

ACCOUNTABILITY IN PUBLIC SERVICES (CASE STUDY OF KK AND KTP SERVICES AT THE DEPARTEMENT OF POPULATION AND CIVIL REGISTRATION OF KEDIRI CITY)

UNDERGRADUATE THESIS

Submitted for Bachelor Degree of Public Administration
Faculty of Administrative Science, Universitas Brawijaya

ICHLASUN MUTIARA FADILLAH

SID. 175030107141006

UNIVERSITAS BRAWIJAYA

FAKULTAS ILMU ADMINISTRASI

JURUSAN ADMINISTRASI PUBLIK

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MOTTO

Treat People With Kindness

“We’ll Be a fine Line”





APPROVAL OF THESIS

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Title : Accountability in Public Services (Case Study of KK and KTP services at the Departement of Population and Civil Regristration of Kediri City)
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PERNYATAAN ORISINALITAS

PERNYATAAN ORISINALITAS SKRIPSI

Saya menyatakan dengan sebenar-benarnya bahwa sepanjang sepengetahuan saya, di dalam naskah skripsi yang berjudul “Accountability in Public Services (Case Study of KK and KTP services at the Department of Population and Civil Registration of Kediri City)”

Tidak terdapat karya ilmiah yang pernah diajukan oleh pihak lain untuk mendapatkan karya atau pendapat yang pernah ditulis atau diterbitkan oleh orang lain, kecuali yang secara tertulis dikutip dalam naskah ini dan disebut dalam sumber kutipan dan daftar pustaka.

Apabila ternyata di dalam naskah skripsi ini dapat dibuktikan terdapat unsur-unsur jiplakan, saya bersedia skripsi ini digugurkan dan gelar akademik yang telah saya peroleh (S-1) dibatalkan, serta diproses sesuai dengan peraturan perundang-undangan yang berlaku (UU No. 20 Tahun 2003 , Pasal 25 Ayat 2 dan Pasal 70).

Malang, 24 Mei 2021



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RINGKASAN

Ichlasun Mutiara Fadillah, 2021, **Accountability in Public Services (Case Study of KK and KTP Services at The Departement of Population and Civil Registration of Kediri City)**

Drs.,Andy Fefta Wijaya,MDA.,Ph.D, Asti Amelia
Novia,S.AP.,M.AP.,Ph.D

Reformasi yang terjadi tahun 1998 silam merupakan hal yang sangat berperan bagi kehidupan pemerintahan Indonesia. Reformasi pada waktu itu berhasil menurunkan pemerintah orde baru yang otoriter dan sentralistik. Dengan reformasi ini muncul lah sebuah harapan baru bagi masyarakat Indonesia akan sebuah pemerintahan yang baik. Dalam usaha mewujudkan pemerintahan yang baik penerapan prinsip *Good Governance* sangatlah penting. Terutama prinsip Akuntabilitas, penerapan prinsip Akuntabilitas yang maksimal akan dapat menciptakan pelayanan public yang baik.

Tujuan dalam penelitian ini adalah untuk mengetahui,menjelaskan dan menganalisis bagaimana Akuntabilitas dalam Pelayanan Publik (Studi Kasus dalam Pelayanan KK dan KTP di Dinas Kependudukan dan Pencatatan Sipil Kota Kediri) juga untuk mengetahui,menjelaskan dan menganalisis apa saja hambatan-hambatan dalam menerapkan prinsip Akuntabilitas. Teori yang dipergunakan dalam penelitian ini adalah tentang Akuntabilitas,Good Governance dan Pelayanan Publik, sedangkan metode yang digunakan dalam penelitian ini adalah metode deskripsi dengan pendekatan kualitatif.

Dengan penelitian yang dilakukan di Dinas Kependudukan dan Pencatatan Sipil Kota Kediri ini didapati bahwa dari beberapa indikator yang terkandung di dalam keputusan Menteri Pendayagunaan Aparatur Negara Nomor KEP/26/M.PAN/2/2004 para pegawai Dinas Kependudukan dan Pencatatan Sipil Kota Kediri sudah berhasil menerapkan prinsip Akuntabilitas dengan baik dalam Pelayanan Kartu Tanda Penduduk dan Kartu Keluarga, hal ini membuat masyarakat yang mengurus dokumen kependudukan di Dinas Kependudukan dan

Pencatatan Sipil Kota Kediri merasa nyaman dalam mendapatkan sebuah pelayanan.

KATA KUNCI : AKUNTABILITAS, PELAYANAN PUBLIK, *GOOD GOVERNANCE*



SUMMARY

Ichlasun Mutiara Fadillah, 2021, **Accountability in Public Services (Case Study of KK and KTP Services at The Departement of Population and Civil Registration of Kediri City)**

Drs.,Andy Fefta Wijaya,MDA.,Ph.D, Asti Amelia Novia,S.AP.,M.AP.,Ph.D 189 pages

The reforms that occurred in 1998 were very important for the life of the Indonesian government. Reforms at that time succeeded in bringing down the authoritarian and centralistic new order government. With this information comes a new hope for the people of Indonesia to be a good government. In an effort to realize good governance the application of the principles of Good Governance is very important. Especially the principle of Accountability, the application of the principle of maximum accountability to be able to create good public services.

The purpose of this study is determine, explain and analyze how Accountability in Public Service (Case Study in Kk and KTP Services in the Population and Civil Registration Office of Kediri City) is also to determine, explain and analyze what are the obstacles in applying the principle of Accountability. The theory used in this study are about Accountability, Good Governance and Public Service, while the method used in this study is a description method with qualitative approach.

With the research conducted in the Office of Population and Civil Registration of Kediri City it was found that from several indicators contained in the decision of the *Menteri Pendayagunaan Aparatur Negara Nomor KEP/26/M.PAN/2/2004* he employees of the Population and Civil Registration Office of Kediri City have successfully applied the principle of Accountability well in the Service of Identity Cards and Family Cards, this makes the people who take care of the residence documents in the Civil Registration and Population Office of Kediri City feel comfortable in getting a service.

KEYWORDS: ACCOUNTABILITY, PUBLIC SERVICE, GOOD GOVERNANCE

PREFACE

Thankyou for the presence of Allah SWT, who has bestowed Allah grace and guidance, so that the author can complete the “*Skripsi*” on time, with title

“Accountability in Public Service (Case Study KK and KTP services at The Department of Population and Civil Registration of Kediri City)”

This *Skripsi* is the final project of the author is submitted to meet the requirements for obtaining a Bachelor of Public Administration at the Faculty of Administrative Sciences, Universitas Brawijaya.

The author realizes that the preparation of this *Skripsi* will not be possible without the help and encouragement of various parties. Therefore, on this occasion the author would like to thank the honourable ones:

1. Drs. Andy Fefta Wijaya, MDA, Ph.D. as Dean of the Faculty of Administrative Sciences, Brawijaya University Malang also as Supervisor Lecture, who has guided the Author patiently all this time so author can complete it on time.
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5. Bu Dwi, as the Informant of the author who always helped the author when author ask about accountability.
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7. My Mother and My Dad who always support me in every conditions that I have been through
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14. Last but not least I want to thank me for believing in me, I want to thank me for doing all this hard work.



Thus the imperfection of this Internship Report, suggestions, and constructive criticism are expected by the authors. Hopefully, this *Skripsi* is useful and can provide meaningful contributions to the parties concerned and/or in need.

Malang 21 Juni 2021

Author





LIST OF CONTENTS

MOTTO	I
APPROVAL OF THESIS	II
MARK OF LEGITIMATE	III
PERNYATAAN ORISINALITAS	IV
RINGKASAN	V
SUMMARY	VII
PREFACE	VIII
CHAPTER I :	1
I.1 BACKGROUND.....	1
I.2 STATEMENTS OF PROBLEM.....	11
I.3 PROPOSE OF RESEARCH OR STUDY.....	11
I.4 BENEFITS OF RESEARCH.....	12
I.5 ACADEMIC SIGNIFICANCE.....	12
I.6 DISCUSSION SYSTEM	12
CHAPTER II :	14
REVIEW OF LITERATURE	14
II.1 PREVIOUS STUDIES.....	14
II.2 GOOD GOVERNANCE	19
II.2.1 Definition of Good Governance.....	19
II.2.2 Principles of Good Governance	21
II.3 PUBLIC SERVICES	23
II.3.1 Definition of Public Services	23
II.3.2 Fundamentals and Principles of Public Services.....	24
II.3.3 Essences of Public Services	28
II.4 ACCOUNTABILITY	29
II.4.1 Definition of Accountability	29
II.4.2 Accountability of Public Services Charges.....	32
II.4.3 Accountability of Public Services Products.....	32
II.4.4 Dimension of Accountability	33
II.4.4 Types of Accountability.....	36
II.4.5 Indicator of Accountability	37



II.4.6 Accountable Services	37
II.4.7 Accountability of Public Services	40
II. 5 CONCEPTUAL FRAMEWORK	44
CHAPTER III :	47
RESEARCH METHODS	47
III.1 TYPE OF RESEARCH	47
III.2 RESEARCH FOCUS	48
III.2 LOCATION AND RESEARCH SITES	49
III.3 DATA SOURCE	50
III.4 TECHNIQUES OF DATA COLLECTION	51
III.5 RESEARCH INSTRUMENT.	52
III.6 DATA ANALYSIS	54
III.3.7 TECHNIQUE OF DATA VALIDITY	57
<i>FIGURE 1 TECHNIQUE OF DATA COLLECTION</i>	57
IV.1 GENERAL OVERVIEW OF KEDIRI CITY AND ITS DEPARTMENT OF POPULATION AND CIVIL REGISTRATION	59
IV.2 Geographical Location and Condition	59
IV.3 Vision and Mission of The Department Population and Civil Registration Service of Kediri City	69
IV.2 DATA PRESENTATION	71
IV.5 DATA ANALYSIS	106
IV. 5.1 The Performance Accountability	108
IV. 5.2 Accountability of Public Service Performance	108
IV. 5.3 Accountability of Public Services Fees	115
IV.5.4 Accountability of Public Services Products	118
IV.5.5 The Obstacles implementing of Accountability at The Department of Population and Civil Registration of Kediri City	119
IV.5.6 Founding of Gaps	121
IV.5.6 The Public Service Delivered by Private and Public Sector	123
CHAPTER V : CONCLUSIONS	126
BIBLIOGRAFI	131



LIST OF TABLES

Tabel 1 Respondent Identity Based on Age.....	73
Table 2 Respondent Identity Based on Gender.....	75
Table 3 Respondent Identity Based on Education Levels.....	76
Table 4 Respondent Identity Based on Occupations.....	77
Table 5 Respondents' answers Regarding the Ease of Service Procedures for KTP and KK at The Department of Population and Civil Registration of Kediri City.	79
Table 6 Respondents' Answers About the Suitability of Service Requirements with the Type of Service.....	82
Table 7 Respondents' Answers Regarding that Employee are Discipline in Providing KK and KTP Services at the The Department of Population and Civil Registration of Kediri City.....	84
Table 8 Respondents' Answers Regarding that Employee are Responsible in Providing KK and KTP Management Services at The Department Population and Civil Registration of Kediri City.....	86
Table 9 Respondents' Answers about that Employees are Polite and Friendly in Providing services KK dan KTP at The Department Population and Civil Registration of Kediri City.....	88
Table 10 Respondents' Answers Regarding that in Getting KK and KTP at The Department of Populatioan and Civil Registrations there are no Fee.....	89



Table 11 Respondents' answers Regarding The Suitability between the fees paid and the fees that have been set are same..... **Error! Bookmark not defined.**

Table 12 Respondents' Answers Regarding Service Standards Provided in terms of KK and KTP Management Services at the Department of Population and Civil Registration Service at Kediri City are Excellent..... 92

Table 13 Respondents' Answers Regarding that The Employees are able in Providing KK and KTP Management Services at the Kediri City Population and Civil Registration Service.....94

Table 14 Respondents' Answers Regarding that The Departement Population and Civil Registration of Kediri City are Tranparent about the Information..... 96

Table 15 Respondents' Answers Regarding that the Speed of KK and KTP Services at the Kediri City Population and Civil Registration Service are fast.....977

Table 16 Respondents' Answers that The Time Schedules of Service Time are on time99

Table 17 Respondents' the Department of Population and Civil Registration of the Kediri City is convenience101

Table 18 Respondents' Answers Regarding that The Department of Population and Civil Registration of the Kediri City have Available Good SupportingFacilities102

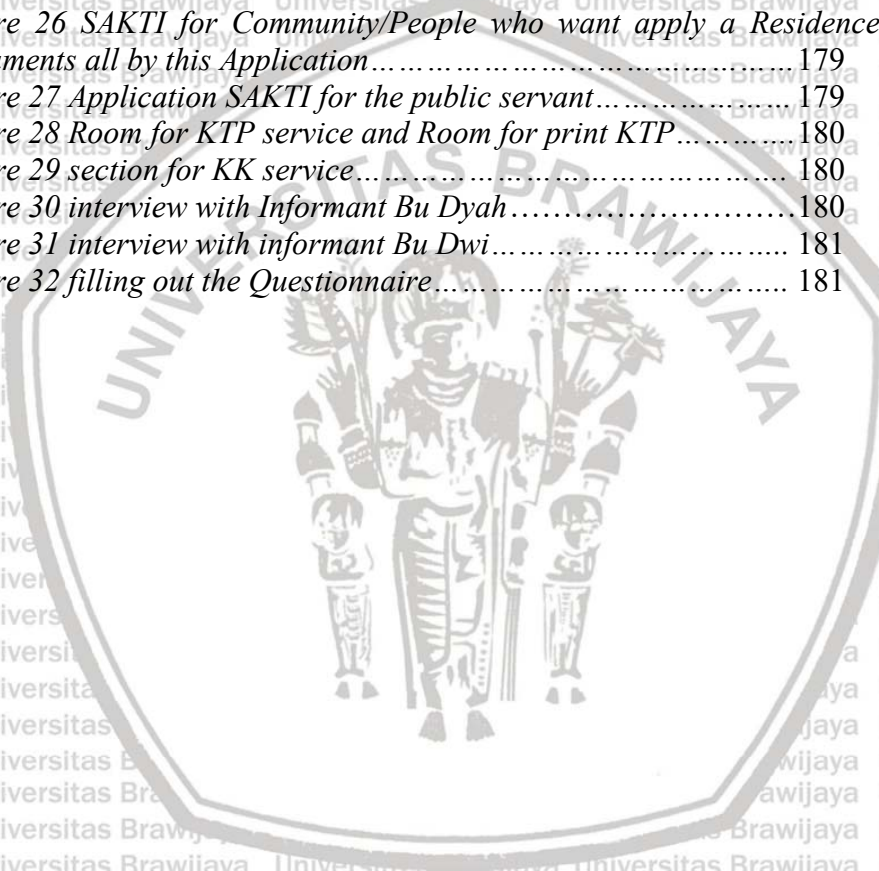


LIST OF FIGURES AND CHART

<i>Chart Components of Interactive Data Analysis Model</i>	56
<i>Figure 1 Technique of Data Collection</i>	57
<i>Figure 2 The Department Population and Civil Registration Office Annual Performance Report 2020</i>	81
<i>Figure 3 Permenpan RB No 12 Tahun 2015 (Permenpan RB No 12 of 2015 (document of the Department of Population and Civil Registration of the City of Kediri, 2020))</i>	111
<i>Figure 4 Categorization of Ratings (Document of the Department of Population and Civil Registration of the City of Kediri 2020)</i>	112
<i>Figure 5 The 2020 Performance Report of The Department Population and Civil Registration Kediri City</i>	113
<i>Figure 6 Performance Report 2020 of The Department Population and Civil Registration Kediri City</i>	114
<i>Figure 7 Complaint Hotline (Field Research 2021)</i>	117
<i>Figure 8 Field Documentation 2021</i>	117
<i>Figure 9 Respondent's Answers</i>	170
<i>Figure 10 Respondent's Answers</i>	170
<i>Figure 11 Respondent's Answers</i>	171
<i>Figure 12 Respondent's Answers</i>	171
<i>Figure 13 Respondent's Answers</i>	172
<i>Figure 14 Respondent's Answers</i>	172
<i>Figure 15 Respondent's Answers</i>	173
<i>Figure 16 Respondent's Answers</i>	173
<i>Figure 17 Respondent's Answers</i>	174
<i>Figure 18 Respondent's Answers</i>	174
<i>Figure 19 Research Observation about KTP service</i>	175
<i>Figure 20 The Department of Population and Civil Registration office</i>	176
<i>Figure 21 The Department of Population and Civil Registration Customer Service</i>	176
<i>Figure 22 The Department of Population and Civil Registration where the documents taken</i>	177
<i>Figure 23 The Department of Population and Civil Registration operator section</i>	177
<i>Figure 24 The Department of Population and Civil Registration where</i>	



<i>they processing family certificate (KK)</i>	178
<i>Figure 25 The Department of Population and Civil Registration signing the wall for “Kawasan Pembangunan Zona Integritas” where there are no KKN</i>	178
<i>Figure 26 SAKTI for Community/People who want apply a Residence Documents all by this Application</i>	179
<i>Figure 27 Application SAKTI for the public servant</i>	179
<i>Figure 28 Room for KTP service and Room for print KTP</i>	180
<i>Figure 29 section for KK service</i>	180
<i>Figure 30 interview with Informant Bu Dyah</i>	180
<i>Figure 31 interview with informant Bu Dwi</i>	181
<i>Figure 32 filling out the Questionnaire</i>	181





LIST OF ATTACHEMNTS

ATTACHMENTS	135
Research Instrument.....	136
Informants Interview.....	139
Questionnaire.....	143
Curriculum Vitae.....	151
Interview Results.....	152
Research Documentation.....	170



CHAPTER I : INTRODUCTION

I.1 Background

In 1998, a reformation that had been familiar in Indonesian society was followed by a transformation in government which could be seen from the increased willingness to implement the accountability of performance transparency in public sector management. Indonesian people are expecting a change for the better. Pancasila democracy values are supposed to be implemented and stated. Indonesia's national ideology and democracy as a governance system that is embraced by the nation should be implemented in all aspects, including the service for the public. Those are demanded by the public to actualize the nation's purpose, as written in the fourth paragraph of the 1945 Constitution of the Republic of Indonesia, which is to protect the whole people of Indonesia and the entire homeland of Indonesia, and to advance general prosperity, to develop the nation's intellectual life, and to contribute to the implementation of a world order based on freedom, lasting peace, and social justice. After the reformation, the principles of good governance were written in Law Number 28 of 1999

concerning the good state governance that is free from corruption, collusion, and nepotism in article 3, and from the explanation, the principles of good governance were determined. There are 7 principles of good governance. The first principle is legal certainty, obedience, and justice in every state administration controlling. The second is the principle of orderly state administration that is being a base of order, harmony, and balance in state administration controlling. The third principle is public interests, which prioritize public prosperity in aspirational, accommodative, and selective manners. The fourth is openness or transparency principles, which is being open towards people's rights to obtain information that is valid, fair, and indiscriminative about state administration by still improving the protection for the private, group, state secret rights. The fifth principle is proportionality, which is the principle of prioritizing the balance between rights and obligations of state administration. The sixth principle is professionalism, which is the principle of prioritizing proficiency based on the code of ethics. The seventh principle is accountability, which is to set that each act and the final results of state administration acts have to be accountable to people as the holder of a supreme sovereign of the state based on applicable laws and regulations.

The existence of a good governance concept is highly expected by the Indonesian people and this concept is an effective way to improve government structure nowadays. According to UNDP, a good governance concept is a government that includes three pillars: government, people, and stakeholder. If those three pillars are implemented well, the public service to be maximized. Indonesian people expect a transformation in public service to be better.

In a book of Dr. H. Manggaukang Raba titled “Accountability: Concept and Implementation (*Akuntabilitas: Konsep dan Implementasi*)”, (2006:vii). Accountability is a term to create a state administration that is democratic and trusted (good governance). A governance institution that is accountable for the public means that the institution constantly being responsible for all acts that are observed by the public. As well as for the public in controlling, they have to own big sense of being responsible for the common interests, not only for community or group interests.

David Hulme and Mark Turner in Manggakuang (2006:115) stated that accountability is a complex concept that has some instruments to measure with, which is the indicators such as:

- a) Legitimacy for policymakers
- b) The existence of adequate moral qualities

- c) Sensitivity
- d) Transparency
- e) Optimal use of resources
- f) and efforts to increase efficiency and effectiveness.

In Dwiyanto (2002:3), it is stated that the phenomenon above showed how fragile and low the trust and legitimacy towards government and bureaucracy in public eyes. These all occurred because the government and the bureaucracy had failed to range themselves as an institution that could protect and defend the needs and interests of the public. Corruption, collusion, and nepotism that were happening in the bureaucracy had already put a distance between the bureaucracy itself and the public. Bureaucracy dominance in political and economic life all this time also created many distortions in public service administration which tended to worsen the political and economic crises. In this situation, it was very difficult to expect the government and the bureaucracy to be able to create a good performance. The government failed to administer efficient, responsive, and accountable public service.

