

Quality of Birth Certificate Issuance Services: A Case Study at the Population and Civil Registration Office of Mahakam Ulu Regency, East Kalimantan, Indonesia

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ABSTRACT: This study aims to analyse the quality of service in making birth certificates at the Population and Civil Registration Office of Mahakam Ulu Regency using the SERVQUAL dimension approach, which includes tangibles, reliability, responsiveness, assurance, and empathy. A qualitative descriptive research design was employed. Methods for gathering data, including reviewing supporting documentation and conducting in-depth interviews with key informants. According to the study's findings, the Mahakam Ulu Regency's Population and Civil Registration Office's birth certificate service has generally been operating smoothly. The waiting area amenities, counters, information boards, and officer look are all good in terms of the physical evidence dimension. The correctness of information, promptness of service, and appropriateness of papers for community requirements are all indicators of the reliability component. Friendliness, straightforward communication, and quick officer reaction are examples of the responsiveness dimension. The absence of extortion, officer competence, and legitimate documentation are examples of the assurance dimension, which boosts public confidence. Officer compassion, comprehension of residents' needs, and patient and open communication all demonstrate the empathy dimension. Innovative policies including outreach initiatives, the use of information technology, and officers' welcoming demeanour are all variables that support service. Long lines, poor public awareness, restricted physical facilities, and restricted internet access are all barriers.

Keywords - Public service, tangibles, reliability, responsiveness, assurance, empathy

I. INTRODUCTION

As employees of the government and the people, civil servants' main responsibility is to serve. The state's endeavour to satisfy each citizen's fundamental requirements and civil rights for commodities, services, and administrative services rendered by public service providers is known as public service provision. Article 1, paragraph 1 of the Regulation of the Minister of Administrative and Bureaucratic Reform Number 15 of 2014 concerning Guidelines for Service Standards stipulates that each public service provider must create and implement public service standards for every kind of service. The government offers population administration services as one of its public services. Population administration is essentially a subsystem of state administration, which is crucial to the development and governance of population management. As subsystems of the pillars of population administration, civil and population registration must be well-organised in accordance with the direction of population administration in order to improve development and governance. One of the obligatory tasks that the central government must do for regional governments is population and civil registration. A subset of public services that must be appropriately executed for the community are population administration services, which include civil registration and population registration services.

The Population and Civil Registry Service is the implementing agency for population administration in the district/city area, according to Law Number 24 of 2013 concerning Population Administration. It is authorised to offer each resident equal and professional services for reporting population events and significant events. Important population events, such as births, deaths, stillbirths, marriages, divorces, child recognition, child legitimisation, and others that need to be documented in the civil registry, must be organised as effectively as possible in the form of community-based public services in order to carry out population administration. In general, population administration services play a critical role in regional growth and governance. In addition, population services are very vital in community life because they guarantee the existence, identity of citizens and other civil rights.

The Mahakam Ulu Regency has 33,535,000 residents, according to data from the Population and Civil Registration Office. Mahakam Ulu Regency has a total size of 15,315 km². Birth certificates, death certificates, marriage certificates, divorce certificates, family cards, electronic identity cards, and both online and offline population certificates are among the services offered by the Mahakam Ulu Regency's Population and Civil Registration Office. According to this description, one type of demographic document service is the issuance of a birth certificate. An

authentic identity document pertaining to a person's status and birth event is a birth certificate. The main purpose of making a birth certificate is to provide legal recognition from the state for each individual in the eyes of the law. In order to enhance birth certificate services, the Mahakam Ulu Regency's Population and Civil Registration Office must be able to carry out a number of initiatives. Due to the high volume of applications for population administration services, there is a daily flood of applicants, which causes many people to have to wait in queue for an excessive amount of time. This study aims to evaluate the quality of birth certificate services provided by the Mahakam Ulu Regency's Population and Civil Registration Office as well as the factors that facilitate and hinder such services.

II. LITERATURE REVIEW

1. Birth Certificate

A birth certificate is an official record of the state's and parents' acknowledgement of their child. A birth certificate is a legitimate document created by a civil register officer that details the child's birthplace and time, their full and unambiguous name, their parents' names, and their citizenship status. In addition to proving that a citizen was born in a specific location and assisting them in all matters, a birth certificate seeks to ascertain or document the number of births in a territory. A birth certificate is a prerequisite for all Indonesian citizens. According to the Regional Regulation of Mahakam Ulu Regency Number 18 of 2009, population registration entails the recording of population biodata, the recording of population incident reports, the data collection of vulnerable populations through population administration, and the issuance of population documents such as identity cards or population certificates. Birth certificates are useful for: a) child identification; b) population management; c) school purposes; d) marriage registration at the Religious Affairs Office/*KUA*; e) job registration; f) passport requirements; g) managing heirs; h) managing insurance; i) managing pensions; and j) managing the Hajj pilgrimage.

2. Public Administration

Administration is the planning, controlling, and organising of office work, as well as the movement of those who carry it out in order to achieve predetermined goals. According to Nugroho (2014), administration is an activity that involves rules covering systematic and directed work. Administration is a common process in every group effort, both government and private, both civil and military, and both large and small (Meutia, 2017). Administration is a social phenomenon, a particular manifestation in modern society. Organisations and administration are related, hence administration is a part of an organization (Syafiie, 2016). Therefore, the first step for anyone interested in learning about the existence of administration in society is to locate a functioning organisation. The intricate scope of public administration is shaped by shifts in the evolution of needs or the dynamics of social issues. Public policy, public bureaucracy, public management, leadership, public service, civil service administration, performance management, public administration ethics, and good governance are the nine (nine) scopes of public administration, according to (Pasolong, 2013).

