of adequate public facilities and job opportunities that ensure the survival and welfare of the community. One of the processes of realizing a good governance is through public services. According to Kurniawan (in Sinambela, 2006: 5) public service can be defined as providing services (serving) the needs of people or communities who have an interest in the organization in accordance with the basic rules and procedures that have been determined. Furthermore, according to (Engka, 2013: 1) public services can be defined as service activities carried out in the context of fulfilling basic needs in accordance with the basic rights of every citizen and resident for an item, services and administrative services provided by service providers related to the public interest. Public services are the responsibility of both central and regional governments, general problems in public services, among others, are related to the weak application of good governance principles such as limited public participation, transparency and accountability in the process of planning, implementing or administering services and evaluating them.

Public services themselves have been regulated in Law Number 25 of 2009 concerning public services which are activities or a series of activities in order to fulfill service needs in accordance with statutory regulations for every citizen and resident for goods, services, and administrative services provided by the organizer. public service. Public service providers, hereinafter referred to as administrators, are state administering institutions, corporations, independent institutions established by law for public service activities, and other legal entities established solely for public service activities.

The implementation of autonomy based on law number 23 of 2014 concerning Regional Government article 2 as referred to in paragraph (2) carries out the widest possible autonomy, except for the affairs of the central government. The purpose of providing the widest possible autonomy is to improve public welfare, public services and regional competitiveness. By improving the welfare of the community, it is hoped that it can accelerate its realization through improving its services in the regions and empowering the community or the existence of community participation in the implementation of development in the regions.

Decree of the Minister of State Apparatus Empowerment No.63 of 2003 that the essence of service is the provision of excellent service to the community which is a manifestation of the obligations of government officials as public servants, and in Civil Service Law Number 43 of 1999, Civil Servants (PNS) as government officials has an obligation to be tasked with providing services to the community in a professional manner. As public servants, civil servants must provide the best or excellent service to service recipients without discrimination. So civil servants are obliged to provide services or serve, not ask to be served.

Online Population Administration Process services in Batu City reflect the attitude that truly serving the community will be realized through the quality of services provided to the community. The government as a service provider for the community is required to provide increasingly quality services. Moreover, in the face of competition in the era of globalization, the quality and service of government officials will be increasingly challenged to be more optimal and able to respond to the increasingly high demands of the community, both in terms of quality and in terms of community satisfaction with the services they get. According to Master and Dadang Julianta in Sinambela (2006: 7) suggest one of the obstacles in the development of a quality management system, namely the absence of commitment from management.

Based on preliminary observations, that the Population Administration Service through the Rural Application Information System Program (SIAP) in Batu City has not been running as it should, this is because there has been no follow-up in the form of the Batu City Regional Regulation which regulates this matter.

With the conditions as described, it is imperative for us to examine further in the hope that alternative solutions or solutions to solving problems of some obstacles related to the online Population Administration Service Process in Batu City are interested in writing on "Administration Services Population Through Population Administration System Application Program (Study of Population Service Processes through the Population Administration System Application Program in Batu City)."

## **2. LITERATURE REVIEW**

### **2.1. Service Theory**

According to Sedarmayanti (2009: 243) service means serving a service needed by society in all fields. Public service activities are one of the duties and functions of state administration. According to Albrecht (in Sedarmayanti 2009: 243) service is a total organizational approach which becomes the quality of service received by service users, as the main driving force in business operations. Services are closely related to the community, so that services are better known as public services. Public comes from English public which means the general public and the state, the word public in Indonesian is defined as general, crowd, and crowded. According to Moenir (in Sedarmayanti 2009: 243) public interest, namely an interest that aggravates the crowd/society, does not contradict the norms and rules, the interests of which are based on the needs (desires/lives) of many people/society.

