

## Conference Paper

# Public Trust in Public Services at the Makassar City Population and Civil Registration Office

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## Abstract.

Administrative services in Indonesia present complex issues that demand comprehensive attention and resolution. It is crucial to acknowledge that government services provided to the community must constantly evolve to incorporate creative thinking from the public and adapt to the increasing demands of the community and changes within the government itself.

The purpose of this study is to analyze public trust in population administration services at the Makassar City Population and Civil Registry Office. The research method employed in this study was qualitative, with data analysis conducted using descriptive qualitative techniques. The unit of analysis was individual, and data collection involved observation, interviews, and documentation to gather information about public trust in services at the Makassar City Population and Civil Registry Office. The data sources used in this study included both primary and secondary data. The data were analyzed using Miles and Huberman's analysis model (1994), with data reduction techniques, data presentation, and conclusion drawing.

The study's results revealed that public trust in the government regarding public administration services was categorized as good. However, the researchers observed several aspects and shortcomings that require improvement, such as empathy and service ethics. It is important to ensure that people providing services feel respected and are not treated differently from one another.

**Keywords:** governance, public, trust, services

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## 1. Introduction

The Indonesian government continues to strive to improve public services by adopting technology and innovation. The form of service must be carried out in accordance with statutory regulations, with the main rules and procedures determined by each organization or agency. One of the forms of public service providers is government agencies, and forms of public services one of the services from government agencies

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lies in the field of population administration. Article 1 of Constitution Number 24 of 2013 concerning amendments to Constitution Number 23 of 2016.

Administrative services in Indonesia are complex issues that require comprehensive attention and resolution. It must be recognized that the services provided by the government to the community continue to undergo renewal towards the development of creative thinking from the public side and also through service formats in line with the increasing demands of society and changes within the government itself. For this reason, administrative services are the responsibility of both central and local governments for activities aimed at the benefit of the community.

Public satisfaction with obtaining public services is fulfilled if what is provided by employees related to services is in accordance with what they expect. Denhardt [1] says that building relationships and trust in the community is very important for public agencies. It should be noted that public trust in administrative services, especially at the Population and Civil Registration Office for public services, will not be separated from human life. Furthermore, Bouckaert and Van de Walle [2] state that when public services carried out by the government bureaucracy are not satisfactory or do not have an impact on changes in the order of public life, public trust tends to decline in government.

Service is not easy to do, and many people still fail to receive good service. Wahyudi Kumorotomo [3] says that the number of public complaints is actually a source of obstacles to investment and the development of the people's economy. The failure and success of a service oriented towards orderly administration by the Population and Civil Registration Office in Indonesia can be determined through several ways to anticipate failure and see the success of public services, one of which is the population administration process. Service procedures should be consistently applied by all Discapil offices throughout Indonesia to increase trust while minimizing the misuse of population data and protecting the privacy of residents.

The government's responsibility for elements of public service delivery is stipulated in the Decree of the Minister of Administrative Reform No. 63/2003. The mission of the government, especially the Ministry of Home Affairs (Kemendagri) in the field of population and civil registration, is an orderly population administration with excellent service towards a quality population. Furthermore, the Makassar City Regional Regulation (PERDA) number nine of two thousand nine concerns the implementation of population and civil registration administration services in the city of Makassar, where the Makassar City Population and Civil Registration Office are the implementers of public service activities.

However, in practice, this has not been fully implemented and runs optimally for population administration services, thus reducing public trust and interest in coming to office to solve administrative problems. The Makassar City Population and Civil Registration Office is considered necessary to improve and innovate the renewal of the organizational structure in order to restore public trust and to develop relevant and up-to-date ways to impact the effectiveness of the course of administrative services at the Makassar City Population and Civil Registration Office.

Trust is the most valuable capacity of public organizations and requires the integrity and responsiveness of public service providers [1]. Keeping in mind that no matter how good the program plan has been made to improve the image of the service, it should be encouraged by good communication and coordination and, of course, through thorough socialization of citizens so that they can find out all the government programs that will be carried out so that in the future it will facilitate and create a sense of trust by the community, especially towards public services.

This fact is in line with Denhardt that "The public interest is the result of a dialogue about shared values rather than the aggregation of individual self-interests. Therefore, public servants do not merely respond to the demands of "customers," *but rather focus on building relationships of trust and collaboration with and among citizens.*" [1]. In reality, building trust in the community to carry out sustainable development is very important for the progress of the nation. The existence of communication and a well-established relationship between the community and the government will provide more trust in doing the service process in the agency and facilitating the process in administrative services.