3. Public Service

Since practically everyone will inevitably come into contact with public services provided by government institutions in order to fulfil their life needs, service as a fundamental function of government record-keeping is still a course that has a very high urgency value along with the issues that the community still complains about in the process of organising public services. In all areas of service activities, service refers to providing a service that the community needs. One of the duties and responsibilities of public administration is to serve the community. The terms "public services" are defined as follows. The definition of public service is all forms of service, both in the form of public goods and public services that are in principle the responsibility of and are carried out by government agencies at the centre, in the regions, and in the environment of state-owned enterprises or regionally-owned enterprises. According to the Indonesian Dictionary, there are three definitions of service: the act of providing for the needs of others in exchange for payment (money), the substance or manner of serving, and the convenience offered in relation to the sale and purchase of commodities. Public service is defined by Law No. 25 of 2009 concerning Public Services as an activity or set of activities in the framework of meeting service needs for goods, services, and/or administrative services provided by public service providers for each citizen and resident in compliance with statutory regulations. Public service is a public trust, according to Hayat. Public service is performed properly and in compliance with current laws and rules (Hayat, 2023). The endeavour to assist or benefit the public by supplying commodities and/or services that they require is known as public service. All public goods and services that the government regulates and offers to its inhabitants are considered public services (Hardiyansyah, 2018). Providing services (serving) to the requirements of individuals or communities who have an interest in the organisation in compliance with the fundamental guidelines and protocols that have been established is known as public service. In essence, the government serves the community (Hardiyansyah, 2018). Each of the appropriately performed acts that make up public service is advantageous to the collective as a whole. In order to ensure assurance for both the public service provider and the service user during the application process, all public service providers must establish service standards. In the implementation of public services, service standards are standardised measures that serve as guidelines that service providers must follow and implement. They also serve as

guidelines for service recipients during the application process and as a way for the community and/or service recipients to exert control over the performance of service providers. As a result, while taking the environment into consideration, service standards must be compiled and established in line with the nature, kind, and characteristics of the services offered. Certain requirements must be followed when providing public services. Technical requirements or something established as a benchmark for performing tasks are known as standards. As a commitment or pledge from service providers to offer the public high-quality services, public service standards serve as a benchmark for service delivery and a reference for evaluating service quality (Dwiyanto, 2018).

4. Quality of Public Services

"Quality" refers to the degree of something's goodness or badness, degree or level (skill, skill), and quality. Quality is defined as a standard that must be met by an individual, group, institution, or organisation with regard to the quality of human resources, work techniques, procedures, and work outputs or products in the form of goods and services. Quality entails meeting the needs and demands of clients and the community. (Hardiyansyah, 2018) asserts that the quality of public service is a dynamic condition that is related to people, processes, goods, services, and the environment. The quality assessment is made at the moment the public service is rendered. Quality can be understood as the totality of the characteristics of a product (goods and/or services) that support the ability to meet needs. Quality is often defined as everything that satisfies customers or meets requirements or needs. Parasuraman, Zeithaml, and Berry created the SERVQUAL theory of public service quality as a tool to gauge service quality based on public expectations and perceptions (Hardiyansyah, 2018; Parasuraman et al., 1985). Because it offers a framework for determining whether public services meet the needs and expectations of citizens, SERVQUAL is extremely pertinent in the context of public administration. The public's expectations of a service and what they actually receive are compared to determine the quality of that service. The public will be satisfied if the service meets or surpasses expectations; if it falls short of expectations, there will be discontent and a decline in public confidence.

Five primary dimensions make up the SERVQUAL model, which is used to measure service quality. The tangibles dimension highlights every tangible facility, including technology, equipment, infrastructure, and service staff appearance. Since the public initially evaluates a public institution based on its outward look and surrounding atmosphere, this dimension functions as a visual representation of service excellence. The institution's capacity to provide services as promised, precisely, and on schedule is related to the reliability dimension. One of the most crucial factors influencing the degree of satisfaction is reliability, which represents the bureaucracy's trustworthiness in guaranteeing the certainty of public services. Additionally, the responsiveness dimension pertains to the officers' preparedness and willingness to promptly, amiably, and responsively address the demands or grievances of the public. Modern public services are responsive because they actively look for answers rather than just waiting. The assurance dimension highlights officers' competence, security, and reliability. Ensuring that services are free from extortion, staff have sufficient training, and the public feels comfortable dealing with the bureaucracy are all examples of assurance. The last category is empathy, which has to do with officers' attention to the needs of the public and personal concern. The degree to which public services are able to comprehend the circumstances, aspirations, and challenges of citizens in order to provide services that are both administrative and compassionate is known as empathy. The five SERVQUAL dimensions are connected rather than distinct in public administration theory. Initial public opinions can be influenced by tangible facts, but sustained satisfaction is determined by responsiveness and dependability. In the meantime, the public's long-term connections with the bureaucracy are strengthened by certainty and empathy. Applying SERVQUAL to public services offers a thorough analytical framework for comprehending a service's advantages and disadvantages. It also forms the foundation for developing policies to enhance service quality that are focused on the requirements and satisfaction of the general public.

III. METHODOLOGY

The research design used in this study is descriptive with a qualitative approach. According to (Sugiyono, 2017), qualitative research methods are research methods used to examine natural object conditions, where the researcher is the key instrument, data collection techniques are carried out through triangulation (combined), data analysis is inductive, and qualitative research results emphasise meaning rather than generalization (Sugiyono, 2017). This study emphasises the data collection process observed by the researcher both verbally and in writing. This qualitative method with a descriptive type was chosen and used because the researcher seeks to describe and provide a scientific overview that explains the phenomena or facts in the implementation of birth certificate services at the Population and Civil Registration Office of Mahakam Ulu Regency to determine the quality of services provided and then draw conclusions from these problems.

This study was carried out as a case study at the Mahakam Ulu Regency's Population and Civil Registration Office in the Indonesian province of East Kalimantan. The information gathered included secondary data as well as original data obtained from key informants. A literature review was used to gather secondary data, which came from reading books, articles, or information about the subject of the study. Online data searches using internet resources were added to this. Archives, written reports, or inventory lists acquired in connection with the study were examples

of documentation.

Qualitative data analysis using the methodology suggested by Miles and Huberman (Sugiyono, 2017) was the method employed. The process of methodically gathering and organising information from field notes, interviews, and documentation in order to make conclusions that both oneself and others can understand is known as data analysis. Additionally, all data and files pertaining to the birth certificate service at the Mahakam Ulu Regency's Population and Civil Registration Office were gathered. Additionally, every piece of data was examined in respect to the problem's context. Figure 1 provides a brief overview of the analysis method.

