

## Research Article

# Badung 3 in 1 Service Program Aku Sapa in Sulangai Village Badung

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## Abstract.

In the era of the Covid-19 pandemic, Badung Dukcapil Department developed several innovations in digital-based population administration services, namely the Badung *Aku Sapa* service and the 3 in 1 ( three in one ) service. The objectives of this research are: 1) To determine the effectiveness of the 3 in 1 Badung *Aku Sapa* service program in Sulangai Village, Badung. 2) To determine the supporting and inhibiting factors for the effectiveness of the 3 in 1 Badung *Aku Sapa* service program in Sulangai Village, Badung. The research results show that: 1) People can take care of making population documents themselves and is very time efficient. 2) People can now take care of making their population documents online. However, the community still handed over the preparation of population documents to the kelian at their respective department offices. 3) Socialization of the 3 in 1 Badung *Aku Sapa* service program by the Badung Regency Population and Civil Registry Service to the Sulangai Village government and all kelians in Sulangai Village has been carried out. However, the public still does not fully understand the socialization of the 3 in 1 Badung *Aku Sapa* service program. Many people cannot apply for population documents because some people do not know how to use the application and cannot operate a computer.

**Keywords:** effectiveness, Badung *Aku Sapa*, 3 in 1

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## 1. Introduction

Covid-19 pandemic has not only stopped people's mobility, but also hampered the running of government in various sectors, especially population administration services run by regional governments. The pandemic situation has created confusion for the public regarding procedures for obtaining public services, dealing with Covid-19 conditions in Indonesia, so the government has issued emergency instructions regarding procedures for Population Administration Services and Covid-19 Prevention .

Changes in work patterns that the government might be able to make are by digitalizing its government bureaucracy. Even though in a pandemic situation, public services still rely on bureaucracy, bureaucracy remains the main focus. So optimizing information and communication technology in the government sector is the solution. The government has attempted to transform the public service process from conventional to

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digital. Development of government applications and websites is increasingly optimized. This program is intended to optimize the quality of public services. The use of technology in bureaucratic processes has become inevitable, for example, digitizing meetings, taking attendance, and even signing files.

Public services are services provided to the wider community, whether they are citizens or legally residents of the country concerned. Public services are facilitated by public stakeholders whose targets are individuals or communities who need the service process. Public services are activities or series of activities in order to fulfill service needs in accordance with statutory regulations for every citizen and resident for goods, services and/or administrative services provided by public service providers.

Based [1] Law Number 24 of 2013 concerning Amendments to Law Number 23 of 2006 concerning Population Administration, it explains that population administration is a series of structuring and controlling activities in the issuance of population documents and data through population registration, civil registration, management of population administration information, and utilization of the results for public services and development of other sectors.

Services basically involve two interconnected parties, namely the service provider organization on one side and the community as the service recipient on the other side. If an organization is able to provide optimal service and meet community demands, then it can be said that the organization has been able to provide satisfactory service to the community [2]

This applies to public services, of course population and civil registration services are one of the things that must be improved to increase public satisfaction, where the public assesses that the quality of the service is based on the effectiveness of the service provided by the employee. One of the services that people already know about is the service for making birth certificates, death certificates, marriage certificates, divorce certificates, as well as Resident Identity Cards (KTP), Family Cards (KK), and there are people who still don't know or already know about making Child Identity Card (KIA) where when you are just born or 1 year old you can make the card and just submit the document to the service department.

The large number of documents that people must have as an identity can cause problems for both the population administration administrators and the community itself. One thing that could be a threat to population administration administrators is if there is an increase in population, the administrators will be overwhelmed in the data collection process, plus people are reluctant to process their personal data because of the large number of documents they must have.

Bali is one of the provinces that experiences an increase in population every year as shown by statistical data for the province of Bali. Where the increase in population is spread across eight districts and one municipality . Badung Regency is ranked second after Denpasar City which has a high population and there is an increase every year, namely in 2020 it was 548.2 thousand people, in 2021 it was 549.4 thousand people and in 2022 it was 549.5 thousand people. This can result in an increase in the public's need for the fulfillment of population administration that must be had and of course give rise to public demands for the realization of excellent service from the government.