Making the public's hope come true about the implementation of good governance concepts and improving human resources are good strategic moves. If the good governance concept has already been

implemented, it can help to fix a bad image of the government in the eyes of the public. In Decree of the Minister for Empowerment of State Apparatus (KEMENPAN) Number 26/KEP/M.PAN/7/2004 regarding General Guidelines for the Implementation of Public Services, it has already been decided how to create high quality and maximal public services. Furthermore, Presidential Regulation (PERPERS) Number 29 of 2014 which contains the mandate that the implementation of the *Government Agencies Performance Accountability System* or in bahasa is SAKIP at State Ministries or Institutions includes:

a) Strategic Plan

Contains vision, mission, objectives targets (description and indicators how to achieve program policy objectives

b) Performance Agreement

Fulfilment promise commitment of performance targets. Budget programs are prepared no later than 1 month after the budget is approved

c) Performance Measurement

Realization of performance with the targets or targets listed in the performance agreement using the performance indicators in the performance agreement

d) Performance Data Management

Done by recording, processing, and reporting performance data, It includes: establishing basic data, providing data acquisition instruments, administering, and storing, compiling, and summarizing data

e) Performance Reporting

Done by recording, processing, and reporting performance data, which includes establishing basic data, providing data acquisition instruments, administering and storing data, compiling, and summarizing.

f) Performance Review and Evaluation

A review by APIP results in a statement that the Performance Report is reliable, accurate, and valid. If there is an error, it should be corrected. The review must be completed before it is signed by the director and submitted to the Ministry of State Apparatus Empowerment.

With this regulation, it is expected that all apparatus who conduct services in Indonesia can improve public services to the people. Not only from the community who provide an assessment of public services but also from the business side who also provide an assessment to the government which is published through various information media.

Many complaints, including a complicated business licensing service system, lack of transparency of service, less responsiveness, and service costs that are not reasonable to speed up the service process. This means that the government's performance in providing services to the public is still not optimal. Besides, there are also dangerous distortions that can threaten the future of Indonesia, such as corruption, collusion, and nepotism in government agencies. Those must be eradicated and removed from the government agencies of the Indonesian nation because it is only bring damage to the future of the state.

Every critic, complaint, and CCN (KKN) practice in Indonesia's governmental body can disappear if the accountability and transparency system are implemented maximally. Therefore, the accountability and transparency of public services must be improved. Every government institution should apply the principles and concepts of accountability and transparency of public services maximally.

The Department of Population and Civil Registration of Kediri is one of the public services implementers that relate directly to society or the public. To implement and to provide the services, the concepts and principles of good governance are supposed to be applied maximally,

mainly regarding accountability and transparency to the public so that there are no trust issues and bad image in the community.

The Department of Population and Civil Registration of Kediri is one of the Kediri Governance Institution that organize population service which it should serve properly. The Department of Population and Civil Registration is an institution that relates directly to Family Card (FC), Identity Card (ID Card), Birth Certificate, Child Identity Card (CIC), Death Certificate, Marriages of non-Muslim, and Statement Letter. Almost all population interests were done by the Department of Population and Civil Registration. With these population services, the apparatus who work in the department can serve properly. Because the Department of Population and Civil Registration of Kediri is a department that serves the public and supposed to serve properly, a quality improvement of population service is needed in the department. There should be an evaluation from the public to the Department of Population and Civil Registration of Kediri so that the department can achieve satisfying services. The evaluations of the process and system of the services, human resources are conducted using Community Satisfaction Index (CSI).

The problem discussed in this study is how the accountability of Because the Department of Population and Civil Registration of Kediri in issuing the family card and identity card is. The information obtained from the official website of the Kediri Government showed that the Community Satisfaction Index (CSI) of Kediri is 3.41 or 85.17 in 2019 and it is classified into the good category. It increased from the CSI in 2018 which is 80.98, but the procedures are too complicated so they should be make it simpler. Many problems such as less information to the community regarding the transformation of public services to online services during the COVID-19 pandemic, so that the public can access and register online via technology-based population information system (SAKTI) or Whatsapp. Nevertheless, there are still many applicants who come right away to the Department of Population and Civil Registration of Kediri due to their ignorance about the online system.

Even the Department of Population and Civil Registration is not being open to provide an accountability report to the public. It is make worse by the absence of the accountability report uploaded on the official website of the Department of Population and Civil Registration of Kediri which is stated by Mr. Ali as author's internship supervisor that the accountability report is supposed to be able being accessed by

the public. Otherwise, the facts show no data there so the public doesn't know how far the department's performance is. Furthermore, fewer disciplines of service officer, the uncertainty of service schedule which causes the public can not reassure when to get the result, inadequate infrastructure, capacity of human resources for population services that do not suit competence, cause the recording of family card and identity card is slowing down. The facilities and infrastructure of the Department of Population and Civil Registration are also very minimal, such as there is only one printer to print family cards which slows down the process of issuing a family card (KK). The same happens to the identity card printer. There are two printers, but only one that is still functioning. Those conditions do not suit as well the Decree of Minister of Administrative Reform No. KEP/26/M.PAN/2/2004 concerning Techniques for Transparency and Accountability of Public Service Delivery. In this category, those are problems that are felt for customers even though CSI of Kediri is classified in the satisfactory category. This makes the public feel suspicious and shows a bad image and irrelevant to what is happening to the public. Therefore, the author is interested to study the accountability in the Department of Population and Civil Registration of Kediri in research titled "Accountability in Public

Services (Case Study of Identity and Family Card Services in Department of Population and Civil Registration of Kediri)".

1.2. Statements of Problem

According to the background explained above, statements of the problem from this study are:

1. How is the accountability in public services, mainly in issuing family and identity cards (KTP, KK) in the Department of Population and Civil Registration of Kediri?
2. What are the problems that be faced in implementing accountability in the Department of Population and Civil Registration of Kediri?

1.3. Propose of Research or Study

What being Propose in this study is:

1. To determine, describe, and analyse how the accountability in public services, mainly in issuing family and identity cards in the Department of Population and Civil Registration of Kediri is.
2. To determine, describe and analyse the problems that be faced in implementing accountability in the Department of Population and Civil Registration of Kediri.

I.4 Benefits of Research

1. Academic Significance

The academic significances of this study are as a step to train and develop scientific thinking skills and for further forming a scientific work as a requirement to complete a bachelor's degree (S1) study at the Department of Public Administration, Faculty of Administrative Sciences, Brawijaya University.

2. Practical Significance

This study practically can be an input to the government or other institutions who need it.

I.6 Discussion System

This undergraduate thesis consists of five chapters that to be composed based on the following system:

CHAPTER I: INTRODUCTION

This chapter contains background, statements of the problem, objectives of the study, the academic and practical significance of the study from the result of the study about the accountability and transparency in public services (a case study of identity and family card services in Department of Population and Civil Registration of Kediri)

CHAPTER II: REVIEW OF RELATED LITERATURE

This chapter contains a description of theories and concepts regarding the implementation of the principles of Good Governance and also accountability and transparency in public services.

CHAPTER III: RESEARCH METHODS

This chapter explains the methods used in this study. Research methods contain research design, research focus, research location and site, data sources, data collecting, research instruments, and data analysis.

CHAPTER IV : RESULTS AND DISCUSSIONS

In this chapter contains systematics of research discussion results, Accountability in Public Services, KK Services and KTP which refers to *Menteri Pendayagunaan Aparatur Negara Nomor KEP/26/M.PAN/2/2004*

CHAPTER V: CONCLUSIONS

This chapter contains the conclusions of the results of the research, and suggestions.

CHAPTER II :

REVIEW OF LITERATURE

II.1 Previous Studies

In this previous studies section, we would like to explain and prove that accountability in public services had ever been studied before the one we are currently studying. Nevertheless, there are some differences in the determination of studied objects and topics so it is still worth to be studied. In this study, we study an object and topic of accountability and transparency in public services, which is a case study of family and identity card issuing services in the Department of Population and Registration of Kediri. As explained above, the following previous studies:

A. Implementation of Accountability and Transparency in Public Services (A Case Study of Family Card Issuing in Medan Selayang Sub-district Office of Medan) (Situmorang, Gordon B 2013)

In this study, the author used a descriptive qualitative method and the data were collected through observation and in-depth interviews with informants and literature review. The informants were four persons,

including the chairman, secretary, and officers of the sub-district.

According to this study, it showed that Medan Selayang officers had already committed and started to implement transparency and accountability in family card issuing services. Some problems faced in implementing accountability and transparency were the lack of public and active role and the old paradigm of 'not serving but to be served' that was embraced by some human resources.

B. The Public Services Accountability (Case Study: Implementation of Building Permit Services in Makassar) (Nurul Mukhilda, 2013)

In this study, the author intended to describe the accountability of building permit services implementation (IMB) in Makassar. The units for the analysis were the institutions, which were the licensing administration services office and the Department of Spatial Planning and Building of Makassar. This was a descriptive qualitative study using the interview as the instrument with informants or interviewees, both orally or in a structured interview. The observation was conducted in a research location and based on some documents such as literature and tables of a scientific paper that was provided in a related institution. Data in this study were analyzed qualitatively. The results showed that the Makassar government had not been accountable yet in providing services to the service users

based on services references, services solution, and priority to fulfill the interests of service users in obtaining services. Therefore, the government needed to improve the transparency and accountability in services, mainly in services charges and length of services providing that often being complained about by the service user.

C. Accountability and Transparency in Electronic Identity Card (E-KTP) in Belawan II Village Medan Belawan Sub-district (Siregar, Fandi Alfiansyah 2017)

This study aimed to determine the implementation, mainly in accountability and transparency of electronic identity card (E-KTP) issuing services in Belawan II Village Medan Belawan Sub-district. The method used was descriptive with a qualitative approach. From the result of a study conducted in Medan Belawan sub-district office, it was found from the various accountability and transparency indicators that the officers had already implemented the principles, but not that adequate, mainly in accountability implementation. Their duties could be seen from the services process in issuing E-KTP. When the blanks were run out, the officers did not immediately restock the blanks from the department of population and registration.

D. Accountability and Transparency in Public Services (A Study of Services Accountability and Transparency towards Business Permit in Department of Commerce of Surabaya) (Putri, Fatimah Malahayati Widari, 2018)

In this study of the accountability and transparency in the business permit by the Department of Commerce of Surabaya, the author focused on the accountability of business permit services by the Department of Commerce of Surabaya, transparency of business permit services by the Department of Commerce of Surabaya, services procedures and convenience in getting information. This study concluded that:

The business permit services by the Department of Commerce of Surabaya generally were not accountable yet. There were lacks and mistakes in the requirement of services given by the Department to businessmen that were later found out by the department of commerce.

However, the businessman could still get the business permit letters that were not appropriate according to what they applied for. It created a new problem that caused the decrease of public trust towards the responsibility taken by the Department of Commerce of Surabaya.

The business permit services by the Department of Commerce of Surabaya generally were not transparent yet. The Department of

Commerce still could not give the information transparently to the public.

An institution is said to be transparent in every aspect of service implementation such as requirements, charges, and time needed. The services manner and also rights and obligations of implementer and user of services is published publicly so that they are easy to understand and accessed by the public. Meanwhile, many explanations regarding requirements that directly did not be given initially when the businessman wanted to apply for a business permit letter.

E. Transparency in Public Services in Limbangan Sub-district (A Study of Residence Document Making of Family(KK) and Identity Card (KTP)) (Nafiah, Niswatun 2019)

In this study, the author used the interview and documentation methods in collecting primary and secondary data. The focus of this study was the principle of Limbangan Sub-district services transparency. The author stated that services in residence documents of the Limbangan Sub-district went well. It could be seen from the convenience of the process, fairness of services, officer's integrity, and indiscriminative services. The transparency in Limbangan Sub-district was being well-implemented and representing the size in the transparency, which were the access of information, participation, and supervision towards the regulations

although there were still having lacks of public awareness concerning the importance of the residence documents and the socialization about the less active sub-district programs towards the public.

II 2 Good Governance

II 2.1 Definition of Good Governance

The existence of a good governance concept is being expected by the Indonesian people. This concept exists in a life that is less than optimal. Some irregularities that occur in government are very detrimental to the public. The public expects the implementation of good governance in every institution. The definition of good governance according to Mardiasmo (2002:18) is an approach concept oriented to the development of the public sector by good governance. According to the World Bank quoted by Wahab (2002: 34), good governance is a concept in implementing solid and responsible development management which in line with democracy and an efficient market, avoiding misallocations and scarce investments, and also preventing corruption both politically and administratively, conducting budgetary discipline and the creation of a legal and political framework for the growth of entrepreneurial activity.

Bank Indonesia defines good governance as a synergistic and constructive

relationship between the state, the private sector, and the public. (Effendi 1996:47)

LAN defines good governance as the process of implementing state power in implementing the provision of public goods and services. In terms of functional aspects, governance can be seen from whether the government has functioned effectively and efficiently to achieve the planned goals or the contrary.

According to the United Nations Development Program (UNDP) in its policy document entitled "Governance for Sustainable Human Development" (1997), they define governance as the implementation of authority or power in the economic, political, and administrative fields to manage various state affairs at every level and is a policy instrument of the state to encourage the creation of prosperous conditions of integrity and social cohesiveness in the public. There are three categories of elements in the governance stakeholders. The first is that the state or government is a government or state activity that involves the private sector and public institutions. The second is the private sector. Private sector actors include the private sector who is active in the interaction of the market system. We can see banks and cooperatives for examples. The third is the community or public. The public in the state is basically amid

the government and individuals, including individuals and groups of community that interact socially, politically, and economically. It can be concluded that good governance includes governance that is forward-looking or has a vision, is transparent, fast, and responsive, accountable based on professionalism and competence, use resources efficiently and effectively, decentralized, democratic, and oriented towards increasing public participation, and build cooperation with the private sector and the public. The success of good governance is determined by the involvement of three main actors of good governance, which were the government, the community or the public, and the private sector.

II 2.2 Principles of Good Governance

According to UNDP, the characteristics or principles must be embraced or developed in good governance implementation practice.

a. Participation

Every citizen, both male and female has the same rights in a process of direct decision-making or through the representative institution. Big participation is needed to be built and improved in freedom of associating and giving opinion and also fair participation in construction.

b. Equity

Every people has the same chances to obtain prosperity and justice.

c. Transparency

Transparency is built upon freedom in obtaining information.

Information regarding local interests directly can be accessed by those who need it.

d. Responsiveness

Every state apparatus and governance institution must be fast and responsive in serving the public or stakeholders.

e. Consensus Orientation

Oriented to the wide public interests

f. Effectiveness and Efficiency

Local resources management is conducted efficiently and effectively

g. Accountability

Accountability to the local regarding every activity that has been done

h. Strategic Vision

Governance implementation and the public must be having a forward vision

Every principle above has to be implemented and guided in every implementation of public services realization so that the public services maximally become real if the principles are applied.

II 3 Public Services

II 3.1 Definition of Public Services

Services in this case strongly related to the matters of giving satisfaction to the public or customer in a business context. Providing high-quality services could also increase satisfaction so that the public feels to be cared for and appreciated by the government.

Services are a process of fulfilling needs through the activity of another person directly (Moenir, 1992:16). The explanation for the definition above is the services given regarding all attempts done by a person to achieve the goals and obtain satisfaction in fulfilling the needs.

If it is in a public context, it means that the government gives prime services to the public to fulfill their needs.

According to the *Undang-Undang Nomor 25 Tahun 2009*, public service is an activity to fulfill the needs of service based on the regulation written in *Undang-Undang* towards every citizen and population for the products and services, either to fulfill the public needs or to implement the *law*.

According to LAN, there are important three elements of public services, which are the organization that implements the public services, services recipients which are the individuals or public, and the satisfaction received by the recipient of the services. The first element



includes state implementer institution, corporation, an independent institution which is built based on *the law* to serve the public, and law entity formed only for public services. The second element includes a person or individual and the public or organization who do not have bargaining power or are not in an equal position to receive services, so they do not have access to good services. This situation triggers the occurrence of corruption, collusion, and nepotism that worsens the image of the service with the existence of extortion which is considered mutually beneficial. The third element is customer satisfaction who receives the services. The element of customer satisfaction is being a concern to the government to determine where the direction of public service policies is oriented to satisfy customers or the public and is used to improve efforts and improve government management performance.

II 3.2 Fundamentals and Principles of Public Services

In *Kemenpan Nomor 63 Tahun 2003*, there are six fundamentals of public services that are a guide in governance institutions to provide the prime services to the public. The following six fundamentals of public services:

a. Transparency

Open, convenient, and accessible to all who need it and is provided adequately, also understandable

b. Accountability

Accountable according to the legislation regulation

c. Conditional

According to the condition and ability of services providers and recipient by sticking to the principles of efficiency and effectivity

d. Participative

Encouraging the public to participate in the implementation of public services by giving attention to the public aspiration, needs, and expectation

e. Equal Rights

Indiscriminative, which is not differentiating some tribe, race, religion, class, gender, and economic status

f. Balance of Rights and Obligations

g. Provider and recipient of public services have to full fill each of their rights and obligation

In *Kemengan Nomor 63 Tahun 2003*, ten principles of public services being a guide in governance institutions to provide the prime services to the public. The following ten principles of public services:

a. Simplicity

Public services procedure are not complicated, understandable, and easy to implement

b. Clarity

Technical and administrative term of work unit public services or authorized and responsible officers who provide services, settlement of complaints, or dispute issues in the implementation of public services

c. Accuracy

Public services products are receives in good, true, and valid condition

d. Certainty of Time

The implementation of public services can be finished in a determined period

e. Safety

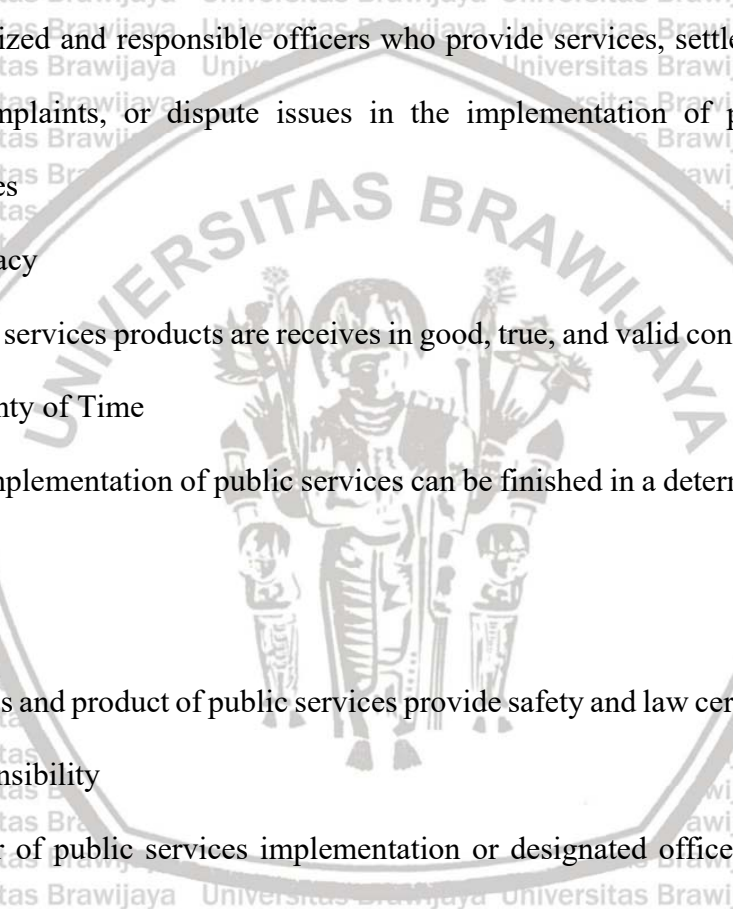
Process and product of public services provide safety and law certainty

f. Responsibility

Leader of public services implementation or designated officers are responsible for implementing, serving, and settling the complaints or problems in public services implementation

g. The Adequacy of Facilities and Infrastructure

Availability of adequate work facilities and infrastructure, work equipment, and other supports, including the provision of telecommunications and information technology



h. Accessibility

Adequate and accessible spot and location for the public and may use telecommunications and information technology

i. Disciplines, Politeness, and Hospitality

Services provider should behave discipline, politely, and friendly, and also serve sincerely

j. Convenience

The service environment must be orderly, structured, provided a comfortable, clean, tidy waiting room, a fine healthy environment, and equipped with service support facilities, such as parking, toilets, places of worship, and others.