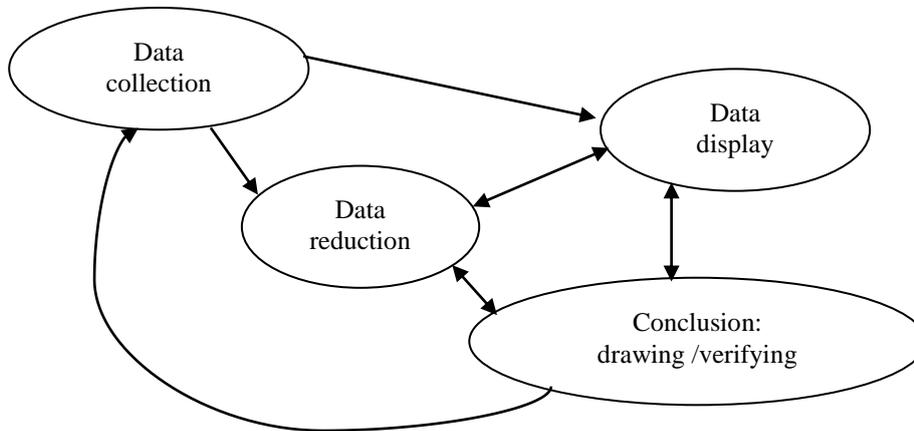


Figure 1. Components of Qualitative Analysis
Source: (Sugiyono, 2017)

IV. RESULTS AND DISCUSSION

1. Analysis of the Quality of Birth Certificate Services

An official document that is vital to a citizen's life is their birth certificate. In addition to providing genuine evidence of a person's birth, it is the foundation for achieving a number of civil and social rights, including getting a national identity card and gaining access to healthcare, education, and legal protection. The Population and Civil Registration Service in Mahakam Ulu Regency offers birth certificate services as part of the main responsibilities of the regional organisation in charge of civil registration and population administration. The Population Administration Law and its derivative rules, which govern residents' rights and obligations to register all significant events, including births, are among the laws and regulations that form the foundation of this service. The Decree of the Head of the Population and Civil Registration Service of Mahakam Ulu Regency Number: 470/001/DISDUKCAPIL-TU.I/III/2025 concerning Types of Services, Requirements and Explanations of Population Registration and Civil Registration provides the legal foundation for the provision of this service standard.

A. Aspects of Tangibles

Everything that service customers can physically see and feel is included in the SERVQUAL framework's tangible component (Hardiyansyah, 2018). Infrastructure, equipment, the state of service facilities, and employee appearance are all included in this component. Since the public initially gets a sense of the calibre of the services offered, tangible evidence is viewed in public administration literature as a concrete depiction of the performance of public service institutions. Public service theory states that the tangible component is a sign of bureaucratic legitimacy and accountability in addition to technical assistance (Dwiyanto, 2018). The state's dedication to upholding people' fundamental rights, particularly the right to legal identity through birth certificates, is demonstrated by adequate facilities and the professional demeanour of employees. The following interview findings demonstrate that the physical evidence was sufficient based on observations and interviews:

"Even though our office is not as luxurious as those in big cities, we still provide a waiting room equipped with chairs, information boards, electronic queuing machines, and a simple play area for children." (Interview with key informant YD on August 19, 2025) "

These results are consistent with research findings (Rendo & Purwaningsih, 2019). However, this is different from the research results (Sibuea et al., 2022). The results show that the physical evidence component at the Mahakam Ulu Regency's Population and Civil Registration Office has received significant attention from both officials and the general public. The provision of waiting rooms, special birth certificate counters, information boards, electronic queue machines, and kid-friendly play areas, according to officials, are tangible attempts to deliver comfortable and organised services. This is consistent with public administration theory, which highlights the significance of organisational efficacy in offering auxiliary services that promote communication between the

public and the government. According to interviewees, having sufficient waiting areas, chairs, fans, information boards, and public facilities made for a generally positive service experience. They did, however, also draw attention to two minor issues that affect comfort: the cleanliness of the restrooms and the scarcity of parking. Therefore, it can be said that while physical evidence generally supports service satisfaction, facility maintenance still has to be improved.

Officers' appearances are also considered tangibles. Officers who are well-groomed, uniformed, and courteous are viewed as exemplifying bureaucratic professionalism. According to research, officials stress that maintaining a tidy appearance is one of the minimal service requirements that must be met. This is also felt by the public, since most informants claim that officers' appearance instills confidence in them when they submit critical documents. Theoretically, this is consistent with Denhardt & Denhardt's perspective on the New Public Service, which highlights the significance of a professional and humanistic public service image, wherein the bureaucracy must be able to inspire trust through appearance and behavior (Denhardt & Denhardt, 2015). In other words, the tangible aspect enhances the validity of the service in the public's eyes in addition to being aesthetically pleasing. Communication between officers and the public can also be reviewed as part of physical evidence, especially in terms of direct interactions that are tangible and directly experienced. The results show that officers' and the public's viewpoints align when communication is done in plain, uncomplicated language. Even with a cordial and non-blaming approach, the public evaluates officers' ability to clearly explain regulations or identify flaws. This suggests that public service ideals that view the public as partners rather than merely objects of service have been internalised. Effective communication is a component of service quality that can promote public trust, according to contemporary public administration theory. This demonstrates that physical evidence encompasses both infrastructure and officers' real communication behaviours as a type of observable service.

It has been demonstrated that the first factor influencing the public's opinion of the calibre of birth certificate services is public service satisfaction, or the physical proof dimension. Even if everything else is going well, public satisfaction will suffer if physical amenities are inadequate. Physical evidence is a tool for enhancing customers' views of an organization's credibility, according to the SERVQUAL public service quality model. Despite technical challenges such as a shortage of parking spaces or lengthy lines, the Mahakam Ulu Regency's Population and Civil Registration Office has been comparatively successful in providing basic facilities that facilitate seamless. This demonstrates consistency between officials' statements and public experience, as they both assess that the available facilities are adequate, although they require improved maintenance and organisation.