Covid-19 Cultural Patterns of Life, the Badung Regency Population and Civil Registry Service is adapting digital-based work patterns. In the pandemic situation, it has been implemented by the Badung Regency Population and Civil Registry Service (Disdukcapil) as one of the institutions that handles all population administration matters for the Badung community, from birth to death of its citizens. It is not surprising that the Badung Dukcapil Office is the service most visited by the people of Badung.

In order to maximize the public service process for the people of Badung, especially in the field of population administration, the Badung Regency Dukcapil Office has developed several innovations in digital-based population administration services. Examples of innovations that have been developed by the Badung Regency Dukcapil Office are the Badung *Aku Sapa* (One Package Population Administration) service and the 3 in 1 ( three in one ) service. This application continues to be developed, so that people without needing to come to the office can receive population administration services. This means that when a resident asks for one document, the serving employee will immediately and immediately produce three documents, all of which have updated data .

Badung Disdukcapil has so far provided population administration services using conventional methods . Where the applicant must come directly to the Disdukcapil office to follow the procedures for processing the submitted population documents. People who want to apply for birth certificates, divorce certificates, marriage certificates and death certificates must take the time to come to the Disdukcapil Office and then fill in the required documents and queue. If there are supporting documents that are incomplete, the application will be postponed so that the applicant must come again the next day.

Such a situation provides opportunities for irresponsible individuals such as brokers to make offers in processing population documents in the community. The Covid-19 pandemic is also another factor that hampers conventional services provided by the Badung Dukcapil Office. During the Covid-19 pandemic, the government adopted a

policy to limit social activities on a large scale, even to the point of stopping all public service activities. This social mobility restriction is carried out in order to prevent the spread of Covid-19 . With these restrictions on community activities, there is an appeal to the public to reduce their main activities in public areas, such as visiting the Disdukcapil Office.

The digitalization process in the government bureaucracy at the Badung Disdukcapil in its efforts to provide public services has not necessarily satisfied the community when they obtain services at the Badung Disdukcapil regarding 3 in 1 services, especially the people of Sulangai Village, Petang District. This is because there are still many people in Sulangi Village who have inadequate skills or are technologically illiterate. Especially for elderly people . Apart from that, the lack of optimal socialization of the programs created means that information regarding digital-based public services is not evenly known by the public. Therefore, there are still people in Sulangai Village who do not know how to use this web- based application to obtain population administration services. So people cannot take care of it themselves and have to wait for the local kelian to make it.

## 2. Methods

This research uses a qualitative descriptive research type and approach. Qualitative research is essentially observing people in their living environment, interacting with them, trying to understand their language and interpretations of the world around them, related to digital-based public service innovation policy issues to anticipate if a pandemic occurs in the future . Descriptive techniques are used to collect actual data, while the aim of descriptive research is to create a systematic, factual and accurate picture or painting of the facts, characteristics and relationships between the phenomena being investigated [3] .

Furthermore, this research uses qualitative data analysis techniques with interactive models, namely the components of data reduction and data presentation are carried out together with data collection, then after the data is collected the three components interact and if the conclusions are felt to be lacking then verification and research are needed again to collect field data. The interactive analysis of the model is described as follows [4]:

## 3. Results and Discussion

### 3.1. Effectiveness of the Badung 3 In 1 Service Program *Aku Sapa* in Sulangai Badung Village

To measure the success or failure of the effectiveness of the 3 in 1 Badung *Aku Sapa* service program in Sulangai Badung Village, 3 (three) variables are used according to Duncan in Richard M. Steers, namely goal achievement, integration and adaptation. The matters mentioned above will be analyzed based on the results of the researcher's interviews as described further.

### 3.2. Achievement of objectives

in 1 Badung *Aku Sapa* service program is that the community can take care of making population documents themselves and the time used to obtain population documents becomes faster.