To provide a satisfying service for the service user, the implementation of services have to fulfill the following fundamentals (Ratminto, 2005:19-20):

a. Transparency

Open, convenient, and accessible to all who need it and is provided adequately, also understandable

b. Accountability

Accountable according to the legislation regulation

c. Conditional

According to the condition and ability of services providers and recipient by sticking to the principles of efficiency and effectivity

d. Participative

Encouraging the public to participate in the implementation of public services by giving attention to the public aspiration, needs, and expectation

e. Equal Rights

Indiscriminative, which is not differentiating some tribe, race, religion, group, gender, and economic status

f. Balance of Rights and Obligations

g. Provider and recipient of public services have to fulfill each of their rights and obligation

II 3.3 Essences of Public Services

According to *Keputusan Menteri Pendayagunaan Aparatur Negara Nomor 63 Tahun 2004*, the essence of public services is the provision of prime service to the public which is the embodiment of the obligations of the government apparatus as the public servants. What is meant by the essence of public services according to the *Keputusan Menteri Pendayagunaan Aparatur Negara Nomor 63 Tahun 2004* are:

- a. Improving the quality and productivity in the implementation of duties and functions of government institution in the public-serving sector
- b. Encouraging efforts to streamline the system and service management, so that public services can be conducted more efficiently and effectively.
- c. Encouraging the growth and development of creativity, initiative, and public participation in development as well as improving the prosperity of the public
- d. Public services are provided in a series of integrated activities that are simple, open, smooth, precise, complete, reasonable, and affordable.

II. 4 Accountability

II 4.1 Definition of Accountability

Accountability in Indonesia was familiar after the collapse of the New Order (*Orde Baru*) because the concept of accountability was not consistently implemented in government bodies and was one of the causes of weak bureaucracy so it triggered the emergence of corruption, collusion, and nepotism in Indonesia. With the collapse of the new order era and the rise of the reform era, the Indonesian people have their hopes back.

According to *Keputusan Menteri Pendayagunaan Aparatur Negara No.26/KEP/M.PAN/2/2004* regarding the general guideline of public services implementation, the implementation of public services

must be accountable to both the public and the heads of service units of government institutions following the legislation.

Accountability of Public Services includes:

1. Accountability of Public Services Performance

Accountability of public service performance can be seen based on the process which includes: level of professionalism accuracy of officers, adequate facilities and infrastructure, clarity of rules including clarity of policies or law regulations, and discipline.

a. Accountability for the performance of public services must suit the standards or deeds/commitments of public services that have been determined.

b. Public service standards must be transparently accountable, both to the public and to the heads or leaders of service units of government institutions. If there are aberrations in terms of achieving standards, improvement attempts must be done.

c. Aberration related to the accountability of public service performance must be compensated for service recipients.

d. The public can research service performance regularly according to the valid mechanism.



e. An accountability mechanism is provided if there is any loss in public services or if a public complaint does not receive a response under the allotted time.

2. Accountability of Public Services Charges

a. Service charges are collected based on laws and regulations that have been provided.

b. Public complaints related to irregularities in the charges of public services must be handled by an appointed officer based on a decree or letter of assignment from an authorized official.

3. Accountability of Public Services Product

a. Technical and administrative requirements must be clear and accountable in terms of the quality and legality of service products

b. Procedures and work mechanisms must be simple and conducted based on set regulation

c. Service products are received correctly, accurately, and legally.

According to Manggaukang Raba (2006:21) accountability is like electricity. It is difficult to define, although it has qualities that make its presence in a system impossible to detect. Even Merill Collen stated an opinion that although it is often being used, accountability seems like an

ancient story about an elephant depicted by three blind men, each holding a different part of the elephant's body so that the elephant depicts differently. That is how accountability is imagined. Everyone gives a different understanding, depends on their perspectives.

II 4.2 Accountability of Public Services Charges

According to *Keputusan Menteri Pendayagunaan Aparatur Negara Nomor KEP/26.PAN/2/2004/*, accountability of public services charges are:

- a. Service charges are collected based on the laws and regulations that have been provided
- b. Public complaints related to irregularities in the charges of public services must be handled by an appointed officer based on a decree or letter of assignment from an authorized official.

II 4.3 Accountability of Public Services Products

According to *Keputusan Menteri Pendayagunaan Aparatur Negara Nomor KEP/26.PAN/2/2004/*, accountability of public services products charges are:

- a. Technical and administrative requirements must be clear and accountable in terms of the quality and legality of service products.

- b. Procedures and work mechanisms must be simple and conducted based on the set regulation.
- c. Service products are received correctly, accurately, and legally.

II 4.4 Dimension of Accountability

One of the originators of the accountability dimension is Koppel (2005:96), who was stating "the five dimensions of accountability offered are transparency, liability, controllability, responsibility, and responsiveness. Those meant that there were five dimensions of accountability, which were transparency, liability, controllability, responsibility, and responsiveness.

- a. First: the transparency dimension refers to "did the organization reveal the facts of its performance?"
- b. Second: the liability dimension refers to "did the organization face the consequences for its performance?"
- c. Third: the controllability dimension refers to "did the organization do what the principal desired?"
- d. Fourth: the responsibility dimension refers to "did the organization follow the rules?"
- e. Fifth: the responsiveness dimension refers to "did the organization fulfill the substantive expectation demand/need?"

Meanwhile, according to Mardiasmo (2002:21), four dimensions of accountability must be met by public sector organizations. The following dimensions:

a. Honesty accountability and legal accountability.

Honesty accountability is related to the avoidance of abuse of position, while legal accountability is related to ensuring fulfilment of laws and other regulations required for public funding sources according to the approved budget, applicable laws, and regulations.

b. Process accountability

Process accountability is related to whether the procedures used in doing the task are good enough in terms of the adequacy of the accounting information system, management information system, and administrative procedures. Process accountability is manifested through the provision of public services that are responsive and inexpensive. Supervision and investigation regarding implementation of process accountability can be carried out, for example by checking for mark-ups and other levies other than those determined, as well as sources of inefficiency and waste that cause high charges of public services and delays in service. Monitoring and checking process accountability is also related to auditing the tender process for

implementing public projects. What must be observed in having a contract with a tender is whether the tender process has been done fairly through compulsory competitive tendering (CCT) or is done through a pattern of corruption, collusion, and nepotism. In the terms of the accountability process, it uses processes, procedures, or measures in conducting the specified activities or also called planning, allocating, and managing

c. Program accountability

It is related to the consideration of whether the determined objectives can be achieved or not, and whether alternative programs have been considered that provide optimal results with minimal charges. The accountability program here to be highlighted in the establishment and achievement of the determined objectives, which were outcomes and effectiveness.

d. Policy accountability

It is related to the accountability of the government, both central and local, for the policies taken by the government towards the legislation institution (DPR/DPD) and the wider public. Public sector accounting can not be released from the effect of the tendency in strengthening the demands for accountability in the public sector.

II 4.4 Types of Accountability

Chandler and Plano in Manggaukang (2006:36) defined there were five types of accountability, which were:

- a. Physical accountability-responsibility for public funds;
- b. Program accountability-responsibility for running a program;
- c. Process accountability-responsibility for trying out the procedures;
- d. and responsibility accountability for the results

Sheila Elwood in Mardiasmo quoted by Manggaukang (2006:37) stated that there are four types of accountability, which were:

- a. Legal and regulatory accountability, which is accountability related to guaranteeing compliance to other laws and regulations required in the use of public funding sources. To ensure the implementation of this type of accountability, it is necessary to conduct a compliance audit.

- b. Process accountability, which is accountability related to the procedures used in carrying out the task whether it is good enough.

This type of accountability can be realized through the provision of fast-response and low-charges services.

- c. Program accountability, which is accountability related to the balance of whether the goals set can be achieved properly, or whether the local

government has considered alternative programs that can provide optimal results with minimal charges.

- d. Policy accountability, which is accountability related to the accountability of local governments to the *DPRD* as the legislature and the wider community.

II.4.5 Indicator of Accountability

David Hulme and Mark Turney in Manggaukang (2006:115) suggested that accountability was a complex concept and had several instruments to measure it with the indicators such as:

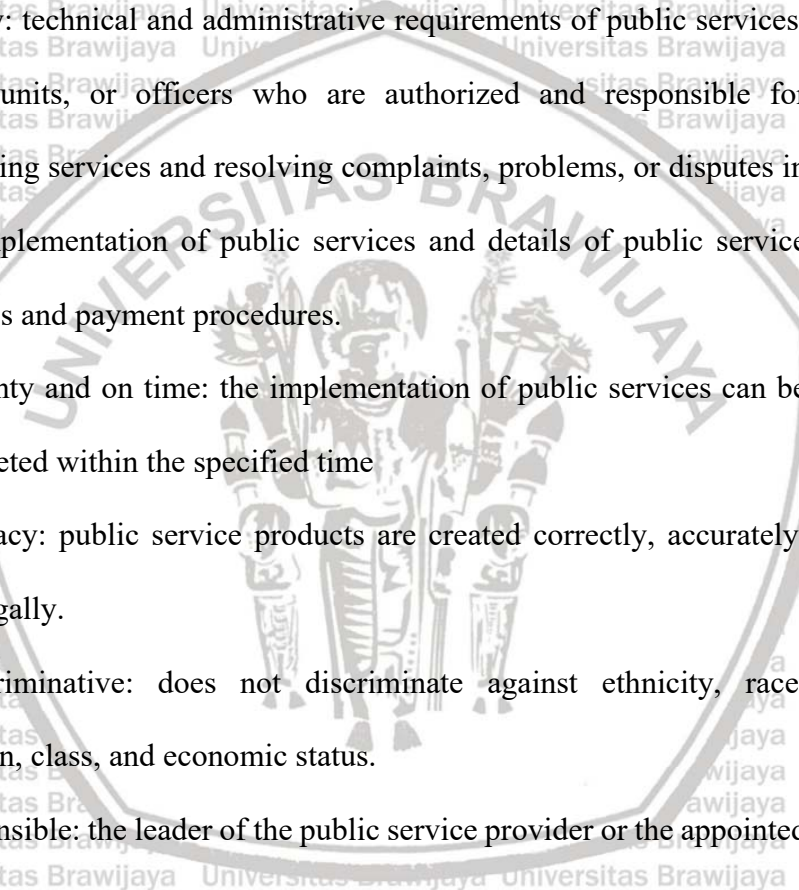
- a. Legitimacy for policymakers
- b. The existence of adequate moral qualities
- c. Sensitivity
- d. Openness/ Transparency
- e. Optimal use of resources
- f. And efforts to increase efficiency and effectiveness.

II.4.6 Accountable Services

Creating good governance is a demand for the implementation of successful governance and development to be free from corruption, collusion, and nepotism.

In the context of public services, according to Prof. Dr. Lijan Poltak Sinambela in *Public Service Reform: Theory, Policy, and Implementation*, that public services by State Institutions were defined as all forms of public services carried out by central and regional governance institution and within the state or regional owned enterprises (*BUMN/BUMD*) in the form of goods and or services. both in the context of attempts to fulfill the needs of the public and in the context of implementing laws and regulations. It is concluded that public service is defined as the provision of services to people or the public to fulfill the interests of that person or public, and those who provide services or can be called the organization are according to the basic rules and procedures that have been set by the central or regional government.

In the *Keputusan Menteri Pendayagunaan Aparatur Negara Nomor KEP/26/M.PAN/2/2004* concerning the techniques of transparency and accountability for the implementation of public services, the implementation of public services must be accountable, both to the public and to the superiors or a set of service units of government institutions based on the provided regulations and legislation, including the principles of public service implementation which include:

- 
- a. Simplicity: public service procedures are uncomplicated, easy to understand, and easy to implement.
 - b. Clarity: technical and administrative requirements of public services, work units, or officers who are authorized and responsible for providing services and resolving complaints, problems, or disputes in the implementation of public services and details of public service charges and payment procedures.
 - c. Certainty and on time: the implementation of public services can be completed within the specified time
 - d. Accuracy: public service products are created correctly, accurately, and legally.
 - e. Indiscriminative: does not discriminate against ethnicity, race, religion, class, and economic status.
 - f. Responsible: the leader of the public service provider or the appointed officer is responsible for the implementation of services and the resolution of complaints or problems in the implementation of public services.
 - g. Adequacy of facilities and infrastructure: the availability of adequate work facilities and infrastructure, work equipment, and other supports,

including the provision of telecommunications and information technology facilities.

- h. Accessibility: adequate place and location as well as service facilities, easily accessible by the public to utilize information and communication technology.
- i. Honesty: quite clear
- j. Accuracy: careful, thorough, and painstaking
- k. Discipline, courtesy, and friendliness: service providers must be disciplined, polite, friendly, and provide services sincerely so that service recipients feel that their rights are respected.
- l. Security and convenience: public service processes and products can provide a sense of security, comfort, and legal certainty.

II.4.7 Accountability of Public Services

In *Keputusan Menteri Pendayagunaan Aparatur Negara Nomor KEP/26/M.PAN/2/2004* concerning techniques of transparency and accountability for the Implementation of Public Services, the implementation of public services must be accountable, both to the public and to the superiors or leaders of service units of government institutions based on law and regulations. Service responsibilities include:

a. Accountability of Public Services Performance

- 1) Public service performance accountability can be seen based on processes which include: level of accuracy, professionalism of officers, adequacy of facilities and infrastructure, clarity of rules including clarity of policies or laws and regulations, and discipline.
- 2) Accountability for the performance of public services must be suits the established standards or deeds or commitment of public services.
- 3) Public service standards must be transparently accountable, both to the public and to the superiors or leaders of service units of government institutions, if there are deviations in terms of achieving standards, improvement attempts must be made.
- 4) Aberration related to the accountability of public service performance must be compensated for the service recipients.
- 5) The public can research the service performance regularly according to the valid mechanism.
- 6) The public can research service performance regularly according to the valid mechanism.



- 7) An accountability mechanism is provided if there is any loss in public services, or if the public's complaint does not receive a response by the allotted time.

b. Accountability of Public Services Charges

- 1) Service charges are collected under the laws and regulations that have been provided
- 2) Public complaints related to irregularities in the charges of public services must be handled by an officer who was appointed based on a decree or letter of assignment from an authorized official.

c. Accountability of Public Services Products

- 1) Technical and administrative requirements must be clear and accountable in terms of the quality and legality of service products
- 2) Procedures and work mechanisms must be simple and carried out with the set regulations
- 3) Service products are received correctly, appropriately, and legally.

According to Dwiyanto (2003:55), to measure the accountability of public service implementation in research, it can be seen through the performance indicators which include:

- a. The service reference is used by the bureaucratic apparatus in the process of providing public services. These indicators reflect the service-orientation principle developed by the bureaucracy for the service user public
- b. Actions that taken by bureaucratic apparatus if there are service users who do not meet the specified requirements.
- c. And in conducting the service tasks, how far the interests of service users getting their priority from the bureaucratic apparatus.

Accountability in government, especially in public services, can also be referred to *KEMENPAN No. 53 of 2014* concerning technical guidelines for the preparation of performance agreements, performance reports, and procedures for reviewing performance reports of a government institution.

Services accountability implemented by the bureaucracy and within the Office of Population and Civil Registration of the City of Kediri is an obligation to be accounted for the success of achieving strategic performance plans in providing services.

Armanto (2005:30) concluded simply that creating accountability means aligning service procedures based on the values or norms that exist in the public for customer satisfaction. Creating accountability in the implementation of public services is not only beneficial for the public but also has a very important meaning in governance life. In the context of politics, accountability are have implications for power because accountability gives birth to trust and legitimacy as a requirement for the existence of power.

II. 5 Conceptual Framework

The Conceptual framework is a visualization of the relationship between various variables, which is formulated by the researcher after reading various existing theories, then the theory is compiled to be used as a research basis.



The problems in a government institution are the number of CCN practices. People begin to distrust the government.

The need for transparency and accountability for a performance that the public expected



All government institutions, make an annual accountability report about the performance of the institution and to be checked by the inspectorate, facilitating the public if there are complaints about unreasonable service charges.

The government issues a decision in *Keputusan Menteri Pendayagunaan Aparatur Negara No.26/KEP/M.PAN/2/2004* concerning technical guidelines for transparency and accountability in the implementation of public services.

In this conceptual framework, the author intends to explain that corruption, collusion, and nepotism in Indonesia governance body, mainly in public-serving, cause the public urge the government to implement good governance, which accountability inside to be a performance responsibility of an institution due to the emerging of trust crisis towards the government.

Therefore, government issues a new regulation in *Keputusan Menteri Pendayagunaan Aparatur Negara No.26/KEP/M.PAN/2/2004* regarding technical transparency and accountability of public services implementation.





CHAPTER III :

RESEARCH METHODS

III.1 Type of Research

According to Sugiyono (2016:9), the Qualitative Research are research methods based on the philosophy of post positivism, this method used to examine the condition of natural objects as opposed to experiments where the researcher is the key instrument, techniques of data collection are carried out by triangulation or combined, the data analysis is inductive or qualitative and the results of qualitative research emphasize have the meaning rather than generalizations.

Creswell (2014:4) explaining that qualitative research is research for exploration, understanding the meaning that comes from social and humanitarian problems, qualitative research involves important procedures including asking questions, procedures, collecting specific data from participants, analysing data inductively starting from specific themes to general themes and interpreting data, and focuses on individual meaning and translates the complexity of a problem. According on this explanation, descriptive research prioritizes the amount of data collected in the study,

namely in the form of qualitative data such as images and text. This study aims to photograph the events that occurred the researchers did not provide treatment or manipulation. However, described a condition as it is. By using the types and research described above, it is hoped that researchers can describe clearly and precisely. Moreover, they get the results of Accountability in Public Services (study in KK and KTP Services) at the Kediri City Population and Civil Registration Service.

III.2 Research Focus.

Locke, Spiduso, and Silverman (2013) in Creswell (2014), explaining that the focus of this research is to purpose of conducting research and what is to be achieved, meanwhile, according to Moelong (2014: 97), the focus of research is basically a problem. Subject matter sourced from the experience of researchers or through the knowledge obtained through scientific literature or other.

In this study, the writer provides a research focus based on the *Menteri Pendayagunaan Aparatur Negara No. KEP/26/M.PAN/2/2004* concerning Techniques for Transparency and Accountability for the Implementation of Public Services:

Public Service Accountability in Making KK and KTP at the Department of Population and Civil Registration of Kediri City.

A. Service Accountability

a) Public Service Performance

b) Public Service Fee

c) Service Products

2. Obstacles

a. What are the obstacles in implementing Accountability in Public Services?

III.2 Location and Research Sites

Locations and research sites are very influential activities in data collection during the research. According to Moleong (2011), the research location is a place where researchers conduct research in showing phenomena or events that actually occur from the object under study in order to obtain accurate research data. By determining the location of the research, it would be easier to find out the location of the research to be carried out. The location of this research was conducted in the city of Kediri.

The research site according to Moleong (2011), is to see the events

studied in obtaining data and information that answer the research problem sites that have been determined. In this study, the research site is the Department of Population and Civil Registration of the City of Kediri, the Service is one of the Regional Apparatus Organizations where this Service or this institution is responsible to the Regional Head in administering government in its particular area in the service of Documents and Community Identity . The existence of the suitability of the research site with the substance in general, can provide input in the form of data, interactions, and substance in accordance with the needs of in-depth descriptions.

III.3 Data Source

According to Looftland in Moelong (2014: 157), the main data sources in qualitative research are words and actions, the rest are additional data such as documents and others. This study uses two sources of data, namely:

A. Primary Data

Primary data is research data obtained by the researcher himself directly from the research location, the original source or individuals who have relevance to the problem to be studied.

Among others, *Bu Dwi* as the Person in Charge of Public Service Performance Accountability at the Department of Population and Civil Registration of the City of Kediri and *Bu Dyah* as Head of Population Registration.

B. Secondary Data

Secondary data is research data obtained by researchers indirectly or obtained through intermediaries who can provide information or data that is processed into writing reports on previous research results that discuss similar reports and for support to researchers. Sources of this secondary data can be in the form of documents, scientific journals, articles that are in accordance with Accountability in Public Services, especially the service of making KK and KTP.

III.4 Techniques of Data Collection

In this study, researchers used two kinds of techniques data collection, namely:

1. Primary techniques of data collection

- a. Interview method, techniques of data collection by conducting direct questions and answers to related parties and having direct contact with relevant informants

b. Questionnaire Method According to Sugiyono (2016:142) a questionnaire is a techniques of data collection which is done by giving a set of questions or written questions to respondents to answer.

c. Observation Method, is conducting direct observation of phenomena that occur and are determined in the field related to the research focus.

2. Secondary techniques of data collection

A. In the Literature study review, collecting data and information through relevant literature with research titles such as books, articles, opinions of scientists, and theoretically useful papers in supporting research.

B. Documentation Study, by obtaining data through the study and review of the author's notes and documents related to the problems studied. In this study, researchers used secondary and primary data sources

III.5 Research Instrument.

The research instrument according to Sugiyono (2016: 222) is a collection of data used to measure the observed natural and social phenomena. However, the instrument used in this study to obtain data and information is as follows:



The research instrument according to Sugiyono (2016: 222) is a collection of data used to measure the observed natural and social phenomena.

However, the instrument used in this study to obtain data and information is as follows:

- A) The researcher herself, which is where in this study, the researcher acts as a planner, analyser, interpreter of data, and reports on research results, as well as the main data collection.
- B) Individuals who have relevance to the problem to be studied. Among others, *Bu Dwi* as the Person in Charge of Public Service Performance Accountability at the Department of Population and Civil Registration of the City of Kediri and *Bu Dyah* as Head of Population Registration.
- C) Community users of the Population Document Service of the Kediri City Population and Civil Registration Service
- D) Field notes, which are used to record what has been heard, seen, practiced, thought for data collection in the field.
- E) The media used for research include notebooks, Google Forms, writing instruments, cameras and voice recorders on mobile phones.
- F) Accountability Report of the Department of Population and Civil Registration of Kediri City, and the value of SAKIP.