### **2.2. Public Policy Theory**

Many experts have defined public policy. Among these definitions are very simple and very complex. However, experts agree that public policy is a decision made by the government. Dye (2005) defines "public policy as whatever governments chose to do or not to do". The definition of Dye shows that the agent that takes public policy is the government. A similar definition is conveyed by Lester and Steward (2000) that public policy is a process or a series or pattern of governmental activities or decisions that are design to remedy some public problem, either real or imagined. The opinion of Lester and Steward stated that public policy is a government activity to solve problems. Public policy as principles governing action directed towards certain goals. Public policy has always been problem-oriented and action-oriented. Thus it can be stated that policy is a provision which contains principles to direct planned and consistent ways of acting in achieving certain goals. Meanwhile Peters (1993) defines public policy as the sum of government activities, whether acting directly or through agents, as it has an influence on lives of

citizens. Peters' opinion confirms that public policy is the activity of the government directly or through agencies. Mustopadidjaja (2002) also argues that public policy is a decision intended for the purpose of overcoming problems that arise in certain activities carried out by government agencies in the context of governance. The opinion of Islamy (1997) more clearly defines public policy as a series of actions that are determined and carried out or not carried out by a government that has public interest-oriented goals (public interest). Furthermore, Islamy (1997) suggests important elements related to public policy, namely: (1) Determining government actions; (2) Implementation of policies in real form; (3) the objectives to be achieved; and (4) Oriented to the interests of the whole community (public interest). The opinion of Islamy (1997) more clearly defines public policy as a series of actions that are determined and carried out or not carried out by a government that has public interest-oriented goals (public interest). Furthermore, Islamy (1997) suggests important elements related to public policy, namely: (1) Determining government actions; (2) Implementation of policies in real form; (3) the objectives to be achieved; and (4) Oriented to the interests of the whole community (public interest). The opinion of Islamy (1997) more clearly defines public policy as a series of actions that are determined and carried out or not carried out by a government that has public interest-oriented goals (public interest). Furthermore, Islamy (1997) suggests important elements related to public policy, namely: (1) Determining government actions; (2) Implementation of policies in real form; (3) the objectives to be achieved; and (4) Oriented to the interests of the whole society (public interest). Furthermore, Islamy (1997) suggests important elements related to public policy, namely: (1) Determining government actions; (2) Implementation of policies in real form; (3) the objectives to be achieved; and (4) Oriented to the interests of the whole community (public interest).

### **2.3. Administrative Theory**

Public administration was introduced by Woodrow Wilson in 1887 in his article "The Study of Administration" published in the Political Science Quarterly, June 1887. Wilson's classical state administration thought was the separation between the political process and the state administration process. According to him, political science should only concentrate on government management. Meanwhile, the science of state administration does not only focus on personnel management issues but also focuses on organization and management. What is of concern to political science is the issue of "Who should make law and what the law should be" so that the focus of public administration science is "how law should be administered with enlightenment, with equity, with spread and without friction" (Shafritz et al. al, 2004)

Wilson's opinion is supported by Frank J. Goodnow in his book: "Politics and Administration: A Study in Government" published in 1900, which suggests that administration is free from political pressure because administration is a process that helps the function of desisi, and is very effective for its implementers. Goodnow wrote that: "Politics has to do with policies or expressions of the state administration has to do with the execution of these policies" (Shafritz, Jay M. et al, 2004, Simamora, 2004). The opinion expressed by Wilson and Goodnow in their writing is a reaction to the concept of "Trias Politica" which divides power into: executive, legislative, judiciary and they replace it with two functions, namely politics and administration.

### **2.4. Population Administration Concept**

Based on Law Number 23 of 2006, Population Administration is a series of structuring and controlling activities in the issuance of population documents and data through population registration, civil registration and information management as well as the utilization of the results for public services and development. Where population registration is the recording of population biodata, recording of population incident reporting and data collection of vulnerable populations, population administration and publication. Population documents in the form of identity cards or residence certificates. Population documents are official documents issued by implementing agencies that have legal force as authentic evidence resulting from population registration and civil registration services. Population events include moving in,