Additionally, the results of this study can be understood in the context of expectancy disconfirmation theory, which holds that when the actuality of service matches or surpasses the expectations of the public, public satisfaction results (Heruwasto, 2014). The infrastructure and topography of Mahakam Ulu Regency are restricted. Thus, a waiting area, fans, information boards, and basic restrooms are enough to satisfy public expectations and even make a good first impression. This explains why, in spite of the flaws, public satisfaction is so high. As a result, tangible evidence serves as both a facility and a straightforward but essential means of meeting public expectations.

The idea of public service accountability is also supported by tangible assets. Electronic queue machines, information boards, and dedicated counters are examples of transparent infrastructure that lessens the possibility of anomalies like giving preference to family members or unlawful taxes. The public can actively see the service process without worrying about being treated unfairly thanks to an open queuing system and information. This is consistent with public administration's good governance principles, which hold that transparent information and unambiguous processes are essential to providing responsible public services. Information boards are a tangible tool that effectively promotes transparency, according to findings from members of the public who felt aided by their presence.

The concrete aspect of birth certificate services in Mahakam Ulu Regency highlights their vital function in fostering public confidence. The state's presence is symbolised by the Mahakam Ulu Regency Population and Civil Registration Office, which is situated on the border and in the interior and has basic yet well-kept facilities. Despite inadequate infrastructure, these facilities communicate that the state is there to uphold citizens' fundamental rights. This is consistent with the rights-based approach to public service theory (Dwiyanto, 2018), which highlights population administration services as a tangible example of citizens' civil rights being fulfilled. As a result, tangible proof serves as both a means and a symbolic tool for proving the state's accountability.

There are, nevertheless, a number of crucial areas that require development. The lack of parking spaces, unclean restrooms, and possible line-up were cited by the public as factors that lower comfort. This shows a discrepancy between the public's experience and the official service standards. The SERVQUAL model's gap analysis theory (Hardiyansyah, 2018) states that practical steps like better facility upkeep, the addition of auxiliary facilities, and more efficient queue management are required to close this gap. Even if other factors, like responsiveness or dependability, are doing well, public satisfaction may drop in the absence of changes.

The results of a public satisfaction poll are consistent with the study's findings. The Population and Civil Registration Office of Mahakam Ulu Regency's infrastructure and service facilities obtained an average rating of

3.08, one of the lowest scores among other aspects of service quality, according to the survey results. This suggests that the amenities have not yet provided the public with the best level of comfort. This conclusion is corroborated by interview results, which show that the public complained about the small and frequently congested parking space, the poor cleanliness of the restrooms, and the scarcity of waiting room chairs. However, because there was a basic waiting space, dedicated service counters, well-placed information boards, and a tidy service area, the public still thought the facilities were usually satisfactory. Officials from the Mahakam Ulu Population and Civil Registration Office also noted that the lack of physical facilities is a significant problem, especially given the distant location of Mahakam Ulu, the small regional budget, and the unequal distribution of public infrastructure.

The physical proof component of birth certificate services at the Mahakam Ulu Population and Civil Registration Office is comparatively strong in supporting public satisfaction, according to the overall findings. Although there are still some challenges, the consistency between the accounts provided by officials and the experiences of the community suggests that this issue receives significant attention. According to public administration theory, the bureaucracy's dedication to delivering efficient, responsible, and compassionate services is reflected in the provision of physical facilities. According to the SERVQUAL paradigm, the public's opinion of overall service quality is first determined by tangibles. Therefore, even if continuous improvements are still required to eliminate any remaining gaps, the Mahakam Ulu Regency Population and Civil Registration Office's achievement in upholding physical evidence criteria can be viewed as a key step in establishing the credibility of public services.

B. Reliability Aspects

According to (Hardiyansyah, 2018), the SERVQUAL framework's reliability dimension is the capacity of a service organisation to deliver promised services reliably, precisely, and on schedule. Reliability is a reflection of bureaucratic accountability in carrying out its social contract with the public, not only a technological problem. Since the validity of public services might be questioned in the absence of reliability, reliability is a sign of whether the government is actually present to ensure the certainty of population administration. Reliability is a tangible type of public accountability wherein the bureaucracy must deliver accurate information, finish tasks on schedule, and offer services that genuinely address community needs (Meutia, 2017). The following conclusions were drawn from the interview data:

"The information we provide is always based on the latest regulations from the central government. So if there are any changes, we immediately notify the public to avoid any mistakes." (Interview with key informant, Birth Certificate Service Officer, LWKA, August 19, 2025)."

Further interviews with community members revealed:

"The information I received was clear and consistent with what was written on the notice board and brochures. So I'm no longer confused; I just follow the officer's instructions." (Interview with key informant K, August 20, 2025)."

The study's conclusions show that the information supplied by Mahakam Ulu Regency Population and Civil Registration Office staff and service recipients' perceptions of the dependability of birth certificate services are consistent. Officials stressed that all of the material was accurate and compliant with the most recent central government laws. This is consistent with the public's belief that the material was factual and understandable. Through notice boards, booklets, and direct explanations, residents evaluated officers' ability to provide detailed explanations of regulations. According to (Darpin et al., 2021), these results show the internalisation of the idea of transparency in service delivery, where information is free from multiple interpretations. The results of this study are consistent with those of (Tuju et al., 2017). According to public service philosophy, precise information is an essential precondition for establishing administrative and legal certainty, especially in services pertaining to fundamental rights like birth certificates. By lowering the possibility of maladministration, consistent information might raise public satisfaction.

Another crucial measure of dependability is service promptness. Birth certificates can be processed in one business day, according to officials from the Mahakam Ulu Regency Population and Civil Registration Office, if the paperwork is complete and the internet connection is reliable. Residents attested to the fact that the document processing went as planned based on their personal experiences. According to a number of sources, certificates could be picked up without much delay on the scheduled day. This shows that the Mahakam Ulu Regency Population and Civil Registration Office can fulfil its service time commitment even in the face of minor internet connectivity problems that occasionally cause delays in the data input process. One measure of bureaucratic efficiency that highlights the need of quantifiable performance requirements is punctuality (Bryson et al., 2014). Strong managerial ability at the regional level, where authorities may minimise technical barriers to guarantee service standards are fulfilled, is demonstrated by successfully maintaining punctuality despite inadequate infrastructure.