III.6 Data Analysis

Hastono (2001:65) explains that data analysis is an important activity in a research. However, with data analysis this is an important activity in a research, furthermore with this analysis, it have meaning that is useful for solving research problems, meanwhile Miles, Huberman and Saldana (2014:32) explain that data analysis in qualitative research consists of three activity components, such as data condensation, data presentation and drawing conclusions. Of the three components include :

a) Data collection (data collection)

Data retrieval was carried out since the beginning of the study, which was collected from documentation during the research, distributing questionnaires to the community who took care of population documents, specifically KK and KTP, interviews and also observations that had been made. Then the data is compiled to support the completion of the research.

And here the researcher has started his research, with informant One, namely *Bu* Dwi one of the persons in charge of Performance Accountability at the Population and Civil Registration Service, then the second is *Bu*. Dyah Head of Population Registration at the Kediri City Population and Civil Registration Service, the researcher prepares interview guidelines in accordance with the research focus described above and referring to the Decree of the Minister of State Apparatus

Empowerment Number KEP/26/M.PAN/2/2004 concerning Techniques for Transparency and Accountability of Public Service Delivery as well as the questions in the questionnaire made by researchers in accordance with the decision *Menteri Pendayagunaan Aparatur Negara* Number KEP/26/M.PAN/2/2004 concerning Techniques for Transparency and Accountability of Public Service Delivery.

b) Data Condensation

Data condensation is a summarizing activity, where the researcher chooses the main things, and focuses more on the important things. Data condensation was carried out after the researchers conducted interviews, distributed questionnaires, observations, and documentation, also carried out according to the indicators that the researchers had previously determined. After collecting data, here the researcher sorts all the data which is important and would be explained in the presentation of the data so that later conclusions can be drawn.

c) Data Presentation

The presentation of the data is done in the form of a brief description, it can be in the form of charts, relationships between categories, flowcharts and the like in the presentation of narrative data that is commonly used and that researcher's use. Here the researcher presents the data according to the

results of interviews, questionnaires and documentation obtained in the field. Use simple tables, pictures and descriptions for easy understanding.

d) Conclusion : Drawing or Verifying

Is a conclusion that answers the formulation of the problem that has been formulated from the start, then the supporting factors and inhibiting factors on internal and external conditions, in drawing conclusions, the researcher understands the data that the researcher has collected and draws it so that it becomes a conclusion that answer the formulation of the problem that has been presented by previous researchers

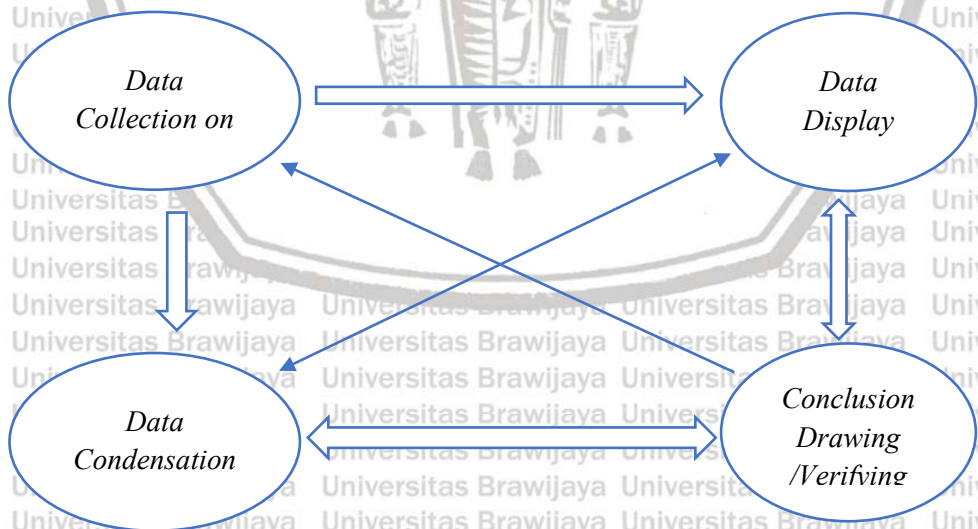


Chart 1 Components of Interactive Data Analysis Model

Source : Miles, Huberman, dan Saldona (2014:33)

III.3.7 Technique of Data Validity

According to Sugiyono (2016:267), the validity of the data in the research, which includes data credibility test, transferability test, dependability test and confirmability test, data credibility test is done by triangulation; data triangulation is defined as checking data from various sources in various ways, and various time. Thus the triangulation of techniques data collection.

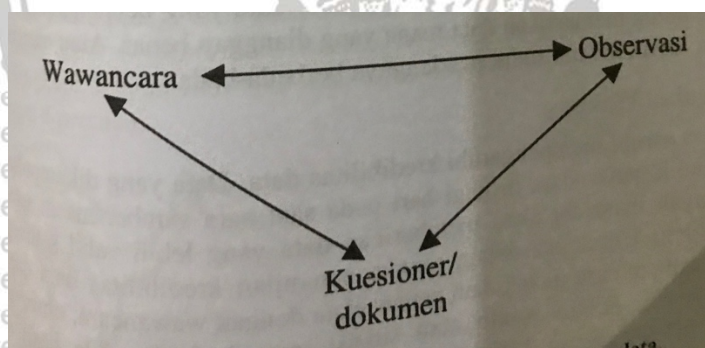
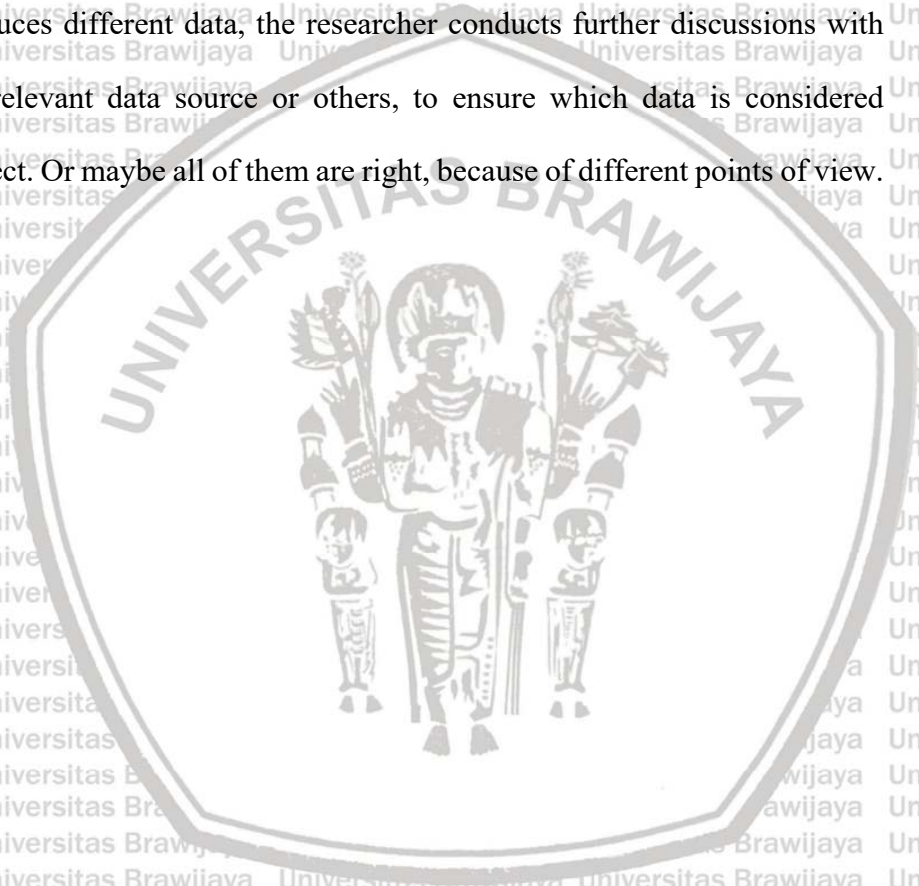


Figure 1 Technique of Data Collection

Sugiyono (2016:274) states that there are 3 types of data triangulation, namely source triangulation, technical triangulation, and time triangulation. Researchers in this study used Triangulation Technique, which is to test the credibility of the data by checking the data to the same source with different techniques. For example, data obtained

by interview. Then checked by observation, documentation, and questionnaires. If the technique of testing the credibility of the data produces different data, the researcher conducts further discussions with the relevant data source or others, to ensure which data is considered correct. Or maybe all of them are right, because of different points of view.





CHAPTER IV: RESULTS AND DISCUSSION

IV.1 General Overview of Kediri City and its Department of Population and Civil Registration

IV.2 Geographical Location and Condition

The city of Kediri is located far west from the main province of East Java, Surabaya. Kediri is located 130 km from the city of Heroes or Surabaya. Moreover, Kediri itself is the third largest city in East Java, preceded by Surabaya as the number one, and followed by Malang.

According to the Central Bureau of Statistics of East Java in 2018, the population within Kediri City is estimated to be around 292,768 people.

Furthermore, the entire city area is surrounded by the Kediri Regency, both the north, west, south, and east are bordered by Kediri Regency. Kediri city is also divided by an ancient river called Kali Brantas, that has a great history and heroism of the. Kediri city is located between $111^{\circ}05' - 112^{\circ}03'$ East Longitude and $7^{\circ}45' - 7^{\circ}55'$ South Latitude. As for the topographical aspect, the city of Kediri is located at an average altitude of 67 meters above sea level. Slope level 0-40 percent. Furthermore, the area of Kediri City is around 63,404 km², administratively divided into three

sub-districts, namely Mojoroto District, City District and Islamic Boarding School District and 46 District. Mojoroto District has an area of 24.6 km² and consists of 14 District, whereas Kota District consists of 17 Villages with an area of 14.9 km², and Pesantren District with an area of 23.9 km², and consists of 15 District.

a) The Foundation

The City of Kediri stands as a regional government or a City based on a Law No. 12/1950. Referring to the previous law mentioned, the City of Kediri is currently 66 years old.

b) The Administrative Region

Kediri consists of three sub-districts (kecamatan) and 46 villages.

The three sub-districts are Mojoroto, Kota Kediri, and this sub-district consists of 85 neighborhoods, 330 RW and 1.78 RT. In this case, the Kota sub-district includes 17 urban villages, 20 neighborhoods, 101 RW and 496 RT. Next, the Pesantren district.

This sub-district is in charge of 15 Kelurahan, 29 neighborhoods, 129 RW and 496 RT. Unlike the two neighboring sub-districts, Mojoroto sub-district includes 14 villages, 36 neighborhoods, 100 RW and 486 RT.

a) Kediri The Service city

The government of the Kediri city is improving in providing excellent service to a more representative community. For instance, the government is repairing service buildings in all urban villages in the City of Kediri. Not only the service building, but also the supporting facilities and infrastructure for the service. It is hoped that with the new service building, a new atmosphere can grow, thereby encouraging enthusiasm and a productive work atmosphere in serving the community. The existence of BPM is intended to help investors invest in the City of Kediri. BPM provides the convenience of the required licensing services, from around 153 agreement items, only 4 are paid, the rest are free. With these facilities, the Kediri City Government received an "Investment Award" in 2015 in the field of investment services by the Governor of East Java.

d) The Economy

Kediri city is developing along with the increasing quality in various aspects, namely education, tourism, trade, government bureaucracy, and sports. Shopping canters from traditional markets



to modern shopping canters have been operating here ever since.

Moreover, the largest cigarette company in Indonesia named

Gudang Garam which is also located in this city, supports the

majority of the economy of the citizens of Kediri. Around 16,000

residents of Kediri depend on this company for their livelihood. On

the other side, Gudang Garam donated relatively large taxes and

excise to the City government. In the field of tourism, this city has

various tourist attractions, such as the Pagora Swimming Pool,

Tirtayasa Waterpark, Jayabaya Pier, Selomangleng Cave, and

Sekartaji Park. In the area along Jalan Dhoho, the shopping center

is located in Kediri. Some corners of the city there are also

minimarkets, cafes, and hotels. Night entertainment and many

other places that support the economy as well as meet the needs of

the community. The city of Kediri was awarded as the most

conductive city for investment from an event related to community

service and the quality of autonomy. The city of Kediri is a

reference for investors who want to invest. Several private

universities, Islamic boarding schools, and so on also have an

impact on the city's economic sector. (Web Kediri Kota. (2018).



Moreover, profile of the City of Kediri. Accessed on January 19, 2020, from <https://www.kedirikota.go.id/page/kota-kediri>)

e) Total Population

Mojooroto : 119545 people (2020)

City : 85248 (2020)

Islamic boarding schools : 84316 people (2020)

Kediri City : 289109 people (2020)

(Source: BPS Web of Kediri City (2020). Population

Number by District in Kediri City. Accessed on January 19, 2020, from

<https://kedirikota.bps.go.id/dynamictable/2020/04/23/229/-proyeksi-penduduk-210-2035-jumlah-penduduk-menurut-kecamatan-dan-jenis-kelamin-di-kota-kediri-jiwa-2010-2020.html>)

The Department of Population and Civil Registration Service Based on Kediri's Mayor Regulation No 52 of 2016 has been amended by Kediri's Mayor Regulation No.32 of 2019 concerning Amendments to Kediri's Mayor Regulation Number 52 of 2016 concerning Position, Organizational

Structure, Duties and Functions and Work Procedures of the Department of Population and Civil Registration. Amendments to the Kediri Mayor's Regulation Number 52 of 2016 concerning Population, Organizational Structure, Duties and Functions and Work Procedures of the Population and Civil Registration Office. The Department of Population and Civil Registration is led by a Head of Service who is fully responsible to the Mayor through the Regional Secretary. The Department of Population and Civil Registration has the main task of carrying out some government affairs in the field of population and civil registration which includes planning, implementation and control as well as services to the community according to the Mayor's policy. In order to carry out the task. The Department of Population and Civil Registration has the following functions:

- a. Formulation of policies in the field of population administration and civil registration;
- b. Implementation of policies in the field of population administration and civil registration;
- c. Implementation of evaluation and reporting in the field of population administration and civil registration;
- d. Implementation of official administration;

e. Implementation of other functions given by the Mayor in accordance with his duties.

The organizational structure of Kediri City Population and Civil Registration Service in accordance with the new SOTK (Organizational Structure and Work Procedure) (Mayor Regulation No. 32 of 2019, promulgated in Kediri City on December 16, 2019) consists of:

a. Head of Service: has the main task of assisting the Mayor in carrying out government affairs which are the regional authority in the field of population administration and civil registration as well as assistance tasks. Assisted by the Secretary of the Department.

b. Secretary of the Service: responsible in planning, implementing, coordinating and controlling the activities of general administration, staffing, equipment, supplies, programming and finance which is in charge of: Sub-Section of General Affairs and Personnel: and Sub-Section of Planning and Finance. Technically assisted by the Field of Population Registration Services.



c. Population Registration: in charge of carrying out some government affairs in the population sector which includes planning, implementation, policy, monitoring a reporting that includes: Population Identity Section; Residents Moving Section; and Population Data Collection Section.

d. Civil Registration Service: responsible in managing preparation of technical policy formulation and policy implementation in the field of civil registration services, in charge of: birth section; Section of Marriage and Divorce ; and Section on Changes in Child Status, Citizenship and Death.

e. Management of Population Administration Information and Data Utilization: Has the task of carrying out the preparation of technical policy formulation, and policy implementation in the field of population administration management, population administration cooperation, utilization of population data and documents as well as population administration service innovation.

Furthermore, in charge of: Section of Population Administration Information System; Population Data Processing and Presentation Section; and the Service Cooperation and Innovation Section. It can be seen in the Organizational Structure of the Kediri City

Population and Civil Registration Service. (Chart of the Organizational Structure and Work Procedure of the Kediri City Population and Civil Registration Service)

A) The objectives of the Kediri City Population and Civil Registration Service

1. Optimizing the implementation of population registration and registration;
2. Bringing service access closer to the community for the management of population documents. From manual management to an online system. By using the Sakti application which can be accessed through the website of the *Dispendukcapil* City of Kediri (KTP, KK, Birth Certificate, Child Recognition Certificate, Child Legalization Certificate, Death Certificate, Marriage Certificate and Divorce Certificate);
3. Public services oriented to community satisfaction. Increase public awareness in having population administration.

B) Duties and Functions of The Department of Population and Civil Registration of Kediri is a Regional Apparatus Organization (OPD) implementing government affairs in the field of population administration

and civil registration. The OPD is led by the Head of the Service who is under and responsible to the Minister of Home Affairs through the Mayor who is in charge of carrying out elements of local government in the field of population administration and civil registration.

In carrying out the tasks carried out by the Department of Population and Civil Registration of Kediri based on Kediri's Mayor Regulation Number 52 of 2016 Article 4 paragraph 1, it has the following functions:

1. Formulating policies in the field of population administration and civil registration;
2. Implementing policies in the field of population administration and civil registration;
3. Implementing, evaluating, and reporting in the field of population administration and civil registration;
4. Implementing official administration;
5. Responsible for other functions given by the Mayor in accordance with his duties.

IV.3 Vision and Mission of The Department Population and Civil Registration Service of Kediri City

a) The Vision

The vision of the elected Kediri Mayor-Deputy for 2020-2024, is known as medium-term development vision for the City of Kediri in 2020-2024:

“Kediri City is Superior and Prosperous in Harmony” The explanation of the Vision of the Kediri for 2020-2024 is as follows:

The city of Kediri is Superior, and it excels in almost all fields. Kediri Superior (*Unggul*) is a description of the quality, the competitive human resources and public services of the City of Kediri. The excellence of Kediri city is not only about competitive advantages.

The Prosperous Kediri It's a condition of life for individuals and the people of the City of Kediri which have successfully fulfilled their basic needs and evenly distributed their welfare physically and mentally. The prosperous city of Kediri reflects that its people can achieve ideal goals, participate in the development process creatively, innovatively and constructively in a safe, comfortable, peaceful, harmonious and peaceful life.

The city of Kediri Harmony reflects the harmony and tolerance between human beings and the natural environment. Harmony is created when there is a balance between elements of society, community by respecting cultural heritage and natural preservation

b) The Mission

Mission is a general effort on how to realize the Vision. Mission is also the main reason why an organization must exist and how commitment is maintained by all stakeholders as stakeholders in development. The elaboration of the Kediri City RPJMD mission for 2020-2024 is carried out by aligning the mission of the elected regional head with the Kediri City RPJMD mission for 2005-2025. The description of the development mission of the city 2020-2024 is formulated as follows:

c) Mission 1

Realizing Clean, Transparent and Integrity oriented Governance to Excellent Service and Information Technology.

d) Mission 2

Realizing qualified and competitive Human Resources based on religious and cultural values.

e) Mission 3

Strengthening the regional economy based on regional superior potential and the development of a just creative economy.

(Source: *Laporan Kinerja Tahunan Kota Kediri, 2020*)

IV.2 Data Presentation

After conducting research and collecting data in the field. Good with interviews, questionnaires and direct observation of the obtained various data from informants and respondents in Accountability in Public Services (Case Study in Service Family Identification Certificate (KK) and ID card at the Department of Population and Civil Registration of Kediri City)

In Chapter IV researchers presented data that contains the data characteristics of respondents and research variables. The presentation of data regarding the characteristics of respondents is to determine the special

characteristics possessed by respondents such as age, gender, education, and occupation. Meanwhile, the presentation of data about research variables is to answer the problems in the research.

The data that researchers have obtained through primary data would be presented in the form of narrative or descriptive in accordance with the reality in the field. The primary data are in the form of a table of questionnaire, narration of f direct interviews from the parties involved in Accountability for Family Identification Certificate (KK) and KTP Services at the Kediri City Population and Civil Registration Service.