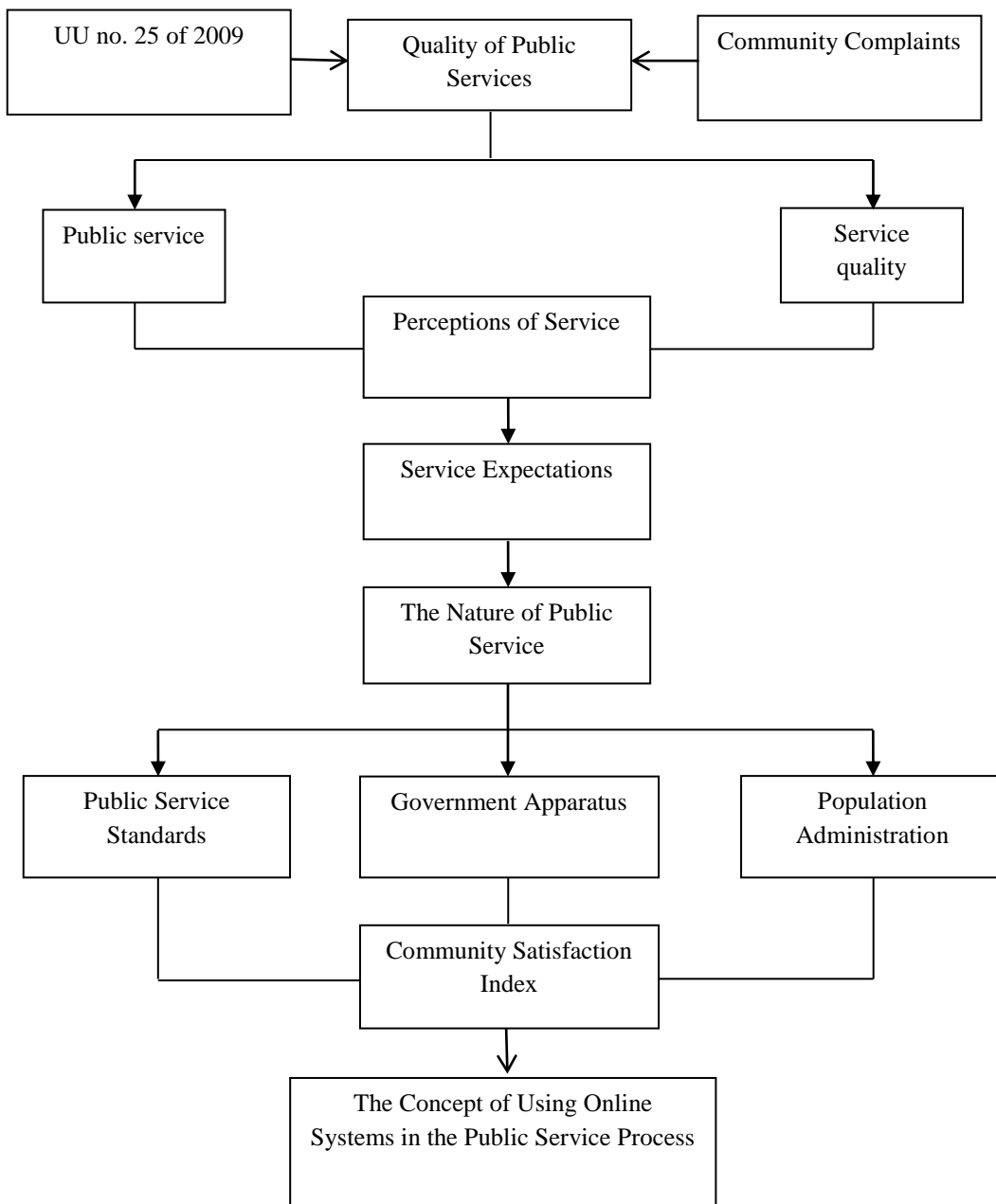
### **2.5. Online Service Concept**

Information technology is increasingly playing a significant role in today's public services. This is indicated by the easier bureaucracy of correspondence, the easier it is to access information from one point to another. Of course, information technology will not greatly contribute to the development of public services carried out by the government if the role of human resources is not optimized. The use of information technology cannot be separated from the role of computer equipment and communication technology. Both of these devices can be said to be the heart of information technology. Since the 1990s, computer equipment has experienced a very significant development. Basically, public service involves a very broad aspect of life. In state life, then the government has the function of providing various public services needed by the community, starting from services in the form of regulations or other services in order to meet community needs in the fields of education, health, utilities, and others. The various public reform movements experienced by developed countries in the early 1990s were inspired by public pressure on the need to improve the quality of public services provided by the government.

### 2.6. Theoretical framework

The theoretical framework used in this study can be seen in chart 1 below.

