

ANALYSIS OF THE QUALITY OF PUBLIC SERVICES FOR MAKING FAMILY CARDS (KK) AT THE POPULATION AND CIVIL REGISTRATION OFFICE (DISDUKCAPIL) OF GAYO LUES REGENCY

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ABSTRACT

This study analyzes the quality of Family Card (KK) issuance services at the Population and Civil Registration Office (Disdukcapil) of Gayo Lues Regency. Using a qualitative method with a descriptive approach, this study identifies the primary obstacles to services, including network disruptions, power outages, limited service personnel, and a lack of supporting facilities. Although the KK issuance procedure is promised to be completed within one working day, various external and internal factors cause service delays. Based on Zeithaml's theory of service quality, it was found that aspects of reliability, physical evidence, and Responsiveness still require improvement. To overcome these obstacles, Disdukcapil needs to improve its technological infrastructure, increase the number of service personnel, and provide better supporting facilities for the community. Periodic training for officers is also required to enhance professionalism and Responsiveness in delivering services. In addition, collaboration with the central government in strengthening the population administration system is a strategic step to ensure more effective, transparent, and accountable services. This research is expected to serve as a reference for efforts to improve public services in the field of population administration.

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INTRODUCTIONS

Local governments play a vital, crucial role in the administration of government, particularly in delivering services to the community. This is in line with Law Number 9 of 2015 concerning the second amendment to Law Number 23 of 2014 concerning local government (Manik et al., 2022; Siregar et al., 2022), which affirms that local governments are responsible for regulating and managing their self-government affairs based on the principle of

autonomy and the duty of assistance. One of the main functions of the government is as a servant of the community, where the government is obliged to provide quality, effective, and efficient public services to meet the needs of citizens in various fields, including population administration (Lift et al., 2017; Dharmanu & Wijaya, 2019; Tuju et al., 2017).

Public services are the leading indicator in assessing government performance, both at the central and regional levels. Law Number 25 of 2009 concerning Public Services defines public services as activities aimed at meeting the service needs of every citizen, encompassing goods, services, and administrative services provided by public service providers (Heldi, n.d.; Indonesia, 2009). Therefore, improving the quality of public services is an essential agenda for local governments in realizing a transparent, accountable, and community-oriented bureaucracy.

In the context of public services, one aspect that is often of concern is population administration services. Population administration encompasses a series of activities aimed at structuring and regulating population data through population registration, civil registration, and population administration management, thereby supporting public services and other development sectors. This has been regulated in Law Number 24 of 2013 concerning Population Administration, which affirms that local governments are responsible for implementing population administration programs and activities, including the issuance of essential documents such as Family Cards (KK) (Anyar & others, 2018; HUTASOIT, 2024).

The Family Card (KK) is a family identity document that contains information about the structure, relationships, and number of family members residing in one household (Andriani et al., 2023; Rahmadanik, 2021). The existence of a family is essential because it serves as the basis for managing various other population documents, such as Identity Cards (KTP), birth certificates, passports, school registration, and scholarship management (Office, 2019; Simbolon et al., 2020). Therefore, the process of issuing KK must be carried out correctly and meet the public service standards that have been set.

The Population and Civil Registration Office (Disdukcapil) of Gayo Lues Regency is one of the government agencies responsible for implementing population administration services in the area. As a public service provider, the Gayo Lues Regency Disdukcapil is required to provide fast, easy, transparent, and affordable services by the principles of good governance. However, in practice, various problems still affect the quality of KK making services in Gayo Lues Regency.

Based on the results of initial observations, several obstacles are faced in the process of issuing KK at the Gayo Lues Regency Disdukcapil. One of the main problems is budget limitations, which have an impact on the lack of facilities and supporting facilities in the service process. As a result, services are not optimal, and people often experience difficulties in managing their population documents. Additionally, frequent network connection disruptions also hinder the acceleration of the process of issuing KKs. The instability of the internet network results in delays in data input as well as the printing of population documents.