IV.3 Characteristics of Respondents

In this study, the researcher interviews 2 informants and 30 respondents who would then be classified as follows:

A. Bu Dwi, Person in Charge of Performance Accountability of

The Department of Population and Civil Registration Kediri City

B. Bu Dyah Kasi of Population Registration

C. 30 people who already applied or who people still on progress applying of KK and KTP

Here the Researcher Present the Respondent :



1. Respondent Identity Based on Age

The distribution of questionnaires to people who manage Family Certificate (KK) and Personal Identification Card (KTP) based on age can be seen in the following table :

Tabel 1 Respondent Identity Based on Age

No	Age	Total	Percentage
1	17-26 Years	22	73.3%
2	27-36 Years	6	20%
3	37-46 Years	2	6,7%
4	>46 Years	0	0%
	Total	30	100%

(Source: Field Research at April 2021)

Based on table 1, it can be seen that the majority of people who manage the Family Identification Certificate (KK) and Personal Identification Card (KTP) are aged between 17-26 years and 27-36 years, namely 95.3%, which are 22 and 6 people, respectively. For people aged 37 - 46 years, there are few who do the processing of Family Identification

Certificate (KK) and Personal Identification Card (KTP) directly to the Kediri City Population and Civil Registration Office, as many as 2 people out of 30 people who are used as respondents

This means that the majority of respondents are people who are still in productive age, namely between 17-36 years. In the productive age, people are more in need of Family Identification Certificate (KK) and Personal Identification Card (KTP) document services, although sometimes it is undeniable that there are still people over 40 years old who still need to take care of Family Identification Certificate (KK) and Personal Identification Card (KTP). This is also reinforced by the results of an interview with *Bu. Dwi* which says, *“someone who wants to take care of residence documents, specifically a family card and ID card, is not limited by age, with the minimum age of 17 years old”* Moreover, *Bu. Dyah* added that *“the applicant is divided into 3 parts, namely beginners (17 years old who have never recorded an ID card), the elderly, namely parents who have never recorded biometrics because of age constraints that make it difficult to come to the Population and Civil Registration Office, and the last one is the applicant who lost his residence document. They can reapply for his ID card, provided that there must be a letter of loss from the police.”*

1. Respondent Identity Based on Gender

Table 2 Respondent Identity Based on Gender

No	Gender	Total	Percentage
1	Male	15	50%
2	Female	15	50%
	Total	30	100%

(Source : Field Research at April 2021)

From the table above, it can be seen that the number of male respondents who are male is 50%, namely 15 out of 30 people while female respondents are 15 out of 30 people or 50%

This shows that those who take care of KK and KTP at the Population and Civil Registration Service The city of Kediri is evenly matched between women and men.

2. Respondent Identity Based on Education Level

For the distribution of community respondents based on education level, it can be seen in table 3.

Table 3 Respondent Identity Based on Education Levels

No	Education Levels	Total	Percentage
1	<i>Sekolah Dasar</i>	0	0%
2	<i>SLTP/Sederajat</i>	0	0%
3	<i>SLTA/Sederajat</i>	19	63,3%
4	<i>D1/D2/D3</i>	1	3,3%
5	<i>S-1</i>	9	30%
6	<i>S-2 Ke atas</i>	1	3,3%
	Total	30	100%

(Source : Field Research at April 2021)

Based on table number 3 above, it can be seen that many community respondents who take care of KK and KTP at the Department of Population and Civil Registration of Kediri City have at least a diploma education or graduated from high school. The equivalent amount is 19 people or 63.3%.

Education level is not a requirement in managing Population Documents, namely Family Identification Certificate (KK) and KTP, but it can be concluded that the education level of respondents affects

understanding of the procedures for managing Family Identification Certificate (KK) and Personal ID (KTP) at the Department of Population and Kediri City Civil Registration.

3. Respondent Identity Based on Occupations

For the distribution of community respondent questionnaires based on occupation, it can be seen in table 4.

Table 4 Respondent Identity Based on Occupations

No	Occupations	Total	Percentage
1	PNS/TNI/Polri	4	13,3%
2	Private Employees	3	10%
3	Entrepreneur	3	10%
4	Students/Collage Students	15	15%
5	Others	6	6%
	Total	30	100%

(Sumber : Penelitian Lapangan April 2021)

For the number of community respondents based on occupation, it can be seen that most people are still students. The equivalent amount are 15 people or 15%

Diversity of types of work owned by the respondent does not affect the process of managing population documents, namely KK and KTP, because the management or service of Family Identification Certificate (KK) and Personal ID (KTP) does not require a fee. Therefore, different types of work are not one of the factors that affect the need for ownership of Family Identification Certificate (KK) and KTP, and since every community is over 17 years old definitely require the Management of Population Documents, namely Family Identification Certificate (KK) and Personal ID (KTP).

IV.4 Presentation of Data on Accountability in Public Services (Case Study in Family Identification Certificate (KK) and KTP Services at the Department of Population and Civil Registration of Kediri City)

Based on the data collection techniques that the author uses, namely with techniques, interviews, and distributing questionnaires to respondents, The researcher presents the result data on Accountability in Public Service (Case Study in Family Identification Certificate (KK) and KTP Services at the Kediri City Population and Civil Registration Service). The results of data collection researchers present in the form of tables and answers from each respondent, described according to the

researcher's analysis and based on the information provided by the informants.

Table 5 Respondents' answers Regarding the Ease of Service Procedures for KTP and KK at The Department of Population and Civil Registration of Kediri City.

No	Answers	Total	Percentage
1	Strongly Agree	13	43,3%
2	Agree	14	46,7%
3	Neutral	3	10%
4	Disagree	0	0%
5	Strongly Disagree	0	0%
	Total	30	100%

(Source: Field Research at April 2021)

From table 5, it can be seen that there are 13 (43.3%) respondents who think and agree that the service procedures in managing the existing Family Identification Certificate (KK) and KTP are easy to understand by the community or respondents and this is in accordance with the Decree of the Minister of Empowerment of State Apparatus Number KEP/26/M PAN/2/2004. Regarding the transparency and accountability techniques

for the Implementation of Public Services. This proves that respondents already understand about the procedures for managing Family Identification Certificate (KK) and KTP services at the Kediri City Population and Civil Registration Service. This is also supported by the results of interviews that the researcher conducts with Bu. Dwi as the Person in Charge of Accountability Performance at the Department of Population and Civil Registration of Kediri. She explains that the procedures that had been specifically set for the management of population documents, namely Family Identification Certificate (KK) and KTP were made as simple as possible. Therefore the community does not experience difficulties in managing the Population Documents, specifically in managing the Family Identification Certificate (KK) Family Identification Certificate (KK) and KTP documents that must be owned by people over the age of 17 years.

In addition, it is also strengthened by the results of interviews that have been carried out by researcher directly with Bu. Dwi who is the Person in Charge of Public Service Accountability at the Kediri City Population and Civil Registration Service. She informs *“that the Civil Registration Population Service made a service procedure based on*

Presidential Regulation Number 96 of 2018 About Procedures for Population Registration and Civil Registration.”

Hence, researchers can conclude that the majority of people have felt the ease of service procedures in managing population documents at The Department Population and Civil Registration Service. This is also supported by the Performance Achievement in the 2020 Kediri City

INDIKATOR KINERJA DAERAH	TARGET	REALISASI	CAPAIAN KINERJA	KATEGORI
Rasio penduduk ber KTP-EL per satuan penduduk	98,50%	98,35%	99,85%	sangat berhasil
Rasio bayi berakte kelahiran	99,20%	99,11%	99,91%	sangat berhasil
Persentase Kepemilikan KK	96,52%	97,19%	100,69%	sangat berhasil
Kepemilikan akte kelahiran per 1000 kelahiran	75,00%	98,52%	131,36%	sangat berhasil
Cakupan kepemilikan KIA	85,00%	77,47%	91,14%	sangat berhasil
RATA-RATA PROSENTASE CAPAIAN KINERJA			104,59 %	sangat berhasil

Figure 2 The Department Population and Civil Registration Office Annual Performance Report 2020

In the picture above, the target population with an EL-KTP per population unit is 98 .50% with the realization as much as 99.85% in the very successful category, as well as the percentage of Family Identification Certificate (KK) ownership of 100.69% and with the very successful category, here supports the statement of respondents and informants that easy service procedures also affect the power of public interest in taking

care of Resident Documents. This means that the ease of procedures can also increase community participation.

Table 6 Respondents' Answers About the Suitability of Service Requirements with the Type of Service

	Answers	Total	Percentage
1	Strongly Agree	8	26,7%
2	Agree	17	56,7%
3	Neutral	4	13,3%
4	Disagree	0	0%
5	Strongly Disagree	1	3,3%
	Total	30	100%

(Source : Field Research at April 2021)

From the data shown above, the majority of people think and agree that the service requirements in the Kediri City Population and Civil Registration Service are in accordance with the type of service provided, meaning that between employees and the community are in sync in the process of managing Family Identification Certificate (KK) and KTP, the employees are given responsibility to show directions, and what must be

fulfilled by the community who wants manage their Family Identification Certificate (KK) and KTP at the Department Population and Civil Registration of Kediri City Office. Furthermore, the community fulfils what is needed to take care of the Family Identification Certificate (KK) and KTP. Therefore, there is a match between the service procedure and the type of service offered. But there is 1 person or 3.3% of respondents who think and strongly disagree that the service is in accordance with the type of service provided . This is emphasized by *Bu Dwi* that the Petitioner does not pay attention to what is directed by the officer so *“the process is not in accordance with what has been applied, for example in the process of applying for a Family Identification Certificate (KK) reduction family members due to moving out the conditions are only the old SKP and Family Identification Certificate (KK), but here the Kediri City Population and Civil Registration Service is still asked to attach a marriage certificate to the head of the family, birth certificates of other family members, this is in the database needed to complete it because the application for a new Family Identification Certificate (KK) is in in the database, the data is not complete.”* *Bu Dyah* added that *“the applicant was less active in the process of requesting their documents, because everything turned online, therefore the applicant often forget to check how the process had reached*

the making of his Family Identification Certificate (KK) and Personal ID card, sometimes it was rejected but the applicant did not re-upload the required documents, and there was a miscommunication between applicant and officer.”

Table 7 Respondents' Answers Regarding that Employee are Discipline in Providing KK and KTP Services at the The Department of Population and Civil Registration of Kediri City

No	Answers	Total	Percentage
1	Strongly Agree	7	23,3%
2	Agree	16	53,3%
3	Neutral	7	23,3%
4	Disagree	0	0%
5	Strongly Disangree	0	0%
	Total	30	100%

(Source : Field Research April 2021)

From the table presented, it is known that the majority of respondents think that the employees at the Kediri City Population and Civil Registration Service are disciplined in providing Family Identification Certificate (KK) and KTP management services, this means that employees at the Kediri City Population and Civil Registration Service

are considered good in their eyes, especially in terms of discipline in providing Family Identification Certificate (KK) and KTP services.

This is also supported by the results of the researcher's interview with Bu. Dwi as the Person in Charge of Accountability in Public Services at the Department of Population and Civil Registration of the City of Kediri. It is inferred *“that all employees in the Department of Population and Civil Registration of Kediri city are given training once a year”*, and this is also supported by Bu Dyah as the head of the Population Registration section, *“that all employees without exception are given guidance and training or seminars once a year.”*

Based on the observations that have been made by the researcher, it can be concluded that the employees try to be disciplined in all things, both in providing Family Identification Certificate (KK) and KTP management services, as well as in the presence of employees. Thus, with high discipline, it is speed up Family Identification Certificate (KK) and KTP overall services.

Table 8 Respondents' Answers Regarding that Employee are Responsible in Providing KK and KTP Management Services at The Department Population and Civil Registration of Kediri City

No	Answers	Total	Percentage
1	Strongly Agree	5	16,7%
2	Agree	20	66,7%
3	Neutral	5	15,7%
4	Disagree	0	0%
5	Strongly Disagree	0	0%
	Total	30	100%

(Source : Field Research April 2021)

From the table presented by the researcher above, the majority of the people assume that the Kediri City Population and Civil Registration Service employees are responsible for providing population document services, namely Family Identification Certificate (KK) and KTP, with a total of 20 people which is equal to 66.7%. This is also in accordance with the results of the interview conducted by the researcher with *Bu. Dwi* that “*Kediri City Population and Civil Registry employees must be responsible for the services provided to the community*”. Furthermore, the form of responsibility is with the Annual Performance Report reported by the

Kediri City Population and Civil Registration Office. Beside that, employees are also responsible for providing services such as helping people who want to take care of their Family Identification Certificate (KK) and KTP until it is completed and accepted directly by the community.

Moreover, the data that has been obtained by the researcher shows that the majority of people think that employees at the Department of Population and Registration of the City of Kediri are responsible for providing special services for Family Identification Certificate (KK) and KTP services. Responsibility is very important and must be owned by all employees. If employees are responsible then people who want to apply for Family Identification Certificate (KK) and KTP to be content, and it helps eliminate negative views of government agencies.

Table 9 Respondents' Answers about that Employee are Polite and Friendly of in Providing services KK dan KTP at The Department Population and Civil Registration of Kediri City

No	Answers	Total	Percentage
1	Strongly Agree	9	30%
2	Agree	17	56,7%
3	Neutral	4	13,3%
4	Disagree	0	0%
5	Strongly Disagree	0	0%
	Total	30	100%

(Sumber : Penelitian Lapangan April 2021)

Based on the table presented, it can be seen that the majority of respondents Agree that employees who work at the Department of Population and Civil Registration of Kediri City have a fairly polite attitude in providing services to the community.

In accordance with the observations made by the researchers that the data provided is true. The employees are polite and friendly enough to the community in serving the people who take care of Family Identification Certificate (KK) and ID cards, and other document services besides Family

Identification Certificate (KK) and Personal ID cards. A polite and friendly attitude make people feel happy and not see the government bureaucracy as ugly and are reluctant to deal with employees at the Kediri City Population and Civil Registration Service.

Table 10 Respondents' Answers Regarding that in Getting KK and KTP at at The Department Population and Civil Registration of Kediri City there are no fee

No	Answers	Total	Percentage
1	Strongly Agree	10	33,3%
2	Agree	17	56,7%
3	Neutral	3	10 %
4	Disagree	1	3,3 %
5	Strongly Disagree	0	0%
	Total	30	100%

(Source : Field Research April 2021)

In accordance with the table above, the majority of respondents stated and agree that the costs they had to spend for taking care of Family Identification Certificate (KK) and KTP at the Kediri City Population and Civil Registration Office were no Fee . This is also in accordance with the results of interviews conducted by researchers with *Bu Dwi* as the Person in Charge of Accountability Services. The Department of Population and

Civil Registration of the City of Kediri stated that the implementation of public services was a problem of service costs regarding respondents who thought that the costs incurred were unreasonable was explained by Bu Dwi that *“indeed there were those who reported that the costs incurred were not reasonable but the complaint was not processed because absence of evidence.”* This was also confirmed by Bu Dyah that in *“the administration of any Population Document there is no fee at all, which is free, but if there are applicants or the public who find officers asking for fees, the Kediri City Population and Civil Registration Office facilitates a complaint ability that available at the Department of Population and Civil Registration of the City of Kediri or through the innovation SURGA of the Kediri City Government, namely Suara Warga.”*

Table 11 Respondents' answers Regarding That Suitability between the fees paid and the fees that have been set are same

No	Answers	Total	Percentage
1	Strongly Agree	8	26,7%
2	Agree	18	60%
3	Neutral	3	10 %
4	Disagree	1	3,3 %
5	Strongly Disagree	0	0%
	Total	30	100%

(Source : Field Research April 2021)

In table 11 there are 18 respondents or 60% worth ratio, who agree that the costs that must be paid for applying Family Identification Certificate (KK) and KTP arrangements are same . However, there is 1 respondent who disagree and think the costs incurred are not same. This was explained by *Bu Dwi*, that *"it has been stipulated by a government regulation that there is no fee charged for a penny for the administration of Family Identification Certificate (KK) and KTP. For employees who are proven to have collected fees, they immediately be followed up and given sanctions."* But sometimes there are still people who give Thank You money voluntarily, and not because of any coercion from anyone.

Based on observations from researchers that have been carried out by researchers, related to the costs that must be incurred with those that have been set are appropriate. And the employees also do not determine how much the community has to pay or it is free, not a penny is charged. When researchers conducted research, researchers saw that there were people who gave 'gifts' to employees who took care of ID cards and this was given voluntarily because the employees never asked for anything related to the processing of ID cards or other resident documents.

Table 12 Respondents' Answers Regarding Service Standards Provided in terms of KK and KTP Management Services at the Department of Population and Civil Registration Service at Kediri City are Excellent

No	Answers	Total	Percentage
1	Strongly Agree	12	40 %
2	Agree	15	50%
3	Neutral	4	15 %
4	Disagree	0	0%
5	Strongly Disagree	0	0%

	Total	30	100%
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(Source : Field Research April 2021)

Table 12 above can be seen that there are 15 community respondents who think and Agree that the standard of service provided in KK and KTP services at the Kediri City Population and Civil Registration Service is Excellent. It can be concluded that based on the data above, the majority of the community considers the standard of service provided by officers and employees who work at the Department of Population and Civil Registration of Kediri City is Excellent. In other words, the services provided are in accordance with existing standards performed by all employees. For example, the management of Family Identification Certificate (KK) and KTP must be based on the standards of Accountability and Transparency. This has been seen in the Department of Population and Civil Registration of Kediri City.

Table 13 Respondents' Answers Regarding the Employees are Able in Providing KK and KTP Management Services at the Kediri City Population and Civil Registration Service.

No	Answers	Total	Percentage
1	Strongly Agree	11	36,7 %
2	Agree	14	46,7%
3	Neutral	5	16,7 %
4	Disagree	0	0%
5	Strongly Disagree	0	0%
	Total	30	100%

(Sumber : Penelitian Lapangan April 2021)

With the data above, it can be inferred that the majority of respondents said that employees already have the ability to provide a Family Identification Certificate (KK) and Personal ID card service. This is supported by interviews that have been conducted by the researcher with Bu Dwi that *“the Department of Population and Civil Registration of the City of Kediri conducts BinteK activities and enriches knowledge for each of its employees, and is carried out every year for 20 hours of lessons.”*

This is also confirmed by Bu Dyah as the head of the Population Registration section, *“that all employees without exception are given guidance and training or seminars once a year.”*

It can be concluded that most of the employees who have participated in *Bintek* activities and knowledge enrichment are found better in providing services to people who want to apply for Family Identification Certificate (KK) and KTP, in contrast to employees who do not participate in *Bintek* activities and knowledge enrichment, these employees feel confused and awkward in providing a service to the applicant.

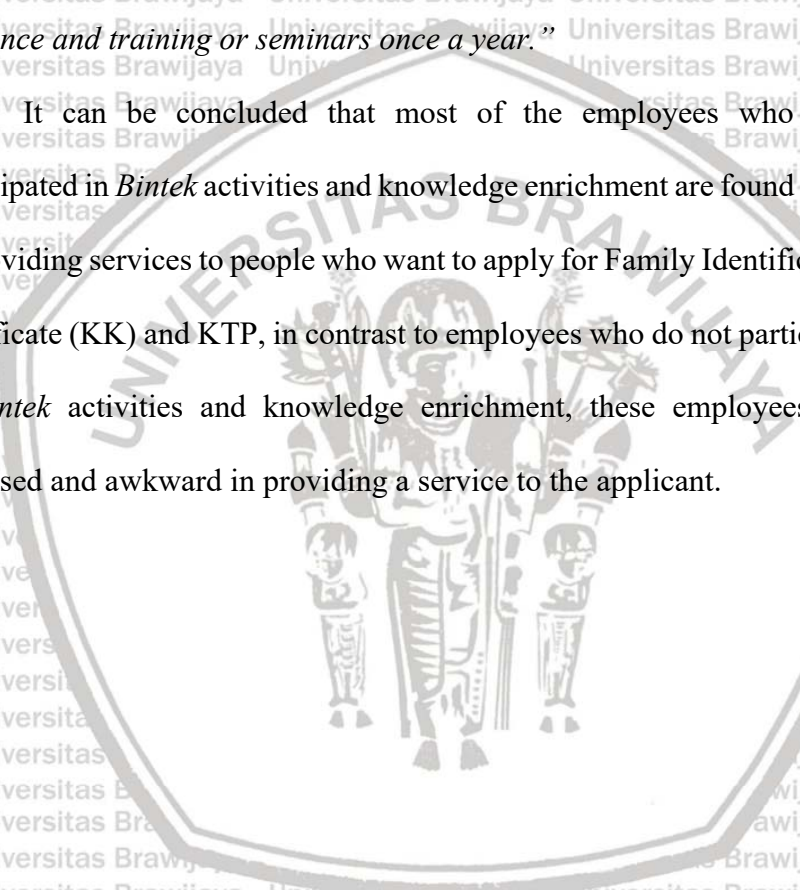


Table 14 Respondents' Answers Regarding That The Department of Population and Civil Registration are Transparent about the Information

No	Answers	Total	Percentage
1	Strongly Agree	6	20 %
2	Agree	19	63,3%
3	Neutral	5	16,7 %
4	Disagree	1	3,3 %
5	Strongly Disagree	0	0%
	Total	30	100%

(Source : Field Research April 2021)

From the data above, it can be seen that the respondent's think and agree that the information that they can receive at the Kediri City Population and Civil Registration Service is Transparent to as many as 19 respondents.

This is also similar to what Bu Dwi said, “*that any information received by the Department of Population and Civil Registration of Kediri City tries to be conveyed directly to the public or through SAKTI.*” and added by Bu Dyah that “*everything that happens at the Department of*

Population and Civil Registration of Kediri City is conveyed through social media so that all people know about it."

Table 15 Respondents' Answers That the Speed of KK and KTP Services at the Kediri City Population and Civil Registration Service are fast

No	Answers	Total	Percentage
1	Strongly Agree	6	20 %
2	Agree	22	73,3%
3	Neutral	1	3,3 %
4	Disagree	2	6,7 %
5	Strongly Disagree	0	0%
	Total	30	100%

(Source : Field Research April 2021)

Table 15 above can be seen that there are 22 (73.3%) respondents who Agree that the service in managing Family Identification Certificate (KK) and KTP at the Population and Civil Registration Office of Kediri City can be carried out quickly, but there are also 2 respondents who disagree that a service is fast.