**Chart 1. Theoretical Framework**



The theoretical description used in the theoretical framework of chart 01 above is as follows:

- a. Service quality using the theory from Sinambela (2006) everything that is able to meet the wishes or needs of customers (meeting the needs of customers) and Zethaml (in Sedarmayanti 2009) there are several dimensions of service quality benchmarks as follows:
  - 1) Tangibles (touchable), physical facilities, equipment, personnel and communications.
  - 2) Reliability (reliable), the ability of the service unit to create the promised services appropriately.
  - 3) Responsiveness (accountability), willingness to help consumers, responsible for the quality of service provided.
  - 4) Competence (competent), demands to have good knowledge and skills by the apparatus in service members.
  - 5) Courtesy (polite), friendly attitude / behavior, friendly, responsive to consumer desires, willing to make personal contacts / relationships.
  - 6) Credibility (honest), honest attitude in every effort to attract public trust.
  - 7) Security (safe), the services provided must be guaranteed to be free from various dangers and risks.
  - 8) Access (convenience), to make contact and approach.
  - 9) Communications, the willingness of service providers to listen to the voices, wishes or aspirations of customers, as well as the willingness to always convey new information to the public.
  - 10) Understanding the Customer (understand customers), make efforts to find out customer needs.
- b. Public service according to Sinambela (2006: 5) is the fulfillment of people's wants and needs by state officials and according to Kurniawan in Sinambela (2006: 5) service is defined as providing services (serving) the needs of people or communities who have an interest in the organization in accordance with the rules the principal and procedures that have been determined.
- c. Ginting (in Lamadira, 2016) says a person's perception can be interpreted as a process, an understanding of information conveyed by other people who are communicating with each other, relating or collaborating. Perception can also be defined as the meaning that we associate based on past experiences, stimulation (stimuli) that we receive through Stanton's five senses in Ginting (in Lamadira, 2016). Assael in Ginting (in Lamadira, 2016) states that perception is a process of how customers select, organize and interpret stimuli to make them understand.
- d. According to Stanton and Boot dalam Ginting (in Lamadira, 2016: 26) there are at least 56 definitions of customer expectations found in the literature on service quality and customer satisfaction. These definitions can be grouped into eight types, namely:
  - 1) Ideal expectation, namely the optimum or best performance level that is expected to be accepted by consumers.
  - 2) Normative (should) expectation (persuasion-based standard), that is, the level of performance that consumers think they should get from the products they consume.
  - 3) Desired Expectation, that is, the level of performance the customer wants a particular product or service to provide.
  - 4) Predicted (will) expectation (experience-based norms), that is, the level of performance that consumers anticipate or expect to receive, based on all the information it knows.
  - 5) Deserved (want) expectation (equitable expectation), that is, consumers' subjective evaluation of their product investment.
  - 6) Adequated expectation or the minimum tolerable expectation, which is the lowest level of performance that consumers can accept or tolerate.
  - 7) Intolerable expectation that is, a set of expectations regarding a level of performance that customers will not tolerate or accept.
  - 8) Worst imaginable expectation, that is, the worst-case scenario regarding product performance that is known and / or formed through contact with the media, such as TV, radio, newspapers or the internet.
- e. According to Surjadi (in Lamadira 2016), the essence of public service is the provision of excellent service to the community which is a manifestation of the obligations of government officials as public servants. Therefore, the development of public service performance always involves three main elements of public service, namely:
  - 1) Service provider institutional elements.

- 2) Service process.
  - 3) Human resources of service providers.
- f. In accordance with the Regulation of the Minister of State Apparatus Empowerment and Bureaucratic Reform Number 15 of 2014, must comply with the following principles:
- 1) Simple. Service standards that are easy to understand, easy to follow, easy to implement, easy to measure, with clear procedures and affordable costs for the community and administrators.
  - 2) Participative. Preparation of Service Standards by involving the community and related parties to discuss together and get alignment on the basis of commitments or results of agreements.
  - 3) Accountable. Matters regulated in Service Standards must be implemented and accountable to interested parties.
  - 4) Continuous. Service standards must be continuously improved as an effort to improve quality and service innovation.
  - 5) Transparency. Service standards must be easily accessible to the public.
  - 6) Justice. Service standards must ensure that the services provided can reach all people with different economic status, geographic location distance.
- g. Soerwono Handyaningrat (in Lamadira 2016: 27) who says that "Apparatus is the administrative aspects needed in the administration of government or the state, as a tool to achieve organizational goals.
- h. Based on Law Number 23 of 2006, Population Administration is a series of structuring and controlling activities in the issuance of population documents and data through population registration, civil registration and information management and utilization of the results for public services and development with the issuance of Presidential Regulation Number 25 of 2008 concerning requirements. population registration procedures and civil registration.
- i. Decree of the Minister of State Apparatus Empowerment Number 25 of 2004 concerning Technical Guidelines for Transparency and Accountability in the Delivery of public services, states the aims and objectives of the Community Satisfaction Index (IKM): a) as a reference for all public service providers to improve the quality of service transparency and accountability, b) provide clarity for all public service providers in carrying out public services and the Decree of the Minister of State Apparatus Empowerment Number 26 of 2004 (in Sedarmayanti 2009: 268) which states about transparency, public accountability, and public complaints.