The main problem behind this research is public trust, which has a negative tendency towards the current government bureaucracy. What causes people to have such thoughts and tendencies, of course, the most important factor is the services provided by the government, in this case, services to the community. The low ability and awareness of the community to adapt to several existing administrative service programs shows a lack of comprehensive socialization by service officers to the community.

Public service laws are enacted to strengthen, monitor, and provide direction in the implementation of public services, as stated in Law Number two, five of two thousand nine articles three that the implementation of public services must be feasible to serve the community and in accordance with the feasibility intended for the community of course with good governance as a procedure. The implementation of public services can be said to be good if it fulfills all the public service processes.

This research specifically discusses openness efforts to realize trust in governance, as has been explained, that good governance is the principle and ideal of democratic governance, which is realized through transparency. To create good governance, the government is expected to be able to create a climate of trust in public organizations and avoid deviant behavior (unethical behavior) so that public trust can be properly realized [4].

Hariyoso [5] states that there are four implications for transparency. First, all information related to the public interest must be open to anyone. Non-openness of information encourages fraud. Second, control mechanisms will not exist if there is no openness to obtaining access to information. Third, the public must have access to all public information and documents. Fourth, all information must be easily understood by the public.

Furthermore, it is also stated in the Regulation of the Minister of Home Affairs Number 4 of 2005 concerning guidelines for organizing population registration and civil registration in the regions. Public services for population administration are implemented in the context of structuring and controlling population data documents through population registration, civil registration, and population data administration information management and utilization. Based on this explanation, it is argued that transparency increases public trust in population administration services at the Makassar City Population and Civil Registry Office.

## 2. Methods

This study used qualitative research methods with descriptive statistics. Data collection was carried out through in-depth interviews, observations, and documentation studies. The data were analyzed using the analysis model of Miles and Huberman [6], with data reduction techniques, data presentation, and conclusion drawing. The locations chosen by the researcher were the Makassar City Population and Civil Registration Office. The type of research used was qualitative descriptive, which is a process of solving the problem being investigated by describing the object of research analytically. This study aims to describe the condition of the subject or object of research by explaining one aspect of openness based on direct observations at the Makassar City Population and Civil Registration Office.

To produce objective and accurate data, data obtained from the location in the form of both primary and secondary data will be compiled and analyzed using descriptive qualitative data in the form of exposure, which will then be narrated in accordance

with the problem under study. In this study, as expressed by Miles and Huberman [6], activities in conducting qualitative analysis are carried out interactively and continuously until completion so that the data are saturated.

## 3. Results and Discussion

### 3.1. Results

The Makassar City Regional Regulation Number 9 of 2009 was established concerning the implementation of population and civil registration administration services in the city of Makassar, where the Makassar City Population and Civil Registry Office is the implementation of public service activities that regulate the protection and recognition of the determination of personal status and legal status for every population event and important event experienced by residents who are domiciled and registered as residents of Makassar City.

To fulfill the demands of every resident to obtain the right to population and civil registration is not easy, and the problems that occur in the community are very diverse and complex. Examples include family, identity, marriage, birth, and death certificates. On the other hand, the central government always wants the latest population data to be correct and accurate.

For this reason, the Head of the Makassar City Population and Civil Registry Office seeks to accelerate services by making several organizational structural changes to improve and accelerate the service process as the main tasks and functions mandated by the Mayor of Makassar. Tahir et al [2], in his journal on increasing Public Trust and its effect on taxpayer compliance in South Sulawesi Province, a volume of thirteen two years two thousand eighteen said that to increase trust, there are three factors that must continue to be done and strengthened: government factors, risk factors, and contextual factors.

Furthermore, Mahendra and Indriyani [7] in their journal the effect of customer trust on customer satisfaction CV mitra perkarasa utomo volume seven number one said that, trust is an important part in giving a sense of satisfaction because starting from trust will influence working together. Based on this, the trust intended in this study is that good quality public services at the Population and Civil Registry Office can generate public trust. The results of the research on applicant data and printing of KTP EI are as follows.

TABLE 1: Data of Applicants and Printing of EI KTP in Makassar City in 2020.