From the data above, it can be concluded that the speed of service for Family Identification Certificate (KK) and KTP management at the

Department of Population and Civil Registration of the City of Kediri is fast enough and there is no complaint from the applicant or the public. The speed of a service can be seen from the employees who immediately provide services and assist the completion process. However, the respondents who answered contrary usually did not complete the overall process. The incomplete files they provided affected the process of obtaining a family card and ID card, and caused delay in the service process. Regardless, the employee is directly responsible to the community or the applicant and provides any information that must be completed with the files.

**Table 16 Respondents' Answers that The Service Time Schedules
On Time**

No	Answers	Total	Percentage
1	Strongly agree	8	26,7 %
2	Agree	17	56,7 %
3	Neutral	4	13,3 %
4	Disagree	1	3,3 %
5	Strongly Disagree	0	0%
	Total	30	100%

(Sourcer : Field Research April 2021)

Based on table 16, it can be seen that there are 17 respondents who Agree the time of the service time schedule on time and according to what has been determined, but there is 1 person who disagree that it on time.

As stated by Bu Dwi, *“the process of managing Family Identification Certificate (KK) and Personal ID cards according to existing and applicable regulations, namely during the Covid-19 Pandemic, is processed for 5 working days.”* Bu Dyah added that *“there is a new regulation but the decree has not yet been issued, namely the service process for making population documents: Family Identification*

Certificate (KK) and KTP, maximum of 2 working days.” However, sometimes there are still many people who complain that the process is long. However, incidents like this are also caused by the applicant or the public who do not complete the documents that must be completed. Therefore the employee could not serve them.

It can be interpreted that the implementation of the service time schedule should be given more attention by employees in providing a service. Although the majority of people think this is on time, there are still some who think otherwise. Thus, it is better for the employees to explain in more detail about the requirements that must be completed in the management of Family Identification Certificate (KK) and KTP.

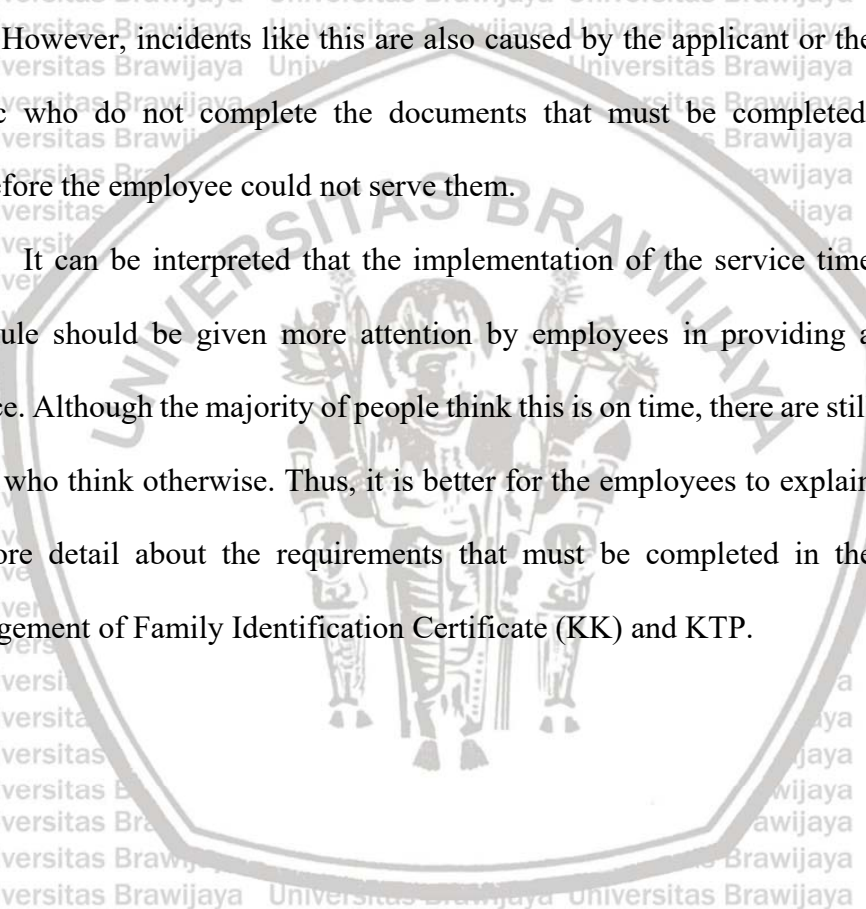


Table 17 Respondents' Answers that in the Department of Population and Civil Registration of the Kediri City is Convenience

No	Answers	Total	Percentage
1	Strongly Agree	9	30 %
2	Agree	16	53,3 %
3	Neutral	6	20 %
4	Disagree	1	3,3 %
5	Strongly Disagree	0	0%
	Total	30	100%

(Source : Field Research April 2021)

From the table presented above, it can be seen that the majority of respondents Agree that the ambience in the Kediri City Population and Civil Registration Service is comfortable and pleasant. There are 16 (53.3%) people who agree it is comfortable. However, there is 1 (3.3%) respondent who stated disagree that it was comfortable. Based on observations that have been made, the employees at the Kediri City Population and Civil Registration Service are friendly and polite in serving them very well, causing the applicant to feel comfortable. For the respondents who stated that they were uncomfortable with the services

provided are the ones who did not complete the documents that must be completed and this makes the Family Identification Certificate (KK) and KTP management employees delay their services and give directions to the applicant to complete the files that must be completed.

Table 18 Respondents' Answers that the The Department of Population and Civil Registration of the Kediri City have Available Good Supporting Facilities

No	Answers	Total	Percentage
1	Strongly Agree	5	16,7 %
2	Agree	18	60 %
3	Neutral	5	16,7 %
4	Disagree	2	6,7 %
5	Strongly Disagree	1	3,3 %
	Total	30	100%

(Source : Field Research April 2021)



From the data in table 18, it can be seen that there are 18 (60%) respondents who agree that the supporting facilities in the Department of Population and Civil Registration of Kediri City are good, but there are 3 respondents who disagree that the supporting facilities are good. This is also strengthened by what was found in the field by researcher that the facilities and infrastructure that support Family Identification Certificate (KK) and KTP services are quite good, but facilities and infrastructure still need to be improved both in terms of quality and quantity, such as increasing the number of Printers and Computers, expanding waiting room located on the page of the Kediri City Population and Civil Registration Office, a photocopy printer, so that the provision of services to the community can be maximized. In a public service process, facilities and infrastructure are the most important things that must be provided and fulfilled by the government, so that they can provide optimal services to applicants or the community. Moreover, this KTP and Family Identification Certificate (KK) always be needed by every Indonesian citizen who is 17 years old and older. The above was also confirmed by Bu Dwi, that *"the Department of Population and Civil Registration of the City of Kediri is expected to improve its infrastructure facilities to further accelerate the service process to the community."*

IV.4 Data Presentation on Obstacles in Applying Accountability Principles in Family Identification Certificate (KK) and KTP Management Services at the Kediri City Population and Civil Registration Office.

In accordance with the data collection technique used by the researcher, namely the interview technique, the following results of data collection have been collected by the researcher regarding Accountability in Family Identification Certificate (KK) and Personal ID (KTP) Services at the Department of Population and Civil Registration of Kediri City are presented which the authors present in the form of descriptive narratives.

The results of the interview with *Bu Dwi* as the person in charge of performance accountability and who is responsible for all problems at the Kediri City Population and Civil Registration Service in applying the Principles of Accountability in Public Services, especially in Family Identification Certificate (KK) and KTP services, of course, must experience various obstacles, *“which are faced by the Office Population and Civil Registration of the City of Kediri in 2020 and 2021, especially in the KTP service, is due to the Force Majeur condition of the COVID-19 outbreak, the implementation of the Health protocol during the Covid-19*

Pandemic, resulting in the recording of KTP being hampered because the recording of the KTP must be done by direct contact with the applicant, this requires additional Health protocol tools that have not been budgeted at the beginning of the fiscal year. Meanwhile, in Family Identification Certificate (KK) services, people are reluctant during this pandemic to change and report on population events they experience, such as changes in education, changes in work, changes in marital status and changes in domicile.” In addition, Bu Dyah said that the “inhibiting factor was the community or applicants who were less active and did not want to learn, because the service process of the Kediri City Population and Civil Registration Service turned to online, many people were lazy and do not want to understand how to apply for population documents.” Even The procedure has been notified on the SAKTI website, this has resulted in delays in the population document service process, the community feels that they are not served even though in the field it is the people themselves who are lazy to check how the progress of their application is, rejected or accepted. If it is rejected and the officer immediately notifies via email or telephone number, but again, the community sometimes when taking care of population documents gives a random phone number and email, even though this is very important if the document is rejected, so that it can be

uploaded again so that everything goes smoothly.

In applying the principles of good governance, there are 3 related elements, namely the government or the state, the private sector and the community, these three elements are closely related to one another.

However, due to the Covid-19 outbreak, the role of the community is hampered in the elements of Good Governance, where the Population and Civil Registration Service is an agency that provides services by making direct contact with applicants, and the Kediri City Population and Civil Registration Service itself is not too ready to face Covid-19, because the budget for implementing the health protocol has not been included in the 2020 budget. Moreover, the lack of activity of the community in making their population documents as explained above that there are still many people who are indifferent as if they don't care about how the progress of the document application is.

IV.5 Data Analysis

In this chapter, the author analyse all the data that has been collected and presented in the previous chapter. As explained in the previous chapter, in this study the author uses a descriptive method with qualitative analysis, where the data and facts that have been obtained in the field to be described as they are and interpret with analysis with the ability

of the researcher's reasoning power to make research conclusions, All data that has been obtained by the researcher are obtained from either direct interviews with the Kediri City Population and Civil Registration Service employees, direct observation or observation of phenomena related to the title that the researcher took, as well as literature study.

To be able to realize Good Governance, it is necessary to enforce Accountability in Public Services, especially in terms of Family Identification Certificate (KK) and KTP services. With the implementation of this system, starting from the simplest things, of course, it is hoped that it can have an impact on even bigger things. In the implementation of public services, this is very necessary and important to do as a benchmark in assessing the system of government and bureaucracy in Indonesia. In this case the Accountability of Family Identification Certificate (KK) and KTP Services at the Department of Population and Civil Registration of the City of Kediri has indicators such as Performance Accountability, Cost Accountability and Accountability of Public Service Products.

With the indicators above, it is to be known how Accountability is in Family Identification Certificate (KK) and KTP services at the Kediri City Population and Civil Registration Service.

IV. 5.1 The Performance Accountability

The concept of Accountability in Indonesia is not new anymore, almost all government agencies and institutions emphasize the administrative function of government. The implementation of public services must be accountable, both to the public and to superiors or leaders of service units of government agencies in accordance with the provisions of the applicable laws and regulations.

To find out the Accountability Performance of Family Identification Certificate (KK) and KTP Services at the Department of Population and Civil Registration of the City of Kediri, The Researcher were analyse indicators of accountability as follows:

IV. 5.2 Accountability of Public Service Performance

Accountability of public service performance can be seen from the process which includes accuracy, accuracy, professionalism of officers or employees, completeness of facilities and infrastructure, clarity of rules and discipline.

In terms of employee professionalism, it can be seen in table 13, namely the table regarding that of employees able to provide a Family Identification Certificate (KK) and ID card management service, in that table the majority of community respondents or applicants agree that

employees at the Kediri City Population and Civil Registration Office stated that employees at the Population and Registration Office Civilians in the City of Kediri have been able to provide Family Identification Certificate (KK) and KTP services, because employees have been provided with technical guidance and knowledge enrichment for 20 hours and are carried out every year. So that if the applicant asks a question related to the Family Identification Certificate (KK) and KTP, the employee has understood it and answer it correctly.

Then in table 18 it can be seen that there are 18 (60%) respondents who agree that the existing facilities and infrastructure at the Kediri City Population and Civil Registration Service that support the implementation of public services specifically in Family Identification Certificate (KK) and *KTP* services are good, it just needs to be improved in terms of service support items such as computers, printers and photocopiers. Because based on what the researcher found in the field, the Department of Population and Civil Registration only has a few printers that function for printing, and it is necessary to add more. Furthermore, for the applicant's waiting room, an addition of air conditioner is highly suggested, since during the day the temperature may increase and cause the applicants to feel uncomfortable. Regarding the clarity of the rules, everything has been

regulated in regional regulation Number 7 of 2015. In addition, it can be seen in table 7 regarding employee discipline, where there are 16 (53.3%) community respondents who agree that the employees at the Department of Population and Civil Registration of the City of Kediri are disciplined in serving the needs of the applicant or the community, especially in the management of Family Identification Certificate (*KK*) and *KTP*.

Thus, it can be concluded that the professionalism of employees and the completeness of facilities and infrastructure, clear rules and high discipline it is greatly support a process of providing public services at the Kediri City Population and Civil Registration Office. In consequence, this is certainly give satisfaction to the people who apply for Population Documents in the City of Kediri. Moreover, to find out how far the Accountability of Service Performance of the Kediri City Population and Civil Registration Service is, the researcher conducted an interview with *Bu Dwi* as the Person in Charge of Service Accountability at the Kediri City Population and Civil Registration Service. So to find out the extent to which the Service Performance Accountability of the Kediri City Population and Civil Registration Service is carried out, an evaluation of the implementation of *SAKIP*, both the performance achievements or the results of the Kediri City Population and Civil Registration Service, is in

accordance with what is mandated in the National Medium Term Development Plan (*RPJMN*) Development Plan Regional Medium Term (*RPJMD*) and *SKPD* Strategic Plans. To carry out the SAKIP evaluation, the Ministry of PAN&RB issued a Regulation of the Minister for Empowerment of State Apparatus and Bureaucratic Reform of the Republic of Indonesia Number 12 of 2015 concerning Guidelines for Evaluation of the Implementation of the Performance Accountability System of Government Agencies.

PERMENPAN RB NO. 12 TAHUN 2015		
Komponen	Bobot	Sub Komponen
Perencanaan Kinerja	30%	a. Rencana Strategis (10%), meliputi: Pemenuhan Renstra (2%), Kualitas Renstra (5%) dan Implementasi Renstra (3%) b. Perencanaan Kinerja Tahunan (20%), Meliputi Pemenuhan RKT (4%), Kualitas RKT (10%) dan Implementasi RKT (6%).
Pengukuran Kinerja	25%	a. Pemenuhan Pengukuran (5%) b. Kualitas Pengukuran (12,5%) c. Implementasi Pengukuran (7,5%)
Pelaporan Kinerja	15%	a. Pemenuhan Pelaporan (3%) b. Kualitas Pelaporan (7,5%) c. Implementasi Pelaporan (4,5%)
Evaluasi Internal	10%	a. Pemenuhan Evaluasi (2%) b. Kualitas Evaluasi (5%) c. Implementasi Evaluasi (3%)
Capaian Kinerja	20%	a. Kinerja yang dilaporkan (output) (5%) b. Kinerja yang dilaporkan (outcome) (10%) c. Kinerja yang dilaporkan (benchmark) (5%)
Total	100%	

Figure 3 *Permenpan RB No 12 Tahun 2015 (Permenpan RB No 12 of 2015 (document of the Department of Population and Civil Registration of the City of Kediri, 2020)*

PENGKATEGORIAN PERINGKAT (RATING)

NO	KATEGORI	NILAI ANGKA	INTERPRETASI
1.	AA	> 90 – 100	Sangat Memuaskan
2.	A	> 80 – 90	Memuaskan , memimpin perubahan, berkinerja tinggi, dan sangat akuntabilitas
3.	BB	> 70 – 80	Sangat Baik , akuntabilitas kinerjanya baik, memiliki sistem manajemen kinerja yang andal
4.	B	> 60 – 70	Baik , akuntabilitas kinerjanya sudah baik, memiliki sistem yang dapat digunakan manajemen kinerja, dan perlu sedikit perubahan
5.	CC	> 50 – 60	Cukup (memadai), akuntabilitas kinerjanya cukup baik, taat kebijakan, memiliki sistem yang dapat digunakan untuk memproduksi informasi kinerja untuk pertanggung jawaban, dan perlu banyak perbaikan tidak mendasar
6.	C	> 30 – 50	Kurang , sistem dan tatanan kurang dapat diandalkan, memiliki sistem untuk manajemen kinerja tapi perlu banyak perbaikan minor dan perbaikan yang mendasar.
7.	D	0 – 30	Sangat Kurang , sistem dan tatanan tidak dapat diandalkan untuk penerapan manajemen kinerja; perlu banyak perbaikan, sebagian perubahan yang sangat mendasar.

Figure 4 Categorization of Ratings (Document of the Department of Population and Civil Registration of the City of Kediri 2020)

LKJP SKPD are also reviewed by the Inspectorate based on *Permanpan RB* Number 53 of 2014 concerning Technical Guidelines for Performance Agreements, Performance Reporting and Procedures for Reviewing Performance Reports of Government Agencies. And in reporting this performance report a maximum period of 2 months after the end of the fiscal year. The performance of Family Identification Certificate (KK) and KTP services can be said to be achieved, namely if the performance is achieved due to a driving factor, for example an increase in quantity or updating and upgrading of facilities and infrastructure, an increase in human resources or an innovation that helps the implementation of services to increase performance achievement, the Department of Population and Civil Registration of the City of Kediri

issued a an innovation, namely 3 in 1 and 2 in 1, an innovation to accelerate a Family Identification Certificate (KK) and Personal ID card service at the same time. This innovation is not only in Family Identification Certificate (KK) and KTP services. But can adjust what documents are handled by the applicant. This means that the Department of Population and Civil Registration of the City of Kediri has achieved its performance in Family Identification Certificate (KK) and KTP services. The Population Service's Annual Performance Report, it shows that all of its performance targets are in the Very Successful Category.

INDIKATOR KINERJA DAERAH	TARGET	REALISASI	CAPAIAN KINERJA	KATEGORI
Rasio penduduk ber KTP-EL per satuan penduduk	98,50%	98,35%	99,85%	sangat berhasil
Rasio bayi berakte kelahiran	99,20%	99,11%	99,91%	sangat berhasil
Persentase Kepemilikan KK	96,52%	97,19%	100,69%	sangat berhasil
Kepemilikan akte kelahiran per 1000 kelahiran	75,00%	98,52%	131,36%	sangat berhasil
Cakupan kepemilikan KIA	85,00%	77,47%	91,14%	sangat berhasil
RATA-RATA PROSENTASE CAPAIAN KINERJA			104.59 %	sangat berhasil

Figure 5 The 2020 Performance Report of The Department Population and Civil Registration Kediri City

E-KTP and KK Ownership from year to year always increase, where in 2020 the number of residents with ID cards in Kediri City is

211,171 people while the number of residents required to have ID cards is 214,722 people. However, it is compared the ratio of residents with ID cards is 98.35%, this realization is slightly below the target that has been planned in the 2020-2024 RENSTRA, which is 98.50%. However, with this realization, the performance achievement for the ratio of the population with ID cards is 99.84% and is included in the very successful category, then for the KK, it is presented in the following figure.



Figure 6 Performance Report 2020 of The Department

Population and Civil Registration Kediri City

The indicator used to measure this target indicator is the number of mandatory KK or the number of KK that should exist, in 2020 the number of KK ownership is 96,904 families out of 99,706 household heads who are required to have a KK or 97.19% realized, here the performance achievement is higher than the target which has been determined in the 2020-2024 RENSTRA of 96.52% or the performance achievement of

100.69% with a very successful conclusion. The Department of Population and Civil Registration of the City of Kediri here means that it has carried out its duties to serve the community well and in accordance with the Decree of the Minister of *Keputusan Menteri Pendayagunaan Aparatur Negara No.26/KEP/M.PAN/2/2004*. Regarding general guidelines for the implementation of Public Services. But here the Department of Population and Civil Registration, according to what researchers have observed during the research, is that the publication of this Annual Performance Report is not uploaded on the website of the Department of Population and Civil Registration of the City of Kediri where it makes it easier for the public to find out the Annual Performance Accountability Report of the Department of Population and Civil Registration. Kediri City, but uploaded on the Kediri City SAKIP website, which is still foreign for the public to know about. The Department of Population and Civil Registration of the City of Kediri does not have an agenda to conduct socialization related to *LKjLP* to the public.

IV. 5.3 Accountability of Public Services Fees

To see the accountability of service fees collected in accordance with the provisions of the laws and regulations that have been set and

Public Complaints related to irregularities in the cost of public services.

Must be handled by an officer or official appointed based on a decree or assignment letter from the authorized official.

Based on these indicators, it can be concluded in table 10, which is about the suitability between the costs that must be incurred with the costs that have been set in the table, it can be seen that the majority of people think that the costs that must be incurred for KK and KTP services are in accordance with those set by the government, at any cost.