The documents issued will be three documents at once. Such as marriage, birth, death and divorce documents. This is supported by Duncan in Richard M. Steers [5] who explains that achieving goals is that the entire effort to achieve goals must be viewed as a process. Achieving goals consists of several factors, namely the time period for achievement is determined, the target is a concrete target, legal basis. According to Admosoeprpto [6] the company's ability to achieve organizational goals in the form of increasing profits, quality and quantity of services. Each individual must be able to complete work according to the targets given so that optimal work effectiveness is achieved. Krispiandari explains that achieving goals is an activity that has a purpose using planning, directing, organizing and controlling resources to achieve targets effectively and efficiently (<https://rahmadewi30.wordpress.com/2018/01/03 /concept-process-achievement-goal/>)

### 3.3. Integration

3 in 1 Badung *Aku Sapa* service program to villages and kelians in the Sulangai Village environment. But there is still no socialization to the community. This is supported by Duncan in Richard M. Steers [5] who explains that integration is a measurement of the level of an organization's ability to carry out socialization, develop consensus, and communicate with various other organizations. This integration consists of several factors, namely procedures and socialization processes. According to Sanusi in Muspiro, integration is a unified whole, not divided or divided. Integration includes the needs or

completeness of the members who form a unit with a close, harmonious and friendly relationship between the members of that unit.

### 3.4. Adaptation

Everyone already knows how to submit and create documents online using the 3 in 1 Badung *Aku Sapa* service program. Kelian can also operate a computer so it's easier to do the work. Computers, printers and paper have also been provided at the Sulangai Village office by the village for visitors. However, there are still people who have not been able to adapt to creating documents online. This is supported by Duncan in Richard M. Steers [5] who explains that adaptation is a process of self-adjustment that is carried out to align an individual with changes that occur in their environment. Factors that influence adaptation are increased capabilities, facilities and infrastructure. According to the Anthropological Sociology Dictionary, adaptation is an adjustment to the environment. This adjustment can mean changing oneself according to environmental conditions, it can also mean changing the environment according to personal desires..

### 3.5. Supporting and Inhibiting Factors for the Effectiveness of the Badung 3 In 1 Service Program *Aku Sapa* in Sulangai Badung Village

In accordance with the results of observations and interviews conducted by researchers, in the effectiveness of the 3 In 1 Badung *Aku Sapa* service program in Sulangai Badung Village, there are still several supporting and inhibiting factors faced. Supporting and inhibiting factors faced in the effectiveness of the 3 In 1 Badung *Aku Sapa* service program in Sulangai Badung Village based on indicators according to Duncan in Richard M. Steers [5] namely:

1. The factor in achieving the target is that the completion of population documents has become faster. People should be able to take care of creating their own population documents online. However, the community still handed over the preparation of population documents to the kelian at their respective department offices.
2. 3 In 1 Badung *Aku Sapa* service program carried out by the Badung Regency Population and Civil Registry Service to the Sulangai Village government and all

kelian in Sulangai Village have been implemented. However, the community still has not received socialization about the 3 In 1 Badung *Aku Sapa* service program.

3. The factor in adaptation is that all the kelian in Sulangai Village have been able to adapt to the online 3 In 1 Badung *Aku Sapa* service program , because all the kelian can already operate computers. People cannot apply for population documents because some people do not know how to use the application and cannot operate a computer.

## 4. Conclusion

Based on the results of the discussion regarding the effectiveness of the 3 in 1 Badung *Aku Sapa* service program in Sulangai Badung Village, the following conclusions can be drawn:

1. 3 in 1 Badung *Aku Sapa* service program in Sulangai Badung Village using Duncan's theory with the results: 1) The community can take care of making population documents themselves and the time used is faster. 2) The Badung Regency Population and Civil Registry Service has socialized the 3 in 1 Badung *Aku Sapa* service program to villages and kelians in the Sulangai Village environment. 3) Everyone knows how to submit and create documents online using the 3 in 1 Badung *Aku Sapa* service program. Kelian can also operate a computer so it's easier to do things .
2. There are supporting and inhibiting factors faced in the effectiveness of the 3 in 1 Badung *Aku Sapa* service program in Sulangai Badung Village, namely: 1) The community should be able to take care of making their own population documents online. However, the community still handed over the preparation of population documents to the kelian at their respective department offices. 2) Socialization of the 3 In 1 Badung *Aku Sapa* service program by the Badung Regency Population and Civil Registry Service to the Sulangai Village government and all kelians in Sulangai Village has been carried out. However, the community still has not received socialization about the 3 In 1 Badung *Aku Sapa* service program. 3) All kelians in Sulangai Village have been able to adapt to the online 3 In 1 Badung *Aku Sapa* service program , because all kelians can already operate computers. People cannot apply for population documents because some people do not know how to use the application and cannot operate a computer.

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