In addition to technical factors, the human resource aspect is also a challenge in improving the quality of services at the Gayo Lues Regency Disdukcapil. The limited number of operators or service officers results in long queues and waiting times for individuals seeking to care for their families. The lack of service personnel also affects the low Responsiveness in providing solutions to problems faced by the community during the population administration process. Timeliness in service completion is often compromised due to these obstacles.

Problems in population administration services also occur in various other regions in Indonesia. Several studies indicate that the quality of KK making services still faces multiple obstacles in several areas. Pray (2024) found that services in Lhokseumawe City were not optimal due to limited labor, inadequate facilities, and technical issues. Meanwhile, the research by Ulfah Maftuchah et al. (2024) in Deli Serdang Regency reveals that, although the service is generally satisfactory, it is still hindered by employee discipline and a lack of empathy in serving the community. Pahriya Refuses (2019) and Ririn Yulianti et al. (2022) also identified the main obstacles in the form of network and electricity disruptions that hinder services in Kuantan Singingi and Cidolog Districts. In addition,

Megawati (2018) highlighted the limitations of facilities, such as waiting room chairs in Serang City, which have an impact on the comfort of the community while they wait for services.

In general, the main problems in providing services to families in various regions include technical aspects, human resources, and supporting facilities. Therefore, efforts are needed to improve the quality of public services, making them more targeted and systematic. Zeithaml (1990) stated that there are five main dimensions in assessing the quality of public services, namely tangible (physical evidence), reliability, Responsiveness, assurance (guarantee), and empathy. The application of these five aspects in population administration services is expected to increase community satisfaction and build trust in public services provided by local governments.

Based on these problems, this study aims to analyze the quality of public services in the making of Family Cards (KK) in the Disdukcapil of Gayo Lues Regency. This study will examine the factors that affect the quality of services and identify the obstacles faced in the process of issuing KK.

METHODS

This research was conducted at the Population and Civil Registration Office of Gayo Lues Regency, which is located on Jln. Kol Muhammadin, Kp Jawa, Blangkejeren, Gayo Lues Regency, Aceh 24653. This research will be conducted from December 2024 until it is declared complete. This location was chosen because it has direct relevance to the research focus, specifically population administration services to the community, including the issuance of Family Cards (KK). The method used in this study is a qualitative approach with a descriptive orientation, aiming to understand the phenomenon of public services in depth within their original context. This approach allows researchers to uncover various dynamics in the population administration service process, including the obstacles faced by officers and the community.

Data collection in this qualitative research was carried out through in-depth interviews, participatory observations, and document analysis. Semi-structured interviews explore the experiences and constraints of informants in KK services. Participatory observation directly observes the service process from registration to document issuance. Additionally, analyzing official documents, such as regulations, annual reports, and statistical data, provides an objective perspective on the quality of services at the Gayo Lues Regency Population and Civil Registration Office.

This study employs purposive sampling to select informants relevant to the research objectives. The key informant is the Head of the Population and Civil Registration Office of Gayo Lues Regency, who provides insight into policy and institutional constraints. The primary informants consist of three official employees responsible for KK services. In contrast, additional informants are individuals who have taken care of KKK, selected using snowball sampling techniques to explore the experiences of service users. This approach is expected to provide a comprehensive overview of the quality of public services in the issuance of KK in Gayo Lues Regency.

RESULT AND DISCUSSION

Quality of Family Card Services at the Population and Civil Registration Office of Gayo Lues Regency

Public services are the state's obligation to meet the community's needs, as outlined in applicable regulations, encompassing both goods and services (Tjiptono & Chandra, 2016). In the context of population administration, one of the essential services provided by the government is the issuance of Family Cards (KK). KK functions as a family identity that contains data on all family members in one household. This study examines the quality of KK issuance services at the Gayo Lues Regency Population and Civil Registration Office (Disdukcapil) by analyzing it through three dimensions of service quality: reliability, tangibles, and Responsiveness.