Interviews that have been conducted by researchers with *Bu Dwi* and *Bu Dyah* as the Persons in Charge of Accountability for Services at the Department of Population and Civil Registration of the City of Kediri and the Head of Population Registration stated that the fees set by the government which explained that making KK and KTP were not charged a penny. However, sometimes there are people who give gifts to employees who have helped in the management of KK and KTP, of course, this activity is not coerced by employees who work to take care of KK and KTP. With the information above, it can be concluded that the problem of cost is an important problem in public services, so the slightest fee must be open or transparent to the public, so that if there is a misunderstanding.

This is supported by facilitating the community to report if there is a deviation.



Figure 7 Complaint Hotline (Field Research 2021)

The public can report via SURGA (Voice of the Citizens) which is the complaint hotline for the people of Kediri City or through the Central *Dispendukcapil* Hotline HALO DUKCAPIL. The public can report directly to the Kediri City Population and Civil Registration Office because the City of Voices has been provided which is located in the Customer Service Section.



Figure 8 Field Documentation 2021

IV.5.4 Accountability of Public Services Products

A government agency can be said to be a public service if the activities carried out can produce public goods. Accountability for public service products includes technical and administrative requirements that must be clear and accountable in terms of the quality and validity of service products. Procedures and performance mechanisms must be simple and understandable, so that they can be carried out in accordance with the provisions that have been set. Service products are received correctly, accurately and legally.

The results of the researcher's interview with *Bu Dwi* as the Person in Charge of Service Accountability at the Department of Population and Civil Registration of Kediri City, that all management of the *Adminduk* Document must be taken care of by the person concerned or his family listed in one KK. If not, the applicant must attach a Power of Attorney signed by the attorney on stamp duty. , this is to avoid documents being processed and accepted by those who are not entitled or to prevent the practice of middlemen in managing administrative documents. All administrative outputs are 23 Population Documents and two Population databases which have legal consequences. In the implementation of Civil Registration and Population Registration Services, errors can occur in the

Provision of Civil Registration Deeds or resident registration documents, either intentionally or unintentionally. As for the material validity of the printed document, it can be done by scanning a QR (quick response) using a scanner on the application on the Smartphone. The QR code in this document is a replacement for the signature and wet stamp that used to be printed with security printing. Then added by *Bu Dyah* that all those concerned must bring other identification cards to take the Population documents, namely KK and KTP if the person who takes the person who is not concerned is expected to bring a Power of Attorney.

IV.5.5 The Obstacles implementing of Accountability at The Department of Population and Civil Registration of Kediri City

The obstacles faced in applying the principle of Accountability in KK and KTP Services at the Kediri City Population and Civil Registration Service include the following:

1. Lack of Community Participation.

In applying the principles of Good Governance there are three namely Government, Private and Community. These three elements are very closely related. Which means it plays a fairly important role, one of which is the community. Here the role of the

community in realizing good governance can be done in daily activities. However, due to the COVID-19 pandemic, public participation was hampered, resulting in the recording of KTP being hampered because the recording of KTP had to be done in direct contact with the applicant, this required additional Health protocol tools that had not been budgeted for at the beginning of the fiscal year. Meanwhile, in KK Services, people are reluctant during this pandemic to change and report on population events they experience, such as changes in education, changes in employment, changes in marital status and changes in domicile.

In addition to Covid-19, another inhibiting factor is the community or applicants who are less active and do not want to learn, because the service process of the Kediri City Population and Civil Registration Service has switched to online, many people are lazy and don't want to understand how to apply for population documents, even administrative procedures. The method has been notified on the SAKTI website, this has resulted in delays in the population document service process, the community feels that they are underserved even though in the field it is the people themselves who are lazy to check how the progress of their

application is, rejected or accepted. If it is rejected and the officer immediately notifies via email or telephone number, people sometimes when taking care of population documents give a random phone number and email, even though this is very important if the document is rejected, so that it can be uploaded again so that everything goes smoothly. The Covid-19 outbreak and the less active society affect the implementation of the principles of Good Governance, namely the principle of Accountability.

IV.5.6 Founding of Gaps

In order to implement Accountability within the Department of Population and Civil Registration of the City of Kediri, of course it has a guideline or reference in implementing it. In the *Keputusan Menteri Pendayagunaan Aparatur Negara Nomer 26 Tahun 2004* concerning general guidelines for the implementation of Public Services, that the implementation of public services must be accountable both to the public and to service units of government agencies in accordance with the provisions of laws and regulations.

Public Service Accountability includes :

1. Public Service Performance Accountability
2. Accountability of Public Service Fees
3. Public Service Product Accountability

Public Service Accountability in KK and KTP Services at The Department of Population and Civil Registration of Kediri City Service is as follows :

1. Public Service Performance Accountability

Public Service Performance Accountability can be seen from the process which includes accuracy, accuracy, professionalism of officers or employees, completeness of facilities and infrastructure, clarity of rules and discipline. In terms of employee professionalism in the ability to provide a KK and ID card management service, the employee is declared capable of providing a KK and KTP card service because the employee has been provided with technical guidance and knowledge enrichment for 20 hours and is carried out annually. The facilities and infrastructure at The Department of Population and Civil Registration of Kediri City are good, but they need to be improved to support services to the community. Such as the limited waiting room, requiring the public to wait outside the room which is very hot, the bathroom is only 1 piece and the condition is very dirty, other supporting facilities, such as printers for printing family cards, there are only 1 unit, photocopy machines are also only available 1 only fruit, where this facility needs to be increased in

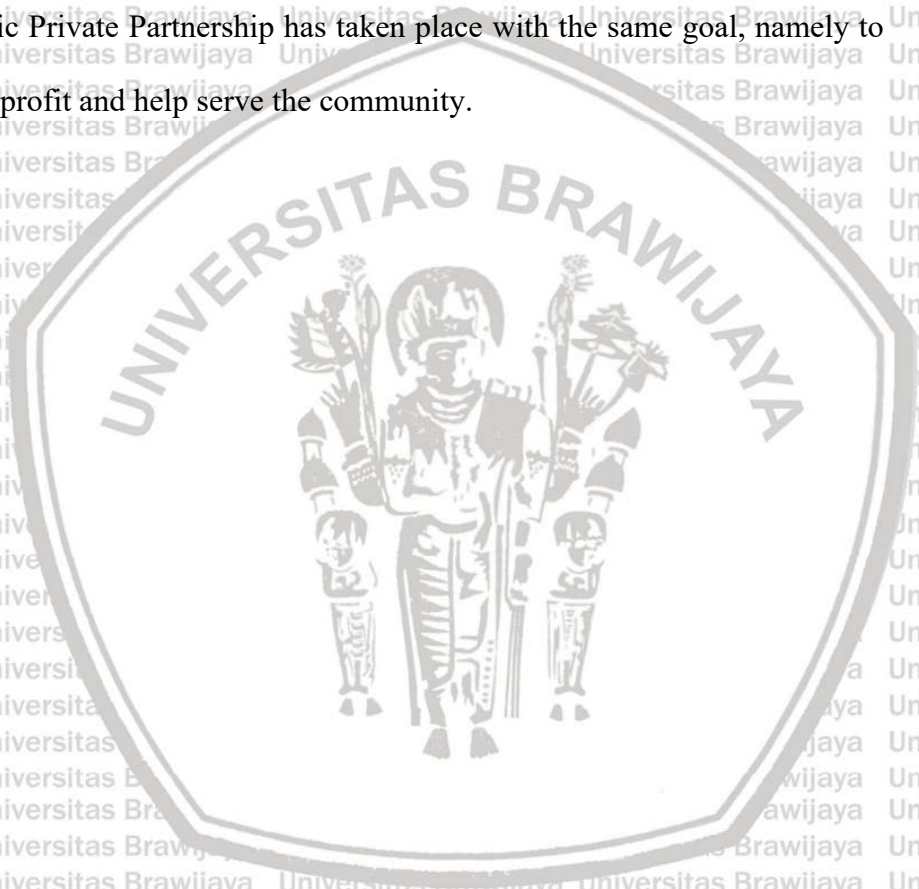
number and quality to support public services, For clarity of the rules everything has been set in *Peraturan Daerah Nomor 7 Tahun 2015*, for employee discipline that Civil Servants are disciplined in serving the needs of the applicant or the community in particular in the management of KK and KTP. However, for the principle that Public Service Performance must be accountable for by both parties, Leader and also the community. This has not been implemented because The Department of Population and Civil Registration of Kediri City does not publish an Annual Accountability Report to The Community. Or upload it to the official website of The Department of Population and Civil Registration and Civil Registration of Kediri City.

IV.5.6 The Public Service Delivered by Private and Public Sector.

It cannot be denied that the times have made everything dynamic and in accordance with the conditions in the field, where the development of public services is not only carried out by the government but the private sector is also involved in government institutions. But for public services that are private, such as population document data, namely KK and KTP, it may not be possible to implement it, because this KK and KTP are

personal data concerning a person's privacy where this data is very important where the State is obliged to protect the population document data of its people listed in *Undang-Undang Nomer 24 Tahun 2013 tentang Undang-Undang Adminduk* Stated that "*data perserorangan tertentu yang disimpan, dirawat dan dijaga kebeneran serti dilindungi kerahasiaanya*" Here it is very clear that only the state or the public sector may access population data. But there is another collaboration that the public sector and the private sector can do, namely the Public Private Partnership where this is regulated in *Peraturan Presiden No. 38 Tahun 2015*, According to *Peraturan Presiden* above is cooperation between the Public Sector and Private sector entities in providing infrastructure for the public interest by referring to the specifications that have been previously determined by the person in charge of the project. Cooperation can be carried out, there are 3 stages of the Public Private Partnership, namely planning, preparation and transaction. The concept of this Public Private Partnership benefits the state as the owner of the assets because the private sector can provide financial assistance in infrastructure development and carry out operations if the assets used as objects have completed the development process, each party also benefits directly or indirectly from this cooperation. Which is beneficial for both parties. As is currently

happening, where the government is collaborating with the private sector in dealing with the booming Covid-19 cases, it can be seen here that a Public Private Partnership has taken place with the same goal, namely to earn profit and help serve the community.



CHAPTER V : CONCLUSIONS

Based on Research Questions

in this chapter the researcher draw some conclusions from the results of the field research that the researcher has done, and provide suggestions as the final step in writing the results of this study.

V.1 Conclusion

1. Accountability in public services, especially KK and KTP services at the Kediri City Population and Civil Registration Service, was said went well, this is supported by the indicators in accountability and the value is in the good category, Service performance accountability indicators The public service went well, this is also supported by the Kediri City Population and Civil Registration Office employees who are able and understand the main duties and functions of each, and this is what the majority of the community or applicants feel helped in managing population documents, specifically KK and KTP and also the Department of Population and Civil Registration every year always report the results of their performance for accountability and are checked by the inspectorate, with a satisfactory *Lakip* score. For accountability Public Service Fee , it went well, where employees at the Kediri

City Population and Civil Registration Service do not charge a penny where the Kediri City Population and Civil Registration Service has implemented what has been set by the government.

Although sometimes there are applicants who give a gift to an employee of the Kediri City Population and Civil Registration Office to say thank you, and this is of course without coercion from the employee, and the public never feels restless about it because it is purely a personal initiative. Meanwhile, The Accountability indicators for Public Service Products are considered good by the majority of the community because the requirements for public service products are in accordance with the results of the service product itself, namely in the form of KK and KTP.

2. After the researchers saw firsthand what conditions were happening in the field, it was found several obstacles in implementing the principles of Good Governance, namely the principle of accountability in public services, especially KK and KTP at the Kediri City Population and Civil Registration Office. and socialization carried out by the Kediri City Population and Civil Registration Office, due to the Covid-19 Pandemic and the lack of active community participation, hampering community

participation in the form of making KK and KTP, where people are lazy to come to the Kediri City Population and Civil Registration Office because of the existence of The Covid-19 pandemic, and the lack of willingness of the people themselves to learn about this new thing, are enough to hinder the implementation of the Good Governance Principles, namely the Accountability Principle.

V.2 Suggestions

The researchers wants to give suggestions that :

1. The Department of Population and Civil Registration of the City of Kediri, is a government agency closest to the community where its services involve directly with the community. However, employees are expected to serve the needs of the community in managing KK and KTP as well as possible by not forgetting to pay attention to the Principle of Accountability in Public Service.
2. Providing motivation and enthusiasm for public service providers, can be shown in the form of rewards for those who provide or show a work performance and a sanction for those whose performance is not good, this is of course carried out by the Population and Civil Registration Service. Kediri City.

3. Providing convenience for the public to access various information related to public service information, such as access to SAKTI which can only be accessed by residents of the City of Kediri, which contains procedures for applying for population documents.

Only residents of Kediri City, namely residents of other cities who may want to change their domicile in Kediri City so they cannot access the information they need. It would be nice if SAKTI could be accessed by everyone who needed population information. This means that here, more intensive socialization can be carried out regarding the above problems, and improving the SAKTI Web again or by providing other special access with a new web or page for residents outside the City of Kediri if they want to take care of their residence documents.

4. The community should participate in the management of KK and KTP at the Kediri City Population and Civil Registration Office, where the public does not need to be afraid and worried, because the Kediri City Population and Civil Registration Service has implemented Health protocols and made new innovations, namely serving population documents via WhatsApp or online, and make it easier for the public or applicants to print KK online or can be

printed by the relevant applicant. Then it is hoped that the community to be more active in learning how to apply for documents through *SAKTI*. If the community actively participates, it support the smooth implementation of the Good Governance Principles, namely Accountability.

5. Create a new agenda for outreach to the public related to the Annual Performance Accountability Report, and upload the Annual Performance Accountability Report not only on the Kediri City SAKIP website, it can be uploaded on the *Dispendukcapil* website itself, so that it is easier for the public to know and access it.

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Attachments

Research Instruments

1. Pedoman Wawancara

Menurut Locke, Spiduso, dan Silverman (2013) dalam Creswell (2014), menjelaskan bahwa focus penelitian merupakan focus pada tujuan melakukan penelitian serta apa yang ingin dicapai, sementara itu, menurut Moelong (2014:97) menjelaskan bahwa focus penelitian pada dasarnya adalah masalah pokok yang bersumber dari pengalaman peneliti atau melalui pengetahuan yang diperolehnya melalui kepustakaan ilmiah ataupun kepustakaan lainnya.

Dengan pemahaman tersebut, focus penelitian yang sesuai dengan rumusan masalah dan tujuan penelitian yang di ambil oleh peneliti adalah :

1. Akuntabilitas Pelayanan Publik dalam Pembuatan Kartu Keluarga dan

Kartu Tanda Penduduk di Dinas Kependudukan dan Pencatatan Sipil Kota Kediri.

a. Akuntabilitas Pelayanan

a) Kinerja Pelayanan Publik

1. Akuntabilitas kinerja pelayanan public dapat dilihat berdasarkan proses yang antara lain meliputi : tingkat ketelitian atau akurasi, profesionalitas petugas, kelengkapan sarana dan prasarana, kejelasan

aturan termasuk kejelasan kebijakan atau peraturan perundang-undangan dan kedisiplinan.

2. Akuntabilitas kinerja pelayanan public harus sesuai dengan standar atau akta atau janji pelayanan public yang ditetapkan.

3. Standar pelayanan public harus dapat dipertanggungjawabkan secara terbuka, baik kepada public maupun kepada atasan atau pimpinan unit pelayanan instansi pemerintah, apabila terjadi penyimpangan dalam hal pencapaian standar harus dilakukan upaya perbaikan

4. Penyimpangan yang terkait dengan akuntabilitas kinerja pelayanan public harus diberikan kompensasi kepada penerima pelayanan.

5. Masyarakat dapat melakukan penelitian terhadap kinerja pelayanan secara berkala sesuai mekanisme yang berlaku.

6. Masyarakat dapat melakukan penelitian terhadap kinerja pelayanan secara berkala sesuai mekanisme yang berlaku.

7. Disediakan mekanisme pertanggungjawaban bila terjadi kerugian dalam pelayanan public, atau jika pengaduan masyarakat tidak mendapat tanggapan sesuai dengan waktu yang telah ditentukan.

b) Biaya Pelayanan Publik

1. Biaya pelayanan dipungut sesuai dengan ketentuan peraturan perundang-undangan yang telah ditetapkan

2. Pengaduan masyarakat yang terkait dengan penyimpangan biaya pelayanan public, harus ditangani oleh petugas atau pejabat yang ditunjuk berdasarkan Keputusan atau Surat Penugasan dari pejabat yang berwenang.

c) Produk Pelayanan

1. Persyaratan teknis dan administrative harus jelas dan dapat dipertanggungjawabkan dari segi kualitas dan keabsahan produk pelayanan.

2. Prosedur dan mekanisme kerja harus sederhana dan dilaksanakan dengan ketentuan yang telah ditetapkan

3. Produk pelayanan diterima dengan benar, tepat dan sah.

2. Hamabatan-Hambatan

a. Hambatan-Hambatan apa saja dalam menerapkan Akuntabilitas dalam Pelayanan Publik.

Informants Interview

Narasumber 1 : Bu Dwi Sebagai Penanggung Jawab Akuntabilitas Kinerja dan Biaya di Dinas Kependudukan dan Pencatatan Sipil Kota Kediri.

Narasumber 2 : Bu Dyah Kasi Pendaftaran Penduduk.

A) Akuntabilitas Kinerja

1. Bagaimana Dinas Kependudukan dan Pencatatan Sipil Kota Kediri membuat sebuah Aturan ?
2. Bagaimana Dinas Kependudukan dan Pencatatan Sipil Kota Kediri Membekali pegawai untuk melakukan pelayanan public?
3. Bagaimana Dinas Kependudukan dan Pencatatan Sipil memberikan Pelayanan Publik kepada Masyarakat agar Masyarakat mau mengurus Dokumen Kependudukan?
4. Apa yang dilakukan Dinas Kependudukan dan Pencatatan Sipil Kota Kediri untuk meningkatkan Kinerja nya dalam Pelayanan kepada Masyarakat?
5. Bagaimanakah Masyarakat bisa mendapatkan sebuah informasi dari Dinas Kependudukan dan Pencatatan Sipil Kota Kediri?

6. Bagaimana Dinas Kependudukan dan Pencatatan Sipil Kota Kediri mempertanggung jawabkan kinerjanya?
7. Apakah ada sebuah indicator tersendiri, yang membuktikan bahwa Dinas Kependudukan dan Pencatatan Sipil Kota Kediri sudah Akuntabel dalam mempertanggung jawabkan Kinerjanya?
8. Apakah ada jangka waktu sendiri untuk melaporkan kinerja Dinas Kependudukan dan Pencatatan Sipil Kota Kediri ?
9. Apakah dasar Dinas Kependudukan dan Pencatatan Sipil Kota Kediri untuk membuat sebuah laporan kinerja?
10. Di dalam laporan kinerja tahunan Dinas Kependudukan dan Pencatatan Sipil Kota Kediri di sebutkan bahwa perekaman KTP dan KK kurang maksimal , lalu apa Langkah yang dilakukan oleh Dinas Kependudukan dan Pencatatan Sipil Kota Kediri ?
11. Jika sebuah kinerja itu tercapai khusus nya dalam pelayanan KK dan KTP itu di dukung dengan apa?

B) Akuntabilitas Biaya

1. Bagaimana Dinas Kependudukan dan Pencatatan Sipil Kota Kediri menetapkan biaya pelayanan public?

2. Apa acuan Dinas Kependudukan dan Pencatatan Sipil Kota Kediri menetapkan biaya pelayanan public kepada masyarakat?
3. Apakah Dinas Kependudukan dan Pencatatan dan Kota Kediri memfasilitasi Masyarakat jika adanya pengaduan terkait dengan adanya penyimpangan biaya?
4. Jika ada, bagaimana prosedur pengaduan nya?
5. Apakah ada biaya untuk pengurusan KK dan KTP?
6. Apakah sejauh ini ada aduan terkait dengan biaya pengurusan KK dan KTP?
7. Jika ada sebuah pengaduan dari Masyarakat biaya pelayanan KK dan KTP apa yang dilakukan Dinas Kependudukan dan Pencatatan Sipil Kota Kediri ?

C) Akuntabilitas Produk Pelayanan Publik

1. Bagaimana Dinas Kependudukan dan Pencatatan Sipil Kota Kediri membuat sebuah prosedur pembuatan KK dan KTP?
2. Dalam Pembuatan Prosedur, Pembuatan KK dan KTP Dinas Kependudukan dan Pencatatan Sipil Kota Kediri berdasarkan apa?
3. Bagaimana Dinas Kependudukan dan Pencatatan Sipil Kota Kediri, Meningkatkan Kualitas Pelayanan yang diberikan oleh pegawai?

4. Apakah ada sanksi tersendiri jika pegawai kurang disiplin dalam melakukan pelayanan public ?
5. Bagaimana Dinas Kependudukan dan Pencatatan Sipil Kota Kediri memastikan bahwa produk pelayanan nya diterima dengan tepat dan sah?

D) Hambatan- Hambatan

1. Hambatan-Hambatan apa saja yang dirasakan dalam menerapkan Akuntabilitas dalam Pelayanan Publik, khusus nya pelayanan KK dan KTP?
2. Faktor Penghambat apa yang menjadi penghambat penerapan Akuntabilitas dalam Pelayanan Publik, Khusus nya dalam Pelayanan KK dan KTP?
3. Bagaimana Dinas Kependudukan dan Pencatatan Sipil Kota Kediri mengatasi factor penghambat tersebut?