### **3. RESEARCH METHODS**

#### **3.1. Research focus**

The research focus is the center of research attention in retrieving data in accordance with the formulation of the specified problem, this is done so that studies do not occur and do not deviate in data search In qualitative research, a research focus is needed as a vehicle for limiting studies. "Basically, qualitative research does not start from something empty, but is carried out based on one's perception of a problem" (Moleong 2005: 92).

The research focus in this study is as follows.

- 1) The Population Administration service process through the SIAP Application Program in Batu City.
- 2) Coordination with related fields regarding Population Administration through the SIAP Application Program in Batu City, with a procedural mechanism, namely the community submits a service request to the local Village / Kelurahan, then the Village / Kelurahan submits to the Camat. The sub-district head submits to the Population and Civil Registry Service.
- 3) Factors that hinder the Batu City Government in carrying out the Population Administration Service Process through the SIAP Application Program in Batu City.
- 4) Factors that support the Batu City Government in carrying out the Population Administration Service Process through the SIAP Application Program in Batu City.

#### **3.2. Data analysis technique**

The data analysis process begins by examining all available data from various sources, namely from interviews, observations that have been written in field notes, personal documents, official documents, pictures, photos, and so on (Moleong, 2012: 247). The data analysis technique used in this study was the data analysis technique from Miles and Huberman, namely: data collection, data reduction, data presentation, and conclusion and verification.

## 4. DISCUSSION OF RESEARCH RESULTS

### 4.1. Population Administration Service Process through the SIAP Application Program in Batu City

The SIAP application program in Batu City is a means in the process of population administration services for people in Batu City. The SIAP application really helps the population administration service process to be more efficient and effective. This application makes it easy for all administrative processes that have seemed complicated and long. Regarding online services carried out in Batu City through several web sites that are separated based on their needs. Among other things, <https://bit.ly/dafduk-batu> is used to serve family cards (KK), change electronic identity cards (KTP), Child Identity Cards (KIA), moving letters and residence certificates (SKTT), management birth certificates, death and marriage certificates and <https://bit.ly/capil-batu> to provide services for administering divorce and changing citizenship. The services are provided for 6 hours starting from 08.00-14.00 WIB. Likewise, the information technology in Batu City is very sophisticated. This is evidenced by the variety of applications and webs that provide information about Batu City to applications that can help government administration in Batu City.

The relationship between the population administration service process through the SIAP application program in Batu City, with the realization of excellent service to the community in the sense of fast, precise, fair and accountable service, which is the hope for every institution / institution / public service organization. That theoretically, the purpose of public service according to Sinambela (2006: 6) is basically to satisfy the community. To achieve that satisfaction, excellent service quality is required as reflected in: 1) Transparency, namely services that are open, easy and accessible to all parties who need them and are provided adequately and easily understood; 2) Accountability, namely services that can be accounted for in accordance with provisions of statutory regulations; 3) Conditional,

Methods and procedures for public services in the process of population administration services through the SIAP application program in Batu City. That the service procedure must be easy to understand, easy to implement, so as to avoid bureaucratic procedures that are very bureaucratic, convoluted; (2) services are not provided with clarity and certainty for customers; (3) striving for service delivery to be effective, efficient; (4) service provision takes into account the specified speed and timeliness; (5) customers can easily obtain information related to services openly at any time; (6) in serving customers, the motto is "customer is king and customer is always right.

A strategic step in an effort to improve access and service quality to the public in the process of population administration services through the SIAP application program in Batu City, that the application and development of Information Technology can help facilitate the realization of public service expectations. Excellent public services in the future are not just following global trends but are a strategic step in an effort to improve access and quality of services to the public.