1. Reliability in Family Service

Reliability in public administration services refers to the accuracy and consistency of services according to established procedures. Based on an interview with the Head of Population Registration Services, the issuance of KK at the Gayo Lues Regency Disdukcapil is promised to be completed within one working day if the requirements are complete. However, observations show that not all applicants can receive the KK within the promised time. The main obstacles encountered were the disruption of the Ministry of Home Affairs' central server and power outages, which caused delays in data verification in the Population Administration Information System (SIAM).

Zeithaml et al. (1990) emphasized that service reliability is greatly influenced by consistency in fulfilling service promises. In this context, although the Disdukcapil has established clear procedures, external factors such as the grid and electricity remain the main obstacles. However, Disdukcapil seeks to maintain transparency by providing information to the public regarding delays, which aligns with the basic principle of service reliability according to Zeithaml's theory.

Despite technical difficulties, some people are satisfied with the services provided, mainly because the officers offer clear information and there are no illegal levies. This indicates that, although the service's reliability is not entirely optimal in terms of time, Disdukcapil still strives to maintain other aspects, such as data accuracy and service transparency.

2. Tangibility in Facilities and Resources

Physical evidence in public services includes facilities, technology, and the comfort of the service environment. The Gayo Lues Regency Disdukcapil has sufficient facilities to support its services, including computers, printers, and internet networks connected to the SIAM system. However, some devices are obsolete, which affects the input and printing speed of the KK. Additionally, limited waiting rooms pose an obstacle for the community, particularly during surges in applicants.

Zeithaml et al. (1990) explain that the tangibility aspect reflects how the physical environment affects the perception of service quality. In this study, it was found that even though digital systems have been implemented, the limitations of physical facilities hinder the effectiveness of services. Therefore, improving technological facilities and service space capacity can be a solution to increase community satisfaction.

In terms of labor, the Disdukcapil has a clear organizational structure, with a structured division of tasks that spans from registration to the printing of family cards. The communication channels used are also quite diverse, including bulletin boards, direct communication with officers, and information through the official website. This indicates that although physical facilities still require improvement, the aspect of information disclosure is already progressing well.

3. Responsiveness in Community Services

Responsiveness refers to an officer's ability to respond promptly and effectively to community needs. Observations at the Disdukcapil indicate that the community must submit complete files directly to ensure the clarity of the service process. If the requirements are deficient, the officer will immediately inform the applicant to complete them first so that there is no delay.

According to Zeithaml et al. (1990), Responsiveness in public services includes not only speed in handling requests but also a proactive attitude in providing information to service users. In the context of this research, Disdukcapil officers have been quite responsive in helping the community understand the procedures for managing KK. However, technical constraints, such as long queues and network disruptions, still hinder the effectiveness of the service.

The public generally considers that officers are quite responsive in handling applications, although they sometimes have to wait longer due to technical problems. To improve the quality of Responsiveness, Disdukcapil needs to ensure that alternative mechanisms are in place for dealing with technical issues, such as a more transparent number-based queue system and notification of file status via SMS or the website.

Inhibiting Factors in the Family Card Making Service of the Population and Civil Registration Office of Gayo Lues Regency

Public services are a crucial aspect of government implementation, aiming to meet the basic needs of the community. The government has a responsibility to provide fast, effective, and efficient services to increase public satisfaction. However, in practice, public services often face various obstacles that hinder the effectiveness and efficiency of administrative processes. One of the public services that usually comes under scrutiny is the issuance of Family Cards (KK) at the Population and Civil Registration Office (Disdukcapil). In Gayo Lues Regency, the service of making KK is still experiencing several obstacles that cause delays and dissatisfaction from the community.

Based on the results of observations and interviews with the community and officers of the Gayo Lues Regency Disdukcapil, several main factors hinder the process of issuing Family Cards. These factors include limited supporting facilities and technical obstacles that are still significant challenges in efforts to improve service quality.

1. Limited Supporting Facilities

The existence of adequate supporting facilities has a significant impact on the quality of public services. In the context of the service provided by Disdukcapil to families in the Gayo Lues Regency, it was found that limited facilities were one of the main inhibiting factors. Based on the results of interviews with the community, several complaints frequently arise, including limited electricity availability and unstable internet connections.