Furthermore, the alignment of services with community needs is a key point demonstrating the relevance of public services. Mahakam Ulu Population and Civil Registration Office officials emphasized that birth certificates are fundamental documents that serve as the gateway to various other services, such as education, health, and

population administration. Community recipients confirmed this by stating that the documents they received could be used directly for school purposes, *BPJS* (Social Security Agency) registration, and other document processing. This fact demonstrates the alignment between service output and the community's actual needs. This alignment is essential because public services should not be merely an administrative formality but must provide direct benefits to citizens (Hendrayady, 2011). In other words, the success of birth certificate services in Mahakam Ulu in addressing community needs is clear evidence that public services have fulfilled their redistributive function, namely ensuring that all citizens receive basic rights equally.

The reliability dimension of the Mahakam Ulu Regency's Population and Civil Registration Office received a positive score when examined using the SERVQUAL framework. Public service standards have been successfully applied when information is consistently accurate, services are provided promptly, and service outcomes are appropriate for the needs of the community. This lends credence to the service quality idea, which holds that dependability is the most important factor since it has a direct bearing on public confidence in the bureaucracy. High reliability increases the public's perception of the state's legitimacy by providing them with legal and administrative certainty in addition to documentation. The findings of this study are consistent with the results of research (Rafi et al., 2023) which stated that the reliability aspect of the Jemput Bola Program Service for Birth Certificate Issuance at the Population and Civil Registration Office of Bogor Regency was good.

The equity of service distribution is linked to service dependability. The Mahakam Ulu Regency's Population and Civil Registration Office's outreach program is proof of the local government's attempts to serve isolated communities. This shows that the capacity to reach all groups without prejudice is just as important to reliability as speed and precision. Equal access, where residents in remote places have the same right to receive birth certificates without having to suffer the burden of expensive transportation costs, is a component of service reliability (Denhardt & Denhardt, 2015). The fact that the community feels the benefits of the outreach programme demonstrates the existence of inclusive reliability, thereby enabling the function of public services as an instrument of social justice.

The reliability dimension also shows how much public servants are responsible for the services they render from an accountability standpoint. The public's experience and authorities' words are consistent, proving that service pledges are more than just rhetoric. This increases bureaucratic legitimacy while also bolstering public trust. A reasonable bureaucracy, according to Max Weber, must be founded on precise regulations and uniform application (Dwiyanto, 2018). This study shows that the Mahakam Ulu bureaucracy has internalised this Weberian concept by upholding procedural certainty; yet, in a contemporary setting, this is coupled with a humanist approach that prioritises the interests of citizens.

The public satisfaction survey's results are consistent with the study's findings. Stronger performance was shown in the reliability dimension. Scores ranged from 3.27 to 3.54 for the requirements, methods, and completion time components. This score shows that the public believes the service is accurate, timely, and compliant with protocol. According to interviews, the officers' information was clear and consistent. From registration and document evaluation to data entry and printing of birth certificates, the service procedure was judged to be transparent. Because the SIAK application connects the entire civil registration process to the central office, internet network stability has a major impact on service reliability. Services can be finished in one to two business days when the network is steady. However, data input is delayed and processing times increase when there are network issues. This is a natural problem for isolated places, according to officials. Public satisfaction is maintained when officers are open and honest about the reasons behind delays. According to public administration theory, dependability which is founded on procedural consistency and legal certainty is the foundation of service. In addition to being quick, a service is deemed dependable if it can offer assurance under any conditions. Mahakam Ulu Regency residents think that there is no misuse of power and that birth certificates are constantly given in accordance with norms, even in the face of technical difficulties. The public's favourable opinion of dependability is strengthened by this.

C. Aspects of Responsiveness

According to (Hardiyansyah, 2018), SERVQUAL's responsiveness dimension highlights officers' readiness and capacity to help the public right away and to deliver services promptly, amiably, and in response to changing demands. The ability of the bureaucracy to be proactive that is, to foresee and successfully address issues rather than just waiting for complaints is measured by responsiveness. In contemporary public administration, responsiveness is directly linked to the idea of public service orientation, which requires the apparatus to be not only administrative but also communicative, solution-focused, and focused on public satisfaction.

The results of the study show that the experiences of service recipients and the statements made by representatives of the Mahakam Ulu Regency Population and Civil Registration Office are consistent. From the authorities' point of view, responsiveness is exemplified by a focus on staff friendliness, straightforward communication, and prompt response to demands. They highlighted that responses must be given within one business day at the latest, that communication must be clear and simple to grasp, and that friendliness is the norm of service. From the standpoint of the community, this is genuinely felt in routine service activities. Residents evaluated the staff's friendliness, the fact that they were always greeted with a smile, and the fact that they gave clear

instructions when documents went missing. The community's experience of not being reprimanded or having things made harder for them when they make mistakes shows that the responsiveness principle has been successfully applied.

The first thing that is addressed is staff friendliness. Friendliness is part of the service climate dimension in public administration literature, which serves to foster good relations between public servants and citizens. Results show that when cops are courteous and friendly rather than strict, citizens feel at ease. Because birth certificate services frequently engage individuals from a variety of social and educational backgrounds, this mindset is crucial. Friendliness can lower psychological barriers and increase persons' confidence to ask questions. According to (Denhardt & Denhardt, 2015), this is consistent with the notion that public services should establish partnerships with citizens rather than merely hierarchical interactions between bureaucrats and clients.

Another essential element of responsiveness is the communication process. Officials stress that communicating with the public should be straightforward and free of technical jargon. Residents who said officers described procedures in straightforward, understandable language agreed with this sentiment. Residents further said that officers not only rejected requests for incomplete documentation but also provided instructions on what needed to be done and how. This illustrates a solution-oriented strategy, in which police assist the public in finding answers rather than dwelling on the issue. The idea of interactive governance, which holds that public services are developed via discussion and understanding between the government and the people, is also reflected in this two-way communication (Ashari & Sallu, 2023).