No.	Subdistrict Name	Gender		Total
		Man	Woman	
1	Mariso	19.719	20.605	40.324
2	Mamajang	19.524	21.193	40.717
3	Makassar	27.864	29.795	57.659
4	Ujung Pandang	8.901	9.893	18.794
5	Wajo	11.256	11.401	22.657
6	Bontoala	18.338	19.520	37.858
7	Tallo	47.132	48.406	95.538
8	Ujung Tanah	11.902	12.281	24.183
9	Panakukang	46.970	49.262	96.232
10	Tamalate	59.077	61.580	120.657
11	Biringkanaya	65.980	69.118	135.098
12	Manggala	49.117	51.121	100.238
13	Rappocini	49.488	54.050	103.538
14	Tamalanrea	33.791	34.896	68.687
15	Kepulauan Sangkarrang	4.438	4.496	8.934
<b>Total</b>		<b>473.496</b>	<b>497.815</b>	<b>971.311</b>

Source: Makassar City Population and Civil Registry Office, 2021

Since the outbreak of the coronavirus disease 2019 (COVID 19) pandemic, there has been criticism of the administration mechanism, especially the Electronic Identity Card at the Makassar City Population and Civil Registry Office. This is because of the public’s fear of contracting the virus and the implementation of health protocols by the government, which must maintain distance and avoid crowds. Therefore, one of the steps taken by the leadership of the Makassar City Population and Civil Registry Office is to create a new mechanism—in this case, a standard operating procedure related to the submission of Electronic Identity Cards.

The procedure that has been made is a provision that must be followed in every population administration arrangement at the Makassar City Population and Civil Registration Office. In addition to the procedures, it has also been equipped with all administrative requirements that must be completed by the community at each stage. It should be considered together that the Standard Operating Procedures present should make it easier for employees to carry out their work and also make it easier for the community to fulfill them, not the opposite which is too long and burdensome procedures.

However, this procedure is not yet known by the public, especially the people of Makassar City, owing to the lack of socialization by the Makassar City Population and Civil Registry Office. The new procedure has also prepared online services (population

administration services on the website [www.disdukcapilkotamakassar.co.id](http://www.disdukcapilkotamakassar.co.id)). However, the reality in the field does not conform to the expectations of the leadership of the Makassar City Population and Civil Registration Office to meet the population administration service needs of its people. The reason is that when the researcher opened the website, it actually confused him because it seemed that the website was mentanance (under repair) even though he had to click on the link available to continue the service. If the link is not clicked, the website will not be open.

The prepared website does not facilitate the work of employees while providing convenience for the public to obtain quality services. However, the website actually makes it difficult because it is difficult to access. This has led to public distrust of the website being run because it is not in accordance with the procedures expected by the community. In addition, the website that has been prepared is also valid only for a few hours a day because it can only be accessed during the service period of 08.00-14.00. Subsequently, the website is closed again while waiting for the next day's service hours.

### 3.2. Discussion

This study aimed to assess community satisfaction with services at the Makassar City Population and Civil Registration Office. The results of this study indicate that the quality of services provided is not in accordance with standard procedures and community expectations, so that people lack confidence in the services provided by the Makassar City Population and Civil Registration Office.

Public Services can be defined as all forms of services, both in the form of public goods and public services, which in principle are the responsibility and are carried out by government agencies in order to meet community needs and in the context of implementing the provisions of laws and regulations. Public services are required by communities to support their various needs.

Satisfaction is a person's feeling of pleasure or disappointment that comes from a comparison between their impression of the performance or the results of a product and their expectations. This indicates that satisfaction is a function of performance impressions and expectations. If performance is below expectations, the customer is not satisfied. Conversely, if the performance meets expectations, the customer feels satisfied.

Public satisfaction with public organizations is important because of its relationship with public trust. According to Harbani Pasolong [8], the better the government and the

quality of public services (high trust), the higher the public trust will be if the community receives good service and feels satisfied with it.

Based on the results of the study, it shows that the service system created at the Makassar City Population and Civil Registration Office through the website has not been effective until now. This is because the operating hours are very limited, which greatly limits the community's access to public services. In addition, the website also only provides minimal information, which makes it difficult for people to obtain information through the website.

The Makassar City Population and Civil Registration Office should find concrete solutions to these problems. If not, then this obstacle will certainly become a continuous public complaint, and even more problems will be caused in the midst of the community to obtain administrative services at the Makassar City Population and Civil Registration Office.

## 4. Conclusion

Based on the explanation above, it can be concluded that the quality of services provided is not in accordance with standard procedures and community expectations, so that people lack confidence in the services provided by the Makassar City Population and Civil Registration Office. The website is prepared instead of providing services that make it easier but instead complicates its services to the community. Thus, to increase public trust in the Makassar City Population and Civil Registration Office based on website services, the leadership should provide 24-hour access to the community so that it can be accessed anytime and anywhere.

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