One of the residents who takes care of the KK at the Gayo Lues Regency Disdukcapil stated that the process of issuing KK often experiences obstacles due to erratic power outages. As a result, the community had to come back the next day to continue the delayed administrative process. This, of course, has an impact on the additional time and costs that must be incurred by the community, especially for those who come from distant areas.

Additionally, the internet, which is often disrupted, poses a significant obstacle to the service process. Disdukcapil officers are often unable to access the population administration system due to unstable networks, which hinders the data input and printing of family cards. The uncertainty of the time required to complete documents makes people feel dissatisfied with the services provided.

In addition to electricity and network problems, the limited waiting room and other facilities are also complaints from the community. Many residents who visit the Disdukcapil office have to wait for a long time due to inadequate seating facilities. The small waiting room and limited number of seats cause some people to have to stand or sit on the office terrace. This condition is certainly uncomfortable, especially for the elderly and pregnant women who need a seat while waiting for the service process.

Furthermore, the limited number of computers and printers is also an obstacle to providing KK services. Some computers used for data input are old and often experience technical issues, such as hangs or slow processing. Additionally, the number of printers available is limited, so when damage occurs or ink runs out, the KK printing process is hindered. This results in a queue of people waiting for their documents to be printed.

2. Technical Barriers in Service

In addition to limited facilities, technical obstacles are also a primary factor preventing the KK creation service from running optimally. One of the most frequent technical obstacles is a disruption to the Population Administration Information System (SIAK) server network, which is directly connected to the Ministry of Home Affairs' system center.

According to information from the Head of Population Registration Services at the Gayo Lues Regency Disdukcapil, the SIAK network frequently experiences disruptions, which cause the input process and data processing to be disrupted. This system is a centralized system that connects population data throughout Indonesia, so that if the

central server experiences problems, all services in the region are also affected. This condition requires people to wait longer because their data cannot be processed directly.

In addition to the SIAK server problem, the sudden power outage presents a significant technical challenge to the KK manufacturing service. When the power goes out, all electronic devices used to process data are rendered unusable. This causes the service to stop altogether until the power is restored. Unfortunately, power outages in Gayo Lues Regency often occur without prior notice, so Disdukcapil officers cannot accurately anticipate them.

Another technical problem identified is the system's limited capacity to handle the number of incoming KK applications. On certain days, especially after long holidays or when new policies related to population administration are introduced, the number of applicants increases significantly. As a result, the system becomes slow or even crashes due to the excessive amount of data that must be processed simultaneously.

In addition, the lack of human resources who have expertise in handling technical obstacles is also a factor that hinders services. Some officers lack specialized knowledge in dealing with network or hardware issues, so when a technical glitch occurs, they must wait for assistance from technicians who may not always be available on-site. This condition further extends the waiting time for individuals who wish to care for their families.

CONCLUSION

Based on the study's results, the quality of the Family Card (KK) issuance service at the Population and Civil Registration Office (Disdukcapil) of Gayo Lues Regency still faces various obstacles, including reliability, physical facilities, and officer Responsiveness. Although the service was procedurally promised to be completed within one working day, the reality on the ground revealed delays due to central server disruptions, power outages, and a shortage of service personnel. Additionally, the lack of supporting facilities, such as adequate waiting rooms, also affects the community's comfort in accessing services. Technical obstacles, such as the instability of the internet network, are also a primary cause of delays in the verification and printing process of KK documents.

To overcome these various obstacles, comprehensive improvement efforts are necessary from the Gayo Lues Regency Disdukcapil, including enhancing technological infrastructure to minimize the impact of network disruptions, adding service personnel to expedite administrative processes, and providing better support facilities for the community. Additionally, enhancing the capacity of human resources through regular training can improve the Responsiveness and professionalism of officers in delivering services. Collaboration with the central government in terms of strengthening the population administration system is also a strategic step to ensure faster, more transparent, and more satisfying services for the community.

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