The third aspect is response speed. Officials emphasised that responses are provided promptly, even on the same day, if documents are complete. The public's experience of receiving prompt responses when submitting documents served as confirmation of this. In other instances, authorities reported missing documents to the public right away, removing the need for protracted periods of ambiguity. According to the literature on service quality, the public's opinion of bureaucratic efficacy is greatly influenced by response time. The public prefers to perceive the government as effective and professional when services are provided promptly. On the other hand, inexplicable delays undermine confidence. As a result, the Mahakam Ulu Regency Population and Civil Registration Office's ability to uphold the New Public Management paradigm's emphasis on efficient public service delivery is demonstrated by its effectiveness in maintaining response speed. However, technical factors, especially the stability of the internet network, continue to have a significant impact on service speed. Although the public praises the officer's prompt reaction, they also point out that there could be delays if technical problems occur. In addition to reaction time, officers' responsiveness is gauged by their capacity to control public expectations by offering truthful justifications when challenges emerge. This is consistent with SERVQUAL's gap analysis hypothesis, which claims that unclear communication frequently contributes to dissatisfaction in addition to delays. Officers' ability to reduce any service gaps through open communication is demonstrated by the fact that they routinely share information when problems occur.

The results of the public satisfaction survey (*SKM*) are consistent with the study's findings. One of the aspects that was most valued in both the *SKM* and in-depth interviews was responsiveness. Public complaint handling obtained the highest score of any service aspect, 4.00, according to the *SKM*. In the meantime, the officer's service-related behaviour scored 3.36, which is still in the good range. According to the results of the interviews, the public greatly valued the officers' friendliness, promptness in answering questions, and candour in offering advice. Residents said that when they had challenges, like not knowing the necessary paperwork or filling out papers incorrectly, officers not only clarified procedures but also demonstrated empathy. The Mahakam Ulu Regency Population and Civil Registration Office's outreach initiative to isolated subdistricts and villages is another example of responsiveness. By removing the need for expensive transportation, this program increases access to services for those who live distant from the district capital. One of the main features of citizen-centered services, which put citizens at the core of services, is responsiveness. Officers' proactive approach to helping the community is just as important to responsiveness as their speed. This dedication has been shown by the Mahakam Ulu Regency Population and Civil Registration Office through creative field services and active community engagement. These results suggest that a major determinant of overall community happiness is responsiveness.

Based on these results, it can be said that the Population and Civil Registration Office of Mahakam Ulu Regency's responsiveness dimension in birth certificate services is operating well, with staff members being amiable, communicating clearly, and responding quickly. The idea of responsiveness is really applied in service practice, as seen by the consistency between officials' accounts and community experiences. Even though there are still technological issues like internet connectivity, officials are able to manage community expectations with clear explanations, so this does not considerably lower satisfaction. This study's findings align with the results of research (Karlinawati et al., 2022). However, it differs from the results of research (Maisyarah, 2019), which stated that the quality of birth certificate services at the Population and Civil Registration Office of Banjar Regency is still low in terms of responsiveness.

D. Assurance Aspect

The public's perception of safety, confidence, and trust in public services are related to the assurance

dimension. This component includes the assurance that there are no extortions or behaviours harmful to the public, as well as officer competence, service credibility, and civility (Hardiyansyah, 2018). According to public administration theory, assurance is an essential tool for preserving bureaucratic legitimacy as, even if services adhere to protocols, they can never be seen as high-quality without public trust (Al-Atti, 2018).

According to research, the public and officials have similar opinions about the assurance factor. Officials underlined that the protection of personal information, the provision of free services free from extortion, and the professionalism of the equipment all contribute to the maintenance of service security. The public's experience of feeling secure when processing birth certificates is in line with this. They highlighted that the procedure was conducted in compliance with legislation, there were no unlawful taxes, and all fees were zero rupiah. This experience affirms the commitment to transparency in public services as outlined in the principles of good governance and shows how a zero-tolerance policy against extortion may be successfully implemented.

Positive opinions were also expressed about the officers' application handling skills. According to officials, cops had received technical training that allowed them to deal with both routine and more complicated instances, such out-of-wedlock child certificates or inconsistencies in document data. The public attested to the officers' comprehension of protocols and their ability to provide straightforward answers to enquiries. This exhibits bureaucratic competence, which enhances the quality of services. Officer competency is a key factor in guaranteeing bureaucratic performance, according to public administration theory. Because they are certain that the documents they issue are legitimate and may be utilised for a variety of purposes, competent officials not only boost efficiency but also promote public trust (Meutia, 2017).

Additionally, there is a high level of public trust in birth certificate services. The increasing number of citizens applying directly, without the use of brokers, is a sign of the public's growing confidence in the service process, officials stressed. Residents attested to this, saying that trust develops when the paperwork is formally issued, there are no extra costs, and the procedure is transparent. According to the public service satisfaction theory, trust emerges from consistent favourable experiences. When the public receives consistent service, they are more likely to trust it, which enhances the bureaucracy's legitimacy.

In theory, assurance in public services can be used for both bureaucratic legitimacy and public protection. Because the procedure is transparent, there are no extra fees, and the records are useful right away, the public feels protected. In a similar vein, the Population and Civil Registration Office of Mahakam Ulu Regency's achievement in building public confidence shows that legal certainty and service openness can give public institutions legitimacy. This is consistent with the New Public Service paradigm, which highlights the value of establishing trust via services that are just, transparent, and accountable (Denhardt & Denhardt, 2015).