The working mechanism of the SIAP application in the Batu City Government in the context of the population administration service process, namely: The first stage is the preparation stage, which is an activity before starting to collect data / obtain data, with preparation, the data obtained will be easier, smoother and faster. Next is the Implementation of Online Communication. The last stage is Follow-up Online Communication. Follow-up information includes the following: 1. Communication; 2. Storage (Storing); 3. Rediscovery; 4. Reproduction.

Preparation of Online Communication at the Batu City Government in the context of the population administration service process, namely the preparation stage which is an activity before starting to collect data / obtain data, with preparation so that the data obtained will be easier, smoother and faster. In addition to population data collection by building a population database that is systematic, structured and interconnected by using software, hardware and data communication networks, efforts to improve population administration services need to be continuously improved. Implementation of Online Communication in Batu City Government in the context of the population administration service process, that in its implementation there are often people who are not technology literate so that it is less effective when using online communication. Another problem is to get data with good accuracy, it is necessary to check further in real conditions.

Follow-up on Online Communication at the Batu City Government in the context of the population administration service process, that the Follow-up Information includes the following:

1) Communication

Communicating this information can be done in the form of meetings, reports, deliveries, routine information.

2) Storage (Storing)

The next action is storage, storing information can be physical and non-physical.

3) Rediscovery

Rediscovery is an activity to find data and information that has been stored.

4) Reproduction

The information obtained needs to be reproduced for distribution purposes either manually or digitally.

Based on the above analysis, a minor proposition 1 can be arranged as follows:

**If the Population Administration Service Process through the SIAP Application Program is carried out properly, the Population Administration Service in Batu City will be orderly.**

#### **4.2. Coordination with Related Fields Regarding Population Administration through the SIAP Application Program in Batu City**

Population administration services through the SIAP application program in Batu City are channeled to officials who will carry out the program by means of leaders of public service providers or appointed officials responsible for providing services and resolving complaints / problems in the implementation of public services that the Head of public service providers or officials who appointed to be responsible for the delivery of services and resolution of complaints / problems in the implementation of public services.

The complexity of population administration services through the SIAP application program in Batu City is implemented, that just as indicators to measure the complexity of administrative services are quite varied, the way to measure the complexity index of administrative services is also quite varied. The World Bank in its Ease of Doing Business report uses a "Distance from the Frontier" approach before then determining the ranking of each country in the ease of doing business in the country concerned.

Difficulties that arise in population administration services through the SIAP application program in Batu City. That citizens who use public services are not satisfied with the services provided by the government bureaucracy. This happens because all regulations and service systems are determined unilaterally by the government bureaucracy without asking or trying to understand the difficulties, hopes and aspirations of citizens for the services that citizens actually want.

The population administration service program through the SIAP application program in Batu City is against other policies. That is, a statutory regulation can only be revoked and declared invalid by statutory regulations of the same or higher level. The revocation of statutory regulations with statutory regulations of a higher level is carried out if the higher statutory regulations are intended to accommodate all or part of the material of the lower legislative regulations which were revoked.

There are many influences from various interest groups on the population administration service program through the SIAP application program in Batu City. That services that meet the interests of the public are called public services, namely activities carried out by a person or group of people on the basis of material factors through certain systems, procedures and methods in order to fulfill the interests of others in accordance with their rights.

Based on the above analysis, minor proposition 2 can be arranged as follows:

**If coordination with related fields regarding Administration Population through the SIAP Application Program runs smoothly, so Population Administration Services in Batu City become orderly.**

#### **4.3. Factors Obstructing Batu City Government in Providing Population Administration Services through the SIAP Application Program in Batu City**

The readiness of human resources in the Batu City Government in carrying out population administration services through the SIAP application program in Batu City, there is a gap in the quality of these services due to inadequate facilities and infrastructure, limited human resources and management of public service systems that are not yet integrated. . The discrepancy in the quality of services is not only caused by inadequate facilities and infrastructure, limited human resources and also inadequate management of public service systems.