The findings of this study also align with the results of the public satisfaction survey. The assurance dimension also stands out in this study. The competency of implementers in the public satisfaction survey received a score of 3.18, which is in the 'good' category, although it still needs improvement. However, the findings of this study differ from the results of the study (Aini & Rachman, 2020). Because all population administration services, including birth certificates, are offered at no cost, the tariff or service price aspect achieved a perfect score of 4.00. The public attested to the fact that no extra expenses were ever asked for during the birth certificate procedure. Because the entire procedure was followed in compliance with regulations and the issued documents were legitimate, service security was also preserved. The findings of the interviews showed that the public trusted the officers' competence since they could give consistent information and properly explain procedures. Assurance is related to a sense of security and public trust. Public trust will grow if the public believes that the bureaucracy operates professionally and transparently and is anti-corruption. One of the most important aspects of improving service trust is the lack of extortion. Additionally, the institution's dedication to consistently enhancing the quality of service assurance is demonstrated by the provision of technical training for officers and capacity building, as suggested by public satisfaction surveys. The assurance dimension in birth certificate services at the Population and Civil Registration Office of Mahakam Ulu Regency is comparatively robust, according to the definition given above. The public is confident because the cops are capable, feels safe because there is no extortion, and trusts them because the documents are legitimate. Assurance is not just rhetoric but has been internalised in day-to-day service practices, as evidenced by the similarity between officials' narratives and community experiences. This indicates that the Mahakam Ulu Regency's Population and Civil Registration Office has effectively used service assurance as a tool to boost public satisfaction and bolster local governmental legitimacy. The results of this study are consistent with research (Tuju et al., 2017).

E. Empathy Aspect

The empathy dimension highlights officers' capacity to show care, comprehend the needs of the community on a personal level, and give tailored attention (Hardiyansyah, 2018). Humanistic service, in which the bureaucracy not only does administrative tasks but also engages with citizens in a compassionate way, is based on empathy. Building public trust requires empathy because when law enforcement officials genuinely get the needs, challenges, and aspirations of the public, the public will feel appreciated.

The study's findings show that community experiences and authorities' viewpoints on the empathy dimension are

consistent. From the officials' point of view, empathy takes the shape of outreach programs for rural communities, an awareness of the community's desire for quick and straightforward services, and a focus on cops utilising plain language. From the community's point of view, field results verify that police show genuine concern in addition to adhering to protocol. For instance, residents are carefully instructed if there are document problems, feel supported when they struggle to complete forms, and are even spoken to in a casual manner so they don't feel under pressure. This shows that operational service delivery and institutional strategy are consistent.

A crucial component of empathy is officers' care for the problems facing the community. Many locals anticipate quick and hassle-free service because they frequently travel from far-off places on lengthy and costly trips. The results show that police are aware of this circumstance and offer extra help, including thorough form explanations or helpful advice to reduce the frequency of trips. This illustrates the state's obligation to guarantee that every citizen is treated fairly, particularly those who belong to vulnerable groups or face geographical obstacles (Dwiyanto, 2018). A key strategy for lessening the load on the community and boosting their confidence in services is empathy in the form of practical concern.

Another essential element of empathy is effective communication. According to research, police make an effort to communicate in a clear, patient, and open manner. Even when they make mistakes or provide missing documentation, citizens feel acknowledged and not disregarded. Officers not only identify shortcomings but also provide straightforward explanations of fixes. This is important because effective communication involves respecting the other person in addition to providing information. Process satisfaction, or the citizen's contentment with the manner the service is provided rather than just the result, is enhanced via empathetic communication. Because attentive and understanding service experiences make citizens feel valued as persons, the empathy factor makes a big contribution. Positive encounters that boost public trust are the outcome of careful explanation, an awareness of the need for quick service, and open communication. This is consistent with the expectancy disconfirmation model, which holds that citizens feel content when the actual level of service meets or surpasses their expectations (Heruwasto, 2014). Although many people still believe that public services will be inflexible and bureaucratic, they really encounter kind, understanding, and patient service. The Mahakam Ulu Regency Population and Civil Registration Office's reputation among the public is enhanced by this favourable difference, which also increases contentment.

The public satisfaction survey's results are consistent with the study's findings. Positive performance was also shown in the empathy dimension. Officers' warm demeanour, patience when outlining processes, and family-like communication style all contributed to the public's perception of their personal attention. According to the results of the interviews, officers were able to comprehend the needs of the community, particularly those who lived in rural places and had trouble processing administrative paperwork. Even if they made mistakes or didn't grasp procedures, the public felt that cops never reprimanded them or made things difficult for them. Because the bureaucracy deals with the social reality of communities with varying educational, economic, and literacy backgrounds in addition to performing administrative tasks, empathy is an essential component. The degree of public contentment is largely determined by humanistic public services. Since Mahakam Ulu Regency is a distant location, empathy is essential. Friendly and courteous service is more valued by the public than quick but cruel service. Thus, one of the main advantages of birth certificate services in Mahakam Ulu Regency is empathy.

2. Analysis of Supporting and Inhibiting Factors

A. Supporting Factors

Supporting factors are crucial components that allow public services to function effectively and satisfy the general public. Technology utilisation, infrastructure, human resources, and policy elements are examples of supporting factors. Without these elements, public services frequently encounter challenges that lower quality and cause discontent among the populace. Therefore, determining the contributing elements is essential to comprehending why the public views a service as effective.

According to the study's findings, representatives of Mahakam Ulu Regency's Population and Civil Registration Office placed a strong emphasis on creative policies like outreach initiatives to villages and subdistricts, working with hospitals and community health centres to issue birth certificates right away, and utilising online platforms to speed up the procedure and increase access. These regulations are an example of a decentralised approach to service delivery, in which services move closer to clients rather than just waiting for them to arrive. This is consistent with the idea of equity in public service, which requires that public services be provided to all societal levels, including those who live in remote places, without discrimination.

From a community standpoint, the most important supporting elements are found in both direct experience and at the policy level. The Mahakam Ulu Regency's Population and Civil Registration Office is regarded favourably by the locals due to the staff's friendliness, the procedure's clarity, the facilities' sufficiency, and the relatively orderly queue system. This suggests that the society prioritises humanistic elements over technocratic measures, such as friendliness and clear procedures. Process satisfaction that is, contentment with the manner in which the service is provided rather than just the final product will arise from responsive and amiable service. As a result, while officials focus more on structural and policy components, the community perceives more interpersonal

supportive factors.

Another important contributing aspect is the usage of information technology. Faster and more accurate procedures are made possible by systems that are directly linked to the central government, and online information availability increases transparency. This is consistent with the e-government paradigm, which promotes using digital technology to raise the standard of public services. The public acknowledges its advantages, yet they continue to wish for increased network dependability. The bureaucracy's ability to adapt to the needs of the digital age is demonstrated by the availability of digital channels, such as websites or services based on WhatsApp, which also improve the efficiency of services in remote locations.

It is possible to draw the conclusion that two complimentary dimensions make up the supporting factors for birth certificate services in Mahakam Ulu Regency by integrating the viewpoints of officials and the general public. From a policy standpoint, the bureaucracy's institutional commitment to increasing access and efficiency is demonstrated by proactive innovation, cross-sector collaboration, and technology utilisation. From the public's point of view, creating a favourable experience is mostly dependent on the officers' friendliness, the system's orderliness, and the facilities' comfort. The success of public services that are not only focused on procedures but also on the comfort and pleasure of residents as service recipients is reflected in the integration of these two dimensions.

B. Inhibiting Factors

Obstacles that can lower public satisfaction and the efficacy of public services are known as inhibiting factors. In addition to external constraints like poor public awareness or challenging geographic conditions, internal organisational factors like inadequate infrastructure, human resource capability, or complicated rules can also cause service hurdles. To assess service quality gaps and develop appropriate improvement measures, it is essential to identify constraining factors.

According to research, officials from the Mahakam Ulu Regency's Population and Civil Registration Office identified two primary challenges: unstable internet networks and a lack of public awareness on the significance of birth certificates and the requirements for processing them. The central population system's data input process is directly impacted by technical challenges, such as erratic internet connectivity, which may cause document issuance to be delayed. Since network continuity is crucial to the quality of public services in the digital age, this digital infrastructure problem is a systemic vulnerability that needs to be fixed by expanding information technology capacity.

In addition to confirming these challenges, service users also mentioned additional, more pressing problems. These include restricted amenities like parking and waiting areas, as well as lengthy lines when numerous residents arrive at the same time. Additionally, some locals said that incomplete documents must be returned, which is quite cumbersome, particularly for people who live in distant locations. This shows that administrative obstacles are still a major issue, with processes that call for thorough paperwork frequently being unresponsive to the demands of people who live far from the district centre.

Additionally, public awareness continues to be a major barrier. Even though authorities say things have improved, some locals continue to put off getting birth certificates until their kids are old enough to attend school. This has to do with the community's poor level of administrative literacy. Children's access to health and education services is impacted by document processing delays, indicating that obstacles to public participation can lower the efficacy of services. Addressing this issue requires ongoing education to make sure locals know how important it is to get paperwork as soon as possible.

Factors affecting the public's degree of trust in services are inextricably linked to their firsthand encounters with challenges. Officials stressed that the quality of contacts affects trust, while the public identified cost transparency, officer professionalism, and paperwork clarity as important factors. This is consistent with the expectancy disconfirmation theory, which holds that despite technological challenges like lines or network outages, public trust will be preserved as long as people believe they are being treated properly. Put another way, barriers are not just technical; they are also a result of the bureaucracy's open and honest communication.

Three primary factors limited digital infrastructure, poor public awareness, and administrative impediments and supporting facilities are impeding birth certificate services in Mahakam Ulu Regency, according to a combination of official and popular perspectives. The public believes the service is still honest, professional, and free from extortion, thus these challenges haven't entirely damaged public trust. Long-term strategic measures that must be implemented to constantly improve service quality include expanding technology capacity, educating the public, and enhancing queue management and physical facilities.

V. CONCLUSION

The following conclusions can be made in light of the study's findings on the calibre of birth certificate services provided by the Population and Civil Registration Office of Mahakam Ulu Regency. Birth certificate services at the Population and Civil Registration Office of Mahakam Ulu Regency have performed rather well according to the SERVQUAL dimension of public service quality. Although there are still challenges like restricted parking and poor bathroom maintenance, the waiting room amenities, customised counters, information boards, and

the officers' tidy appearance create a favourable impression in the tangibles dimension. The reliability dimension is reflected in the consistent accuracy of information, the timeliness of service according to standards, and the suitability of issued documents to community needs, although internet network disruptions sometimes delay the data input process. Although lines might occasionally make people less comfortable, variables that boost public satisfaction in the responsiveness category include police friendliness, straightforward communication, and prompt responses. A high degree of public trust is fostered by the assurance dimension, which shows that services are secure, free from extortion, and backed by officer competency. Officers' care for community issues, comprehension of the need for quick and easy services, and open communication, which makes residents feel valued, are examples of the empathy dimension. Innovative policies including outreach programs to rural areas, information technology utilisation, cross-sector collaboration, and the welcoming demeanour of police that promote positive community experiences are all contributing aspects to service delivery. Long lines, a lack of supporting infrastructure, low public knowledge of the significance of early document processing, and restricted internet access are still barriers. Despite these challenges, public trust is still strong because of perceived professionalism, transparency, and the provision of services free from extortion.

To enhance service quality, a number of suggestions were made, including: a) Improving Information Technology Infrastructure. In order to provide birth certificate services that are quicker, more accurate, and less reliant on frequently interrupted network conditions, the local government and the Mahakam Ulu Regency's Population and Civil Registration Office must improve the stability of the internet network in every subdistrict. b) Increasing Public Education and the Mobile Outreach Program. Educating people about the value of early birth certificates and increasing the frequency of mobile outreach programs to rural locations are also necessary. This will broaden the range of services and raise public awareness. d) Enhancement of Facilities for Support. To accommodate more applicants and lessen the annoyance caused by lengthy lines, waiting rooms, public restrooms, and parking lots must be enlarged and reconfigured. b) Developing Officer Empathy and Competence. Regular training on public communication and customer service is still necessary to maintain and improve standards of empathy and friendliness, even though the public has rated officers as professional and nice. Additionally, transparency and ongoing monitoring are necessary. Technology-based monitoring and assessment tools, such as online satisfaction surveys, are necessary to guarantee openness and give the public a direct way to comment on the quality of services.

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