The existence of the number of staff, who have the skills (abilities) in accordance with those needed to carry out population administration services through the SIAP application program in Batu City are very adequate, and on average all of them are technology literate so they can run the SIAP application properly. The existence of technical guidelines for carrying out population administration services through the SIAP application program in Batu City, namely in the form of implementation instructions and technical instructions. Both of these documents are important and must be read by participants to be used as a reference and include important information about this application itself. These operational and technical guidelines are in accordance with the prevailing laws and regulations.



The data related to carrying out population administration services through the SIAP application program in Batu City is complete, and of course it must be updated every day so that it is always up to date, so that the SIAP application can also help the administrative process properly and effectively and efficiently.

The existence of an office to provide population administration services through the SIAP application program in Batu City. that: Office is not a priority matter, because this application can be done from anywhere, and through the sophistication of existing technology, we can coordinate easily through teleconferences that exist today.

The existence of a computer to provide population administration services through the SIAP application program in Batu City. that: A computer is of course very necessary to run this application, because without a computer this application cannot be run.

Population problems must be managed appropriately to support national and regional development. that: As a state apparatus, we must be mandated in carrying out our duties, namely managing existing data appropriately instead of misusing the data because it can backfire for us.

A large population, it will be meaningful if some of them are able to work and participate in development. On the other hand, a large population will add to the economic and development burden if it is not managed properly. namely: A large population will not add to the economic burden if it can be properly educated, so they can also work as creatively as possible to play a role in running the economy.

In accordance with the provisions of the law on population administration, the administration of population administration is part of the affairs of the regional government. that: The Administrator is the Government, provincial government and district / city government which is responsible and authorized in Population Administration affairs.

Population information must be managed properly and correctly, so that it can be used as material for consideration in formulating development policies. that: Properly managed data will produce good policies because the policies to be issued are of course formulated based on considerations from existing data.

Population administration functions are very vital, not just numbers and data. that: Law Number 23 of 2006 concerning Population Administration as amended by Law Number 24 of 2013 states that the provincial government is obliged and responsible for carrying out population administration, including the management and presentation of population data on a provincial scale carried out by the governor.

Based on the above analysis, minor propositions 3 can be arranged as follows:

**If the inhibiting factors in carrying out population administration services through the SIAP application program can be minimized, then the Population Administration Service in Batu City will be orderly.**

#### **4.4. Factors Supporting Batu City Government in Providing Population Administration Services through the SIAP Application Program in Batu City**

The attitude and commitment of the implementers in carrying out population administration services through the SIAP application program in Batu City is that they are certainly very fully committed to using the SIAP application wisely so that it can generate many good benefits for the residents of Batu City in particular. The understanding of the implementer in carrying out population administration services through the SIAP application program in Batu City is that the implementer is very familiar with how to operate this application because the application is very easy to understand, so it doesn't take a long time to understand it.

The acceptance of the implementer in carrying out population administration services through the SIAP application program in Batu City is that the implementer has very much accepted the existence of this application because the application has many positive impacts both for the implementer and for local residents, especially Batu City residents. The impartiality and rejection of the implementers in carrying out population administration services through the SIAP application program in Batu City, of course there is no impartiality in the acceptance of this application.

The intensity of the response or the response of the implementers in carrying out population administration services through the SIAP application program in Batu City is that almost all implementers give a positive response to the existence of the SIAP application because it can simplify their performance. The work mechanism established to manage the implementation of population administration services through the SIAP application program in Batu City is the preparation stage which is the first stage in the form of activities before starting to collect data / obtain data, with preparation, the data obtained will be easier, smoother and faster. Next is the Implementation of Online Communication. The last stage is Follow-up Online Communication. Follow-up information includes the following: 1. Communication; 2. Storage (Storing); 3. Rediscovery; 4. Reproduction.

Standard Operating Procedure (SOP) which regulates the flow of work among the implementers, in carrying out population administration services through the SIAP application program in Batu City, that the service process can run consistently requires Standard Operating Procedures. With the existence of SOPs, the processing that is carried out internally in the service unit can run according to clear references, so that it can run consistently so that to ensure that the service process can run consistently, Standard Operating Procedures are required. Based on the above analysis, minor propositions 4 can be arranged as follows:

**If the supporting factors in carrying out population administration services through the SIAP application program can be maximized, then the Population Administration Service in Batu City will be orderly.**

Based on the minor propositions 1 to 4 above, the major propositions can be arranged as follows:

**If the process and coordination with related fields is carried out well, the inhibiting factors are minimized, the supporting factors are maximized in the Population Administration Service through the SIAP Application Program, then the Population Administration Service in Batu City will be orderly.**

## **5. CONCLUSIONS AND SUGGESTIONS**

### **5.1. Conclusion**

- 1) The Population Administration Service Process through the Batu City Ready Application Program simplifies all administrative processes that have been seemingly complicated and long. Regarding online services carried out in Batu City through several web sites that are separated based on their needs.
- 2) The problems faced by the Batu City Government in carrying out Population Administration Services through the SIAP Application Program have been reviewed from various things, namely conditional, participatory, equality of rights, balance of rights and obligations, the government in charge of serving, the community served by the government, the policies that are presented as the foundation of public services., Sophisticated equipment or service facilities, resorts available to formulate in the form of service activities, service quality that formulates the community in accordance with the standards and principles of community service, management and leadership as well as community service organizations. The behavior of officials who are involved in community service is viewed from Passionate (passion). Proactive (proactive). Progressive (progressive). Positive (positive). How to see yourself. How to view other people. How to look at work. Tangibles (touchable), physical facilities, equipment, personnel and communication, Reliability (reliable), the ability of the service unit to create the promised service appropriately, Responsiveness (responsibility), willingness to help consumers, responsible for the quality of service provided, Competence (competent), demands to have good knowledge and skills by officials in service members, Courtesy (polite), friendly attitude / behavior, friendly, responsive to consumer desires, willing to make personal contact / relationships, credibility (honest), honest attitude in every effort to attract public trust, Security (safe), Access (convenience), Communications, Understanding the Customer (understand the customer). How to look at work. Tangibles (touchable), physical facilities, equipment, personnel and communication, Reliability (reliable), the ability of the service unit to create the promised service appropriately, Responsiveness (responsibility), willingness to help consumers, responsible for the quality of service provided, Competence (competent), demands to have good knowledge and skills by officials in service members, Courtesy (polite), friendly attitude / behavior, friendly, responsive to consumer desires, willing to make personal contact / relationships, credibility (honest), honest attitude in every effort to attract public trust, Security (safe), Access (convenience), Communications (communication), Understanding the Customer (understand the customer). How to look at work. Tangibles (touchable), physical facilities, equipment, personnel and communication, Reliability (reliable), the ability of the service unit to create the promised service appropriately, Responsiveness (responsibility), willingness to help consumers, responsible for the quality of service provided, Competence (competent), demands to have good knowledge and skills by officials in service members, Courtesy (polite), friendly attitude / behavior, friendly, responsive to consumer desires, willing to make personal contact / relationships, credibility (honest), honest attitude in every effort to attract public trust, Security (safe), Access (convenience), Communications, Understanding the Customer (understand the customer).
- 3) Coordination with Related Fields Regarding Population Administration through the Ready Application Program in Batu City, is channeled to officials who will implement the program by means of the leadership of public service providers or appointed officials responsible for providing services and resolving complaints / problems in the implementation of public services that the Head of service providers the public or the appointed official responsible for the delivery of services and the resolution of complaints / problems in the implementation of public services.
- 4) The factor that hinders the Batu city government in providing population administration services through the ready application program in Batu City, namely the readiness of human resources in carrying out population administration services

through the SIAP application program, there is a gap in the quality of these services in addition to being caused by inadequate facilities and infrastructure, human resources. which is still limited and also the management of the public service system that is not yet integrated.

- 5) The factors that support the Batu city government in carrying out population administration services through the ready application program are the attitude and commitment of the implementers in carrying out population administration services that they are fully committed to using this SIAP application wisely so that it can generate many good benefits for the residents of Batu City. The understanding of the implementer in carrying out population administration services through the SIAP application program is very familiar with how to operate this application because the application is very easy to understand, so it doesn't take a long time to understand it.

## **5.2.Suggestion**

Suggestions for this research are:

- 1) Practical Suggestions, it is hoped that the results of this research can be used as contributions, input / donations, donations for Batu City Government Apparatus in providing services to the community.
- 2) Theoretical suggestions, it is hoped that the results of this research can add references for the development of science in the social field among academics. And also as a reference for future researchers who are more in-depth regarding the Population Administration Service Process through the SIAP Application Program in Batu City.

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