Questionnaire

Pembuatan Kuisioner ini di tunjukan untuk Masyarakat yang Pernah/Sedang pengurusan dokumen kependudukan khusus nya adalah Pelayanan KK dan KTP di Dinas Kependudukan dan Pencatatan Sipil Kota Kediri dengan menggunakan Metode Goolgle Form dan peneliti membutuhkan 30 Responden di karenakan sedang adanya Pandemic Covid-19 menjadi terbatas, karena pembatasan jumlah masyarakat yang dilayani di Dinas Kependudukan dan Pencatatan Sipil Kota Kediri , Peneliti memilih menggunakan Metode Kuisioner adalah bahwa sesuai dengan keputusan Menteri Pendayagunaan Aparatur Negara Nomor KEP/26/M.PAN/2/2004 tentang Teknik Tranparasi dan Akuntabilitas Penyelenggaraan Pelayanan Publik, karena dalam pelayanan public ini masyarakat lah yang merasakan pelayanan public tersebut, dan masyarakat lah juga yang bisa menilai bagaimana pelayanan public itu sendiri, yang nanti akan peneliti simpulkan dengan wawancara yang telah peneliti lakukan di Dinas Kependudukan dan Pencatatan Sipil Kota Kediri.

Pembuatan Kuisioner ini juga mengacu pada keputusan Menteri Pendayagunaan Aparatur Negara Nomor KEP/26/M.PAN/2/2004 tentang Teknik Tranparasi dan Akuntabilitas Penyelenggaraan Pelayanan Publik.

Yang di dalam nya memuat Teknik atau tata cara penyelenggaraan transparansi dan akuntabilitas untuk pelayanan public. Dan kuisisioner ini di sebarakan melalui Online dan offline tetapi karena adanya pandemic penyebaran offline atau secara langsung nya dibatasi penyebaran nya di lokasi penelitian. Kuisisioner ini di tujukan untuk para pengguna layanan KK dan KTP.

1. Berapakah Usia Anda?

- ☐ 17-26 Tahun
- ☐ 27-36 Tahun
- ☐ 37-46 Tahun
- ☐ >46 Tahun

2. Jenis Kelamin

- ☐ Perempuan
- ☐ Laki-Laki

3. Tingkat Pendidikan

- ☐ SD
- ☐ SLTP/Sederajat
- ☐ SLTA/Sederajat
- ☐ DI/D2/D3



o SI

o S2 Ke atas

4. Pekerjaan

o PNS/TNI/POLRI

o Pegawai Swasta

o Wiraswasta/Usahawan

o Mahasiswa

o Lainnya

5. Prosedur Pelayanan KK dan KTP di Dinas Kependudukan dan

Pencatatan Sipil Kota Kediri Mudah

o Sangat Setuju

o Setuju

o Netral

o Tidak Setuju

o Sangat Tidak Setuju

6. Persyaratan Pelayanan dengan Jenis Pelayanan nya sudah sesuai

o Sangat Setuju

o Setuju

o Netral

o Tidak Setuju



- Sangat Tidak Setuju

7. Pegawai Disiplin dalam Memberikan Pelayanan Pengurusan KK dan KTP di Dinas Kependudukan dan Pencatatan Sipil Kota Kediri.

- Sangat Setuju
- Setuju
- Netral
- Tidak Setuju
- Sangat Tidak Setuju

8. Pegawai Bertanggung Jawab dalam Memberikan Pelayanan KK dan KTP

- Sangat Setuju
- Setuju
- Netral
- Tidak Setuju
- Sangat Tidak Setuju

9. Pegawai Sopan dan Ramah Dalam Memberikan Pelayanan KK dan KTP

- Sangat Setuju
- Setuju
- Netral
- Tidak Setuju
- Sangat Tidak Setuju

10. Biaya Wajar Dalam Mendapatkan Pelayanan KK dan KTP

- Sangat Setuju
- Setuju
- Netral
- Tidak Setuju
- Sangat Tidak Setuju

11. Biaya Sesuai dengan apa yang di Bayar Dengan yang Telah di Tetapkan

- Sangat Setuju
- Setuju
- Netral





- Tidak Setuju
- Sangat Tidak Setuju

12. Standar Pelayanan Yang di Berikan Dalam Pelayanan KK dan KTP dalam kategori baik.

- Sangat Setuju
- Setuju
- Netral
- Tidak Setuju
- Sangat Tidak Setuju

13. Pegawai mampu dalam Memberikan Pelayanan KK dan KTP

- Sangat Setuju
- Setuju
- Netral
- Tidak Setuju
- Sangat Tidak Setuju

14. Pelayanan KK dan KTP di Dinas Kependudukan dan Pencatatan Sipil Kota Kediri berjalan cepat.

- Sangat Setuju
- Setuju
- Netral



- Tidak Setuju
- Sangat Tidak Setuju

15. Dispendukcapil Kota Kediri terbuka akan Informasi dan Dapat

Diterima Oleh Masyarakat

- Sangat Setuju
- Setuju
- Netral
- Tidak Setuju
- Sangat Tidak Setuju

16. Pelaksanaan Terhadap Jadwal Waktu Pelaksanaan dan tepat waktu.

- Sangat Setuju
- Setuju
- Netral
- Tidak Setuju
- Sangat Tidak Setuju

17. Dispendukcapil Kota Kediri nyaman untuk Megurus Dokumen

Kependudukan khusus nya KK dan KTP.

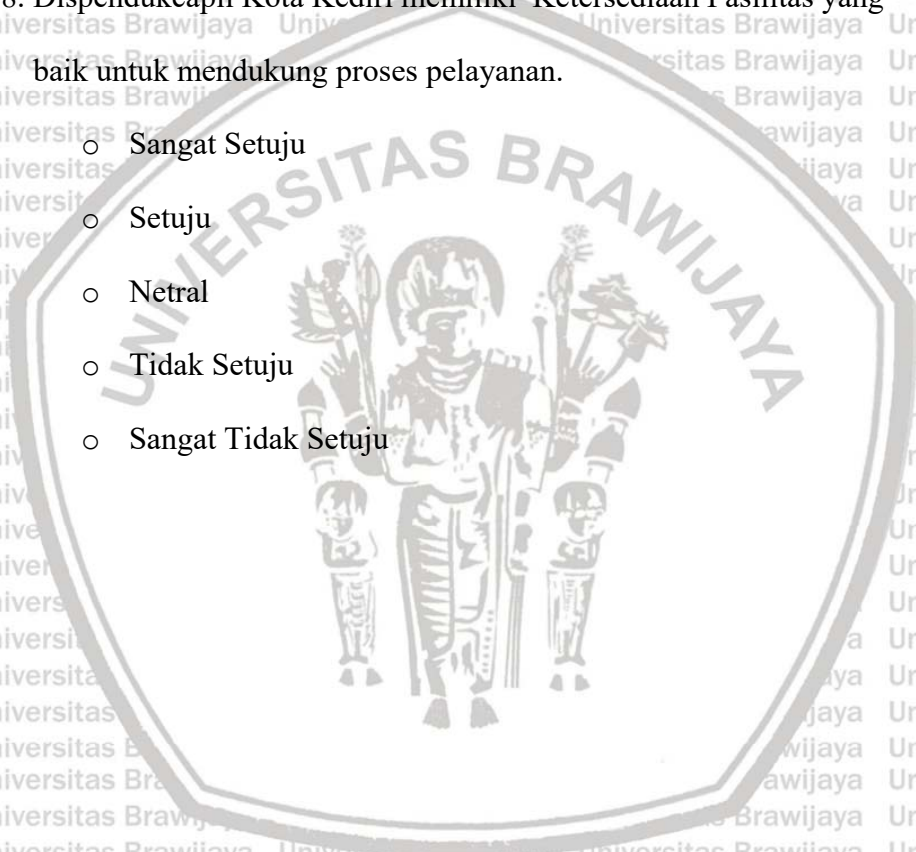
- Sangat Setuju
- Setuju
- Netral



- Tidak Setuju
- Sangat Tidak Setuju

18. Disediakan Kota Kediri memiliki Ketersediaan Fasilitas yang baik untuk mendukung proses pelayanan.

- Sangat Setuju
- Setuju
- Netral
- Tidak Setuju
- Sangat Tidak Setuju



Curriculum Vitae

1. Full Name : Ichlasun Mutiara Fadillah
2. Place of Birth : Holmes Chapel 15 Maret 1999
3. Address : Jl Raya Warujayeng-Kediri
4. Telephone Number : 081230865680
5. Email : mutiara_15@student.ub.ac.id
6. Educations : SMA 1 Tanjunganom 2014
: Fakultas Ilmu Administrasi 2017
7. Organizations Experience : Staff Magang HUMANISTIK
: Staff HUMAS HUMANISTIK

Interview Results

Interview With : Bu Dwi person in charge Accountability Services in
The Department of Population and Civil Registration of Kediri City.

Date Of Interview : 1 Mei 2021

Place : at The Department of Population and Civil
Registration of Kediri

Interviewer : Ichlasun Mutiara Fadillah

1) Bagaimana Dinas Kependudukan dan Pencatatan Sipil Kota Kediri
membuat sebuah **Aturan** ?

PERATURAN /REGELING

a. pasal 1 angka (4) Permendagri No 1 Tahun 2014 tentang

Pembentukan Produk Hukum Daerah

b. pasal 1 angka 7 Undang-Undang Nomor 12 Tahun 2011 tentang

Pembentukan Peraturan Perundang-undangan;

c.permendagri 54 tahun 2009 tentang Tata Naskah Dinas Di

Lingkungan Pemerintah Daerah Jadi jelas Dispenduk Capil tidak
berhak membuat aturan (PERDA dan PERWAL).

Dispendukcapil hanya sebagai satker pengusul kepada BAGIAN HUKUM sekretariat daerah, yang akan memfasilitasi dan menyesuaikan legal draftingnya. Secara umum, mekanisme penyusunan Perda terbagi menjadi 4 (empat) bagian, yaitu perencanaan, penyusunan, pembahasan, penetapan dan pengundangan. PERDA Dan PERWAL harus mengacu pada aturan yang lebih tinggi begitu dik

Sedangkan untuk keputusan/Beschiking Menurut UU No.5 Tahun 1986 jo. UU No.9 Tahun 2004 Undang-undang No. 5 Tahun 1986 tentang Peradilan Tata Usaha Negara menyebutkan bahwa Keputusan Tata Usaha Negara adalah suatu penetapan tertulis yang dikeluarkan oleh Badan atau Pejabat Tata Usaha Negara yang berisi tindakan hukum Tata Usaha Negara yang berdasarkan peraturan perundang-undangan yang berlaku, yang bersifat konkret, individual, dan final, yang menimbulkan akibat hukum bagi seseorang atau badan hukum perdata. Kepala Dispendukcapil dapat membuat keputusan asalkan diamanahkan oleh peraturan perundang-undangan, jadi gini dik

Misalnya :

a. Berdasarkan PP 12 tahun 2019, kepala skpd selaku pengguna anggaran dapat menetapkan PPTK dan pembantu bendahara pengeluaran; (Surat keputusan kepala dinas selaku pengguna anggaran),

b. Berdasarkan permendagri 7 tahun 2019 pasal 23 Kepala dinas berhak menandatangani Surat Keputusan. Jadi Dinas Kependudukan dan Pencatatan Sipil melaksanakan aturan tidak membuat aturan.

2) Bagaimana Dinas Kependudukan dan Pencatatan Sipil Kota Kediri mempertanggung jawabkan kinerjanya?

Kita Setiap tahun Dispendukcapil wajib menyusun LKjIP sesuai dengan amanah Perpres 29/2014 tentang Sistem Akuntabilitas

Kinerja Instansi Pemerintah (SAKIP). berdasarkan perjanjian

kinerja dan menyampaikan kepada Walikota paling lambat 2 bulan setelah tahun anggaran. Selanjutnya, Walikota memiliki tugas

untuk menyusun laporan kinerja tahunan berdasarkan perjanjian

kinerja dan menyampaikannya kepada Menteri Pencanaan

Pembangunan, MENPAN dan Mendagri paling lambat 3 bulan

setelah tahun anggaran.

3) Apakah ada sebuah indikator tersendiri, yang membuktikan bahwa Dinas Kependudukan dan Pencatatan Sipil Kota Kediri sudah Akuntabel dalam mempertanggung jawabkan Kinerja nya?

Jadi dik Untuk mengetahui sejauh mana akuntabilitas Dispendukcapil mengimplementasikan SAKIP-nya, serta sekaligus untuk mendorong adanya peningkatan kinerja , maka dilakukan suatu evaluasi implementasi SAKIP, baik capaian kinerja (hasil) Dispendukcapil, kesesuaian dengan yang diamanahkan dalam Rencana Pembangunan Jangka Menengah Nasional (RPJMN), Rencana Pembangunan Jangka Menengah Daerah (RPJMD, dan Rencana Strategis SKPD. Untuk melaksanakan evaluasi SAKIP tersebut maka Kementerian PAN & RB menerbitkan Peraturan Menteri Pendayagunaan Aparatur Negara Dan Reformasi Birokrasi Republik Indonesia Nomor 12 Tahun 2015 Tentang Pedoman Evaluasi Atas Implementasi Sistem Akuntabilitas Kinerja Instansi Pemerintah. LKjIP SKPD juga direview oleh Inpektorat berdasarkan Permenpan RB Nomor 53 Tahun 2014 tentang Petunjuk Teknis Perjanjian Kinerja , Pelaporan Kinerja dan Tata Cara Reviu atas Laporan Kinerja Instansi Pemerintah .

4) Apakah ada jangka waktu sendiri untuk melaporkan kinerja Dinas Kependudukan dan Pencatatan Sipil Kota Kediri ?

Ya , maksimal 2 bulan setelah tahun anggaran berakhir

5) Apakah dasar Dinas Kependudukan dan Pencatatan Sipil Kota Kediri untuk membuat sebuah laporan kinerja?

Perpres 29/2014 tentang Sistem Akuntabilitas Kinerja Instansi Pemerintah (SAKIP)

6) Di dalam laporan kinerja tahunan Dinas Kependudukan dan Pencatatan Sipil Kota Kediri di sebutkan bahwa perekaman KTP kurang maksimal , lalu apa Langkah yang dilakukan oleh Dinas Kependudukan dan Pencatatan Sipil Kota Kediri ?

Perekaman KTP kurang maksimal karena keadaan force majeure dan segera diatasi dengan melakukan perekaman dengan tetap menerapkan protocol kesehatan yang ketat

7) Jika sebuah kinerja itu tercapai khusus nya dalam pelayanan KK dan KTP itu di dukung dengan apa?

Kinerja tercapai karena adanya factor pendorong misalnya peningkatan kwantitas/updating/upgrading sarpras, peningkatan

kompetensi SDM atau munculnya inovasi yang membantu pelaksanaan pelayanan untuk meningkatkan capaian kinerja, dsb

8) Bagaimana Dinas Kependudukan dan Pencatatan Sipil Kota Kediri menetapkan biaya pelayanan public?

Pelayanan Dispendukcapil berdasarkan Undang-Undang Nomor 24 Tahun 2013 pasal 79 A berbunyi : Pengurusan dan penerbitan Dokumen Kependudukan tidak dipungut biaya sepeserpun

9) Apa acuan Dinas Kependudukan dan Pencatatan Sipil Kota Kediri menetapkan biaya pelayanan public kepada masyarakat?

Undang-Undang Nomor 24 Tahun 2013 pasal 79 A

10) Apakah Dinas Kependudukan dan Pencatatan dan Kota Kediri memfasilitasi Masyarakat jika adanya pengaduan terkait dengan adanya penyimpangan biaya?

Difasilitasi melalui hotline Suara Warga (SURGA) yang di kelola oleh Dinas Kominfo Kota Kediri

11) Jika ada, bagaimana prosedur pengaduan nya?

Bisa dilakukan melalui hotline surga (suara warga) yang merupakan hotline aduan bagi masyarakat Kota Kediri atau Melalui hotline ditjendukcapil pusat “ HALO DUKCAPIL”.

12) Apakah ada biaya untuk pengurusan KK dan KTP?

Tidak ada , semua pelayanan adminduk adalah gratis tidak dipungut biaya sepeser pun dik.

13) Apakah sejauh ini ada aduan terkait dengan biaya pengurusan KK dan KTP?

Ada, tapi tidak berproses sampai dengan proses litigasi karena tidak adanya bukti.

14) Jika ada sebuah pengaduan dari Masyarakat biaya pelayanan KK dan KTP apa yang dilakukan Dinas Kependudukan dan Pencatatan Sipil Kota Kediri?

Dijawab dan diverifikasi kebenaran aduan tersebut.

15) Bagaimana Dinas Kependudukan dan Pencatatan Sipil Kota Kediri membuat sebuah prosedur pembuatan KK dan KTP?

Prosedur pembuatan KK dan KTP berdasarkan Perpres 96 tahun 2018 tentang Persyaratan dan Tata Cara Pendaftaran Penduduk dan Pencatatan Sipil

16) Dalam Pembuatan Prosedur, Pembuatan KK dan KTP Dinas Kependudukan dan Pencatatan Sipil Kota Kediri berdasarkan apa?

Pembuatan KK dan KTP berdasarkan pada Perpres 96 Tahun 2018 tentang Persyaratan dan Tata Cara Pendaftaran Penduduk dan Pencatatan Sipil

17) Bagaimana Dinas Kependudukan dan Pencatatan Sipil Kota Kediri memastikan bahwa produk pelayanan nya diterima dengan tepat dan sah?

Semua kepengurusan dokumen adminduk wajib diurus oleh yang bersangkutan atau keluarganya yang tercantum dalam satu KK.

Apabila tidak pemohon wajib melampirkan Surat kuasa yang ditandatangani pemberi kuasa diatas materai. Hal ini untuk menghindari dokumen diurus dan diterima oleh yang tidak berhak ataupun untuk mencegah praktek calo dalam kepengurusan dokumen adminduk.



Semua output adminduk (ada 23 dokumen kependudukan dan 2 database kependudukan) mempunyai konsekuensi hukum.

Didalam pelaksanaan pelayanan pencatatan sipil, dan pendaftaran penduduk dapat terjadi kesalahan didalam pemberian Akta

Pencatatan Sipil ataupun dokumen pendaftaran penduduk, baik dilakukan secara sengaja maupun tidak sengaja. Sebenarnya secara

garis besar tugas Dispendukcapil adalah mencatat apa yang diajukan oleh pemohon . Proses verifikasi dilakukan berjenjang

mulai dari operator ,Kasi,Kabid sampai dengan Kadis. Kesalahan redaksional dapat dilakukan dengan mengecek kembali berkas

yang dilampirkan pada saat permohonan. Kesalahan yang disengaja pada umumnya berupa persyaratan maupun tatacara

memperoleh Akta Pencatatan Sipil dilakukan secara tidak benar/melawan hukum. Oleh karena itu, dapat dilakukan

pembatalan akta setelah mendapatkan Penetapan Pengadilan Negeri. Atas dasar Penetapan Pengadilan tersebut Dinas

Kependudukan dan Pencatatan Sipil Kota membuat catatan pinggir pada Register Akta dan menarik Kutipan Akta dari subyek akta.

Akibat dari pembatalan akta ini ialah hilangnya status keperdataan atas peristiwa penting yang telah dicatatkan. Untuk kesalahan yang

tidak memerlukan penetapan sidang / pembetulan dapat dilakukan dengan mengacu pada azas *contrario actus*. Kalau Keabsahan secara materiil atas dokumen yang dicetak dapat dilakukan dengan memindai QR (quick response) dengan menggunakan scanner pada aplikasi di smartphone. Kode QR pada dokumen ini adalah sebagai ganti tanda tangan dan cap basah yang dulu dicetak dengan security printing.

18) Hambatan-Hambatan apa saja yang dirasakan dalam menerapkan Akuntabilitas dalam Pelayanan Publik, khusus nya pelayanan KK dan KTP?

Hambatan dalam pencapaian kinerja khususnya pelayanan KTP selama tahun 2020 adalah penerapan protocol kesehatan selama pandemic covid 19. Perekaman KTP harus dilakukan dengan kontak langsung dengan pemohon, hal ini memerlukan tambahan alat protocol kesehatan yang belum dianggarkan pada awal tahun anggaran. Untuk KK hambatan yang dimiliki adalah keengganan masyarakat dalam masa pandemic ini untuk merubah dan melaporkan peristiwa kependudukan yang dialami, misalnya

perubahan pendidikan, perubahan pekerjaan, perubahan status perkawinan dan perubahan domisili.

19) Faktor Penghambat apa yang menjadi penghambat penerapan

Akuntabilitas dalam Pelayanan Publik, Khusus nya dalam Pelayanan KK dan KTP?

Faktor hambatan yang utama adalah kondisi force majeure dikarenakan wabah COVID 19.

20) Bagaimana Dinas Kependudukan dan Pencatatan Sipil Kota Kediri mengatasi factor penghambat tersebut?

Untuk hambatan dispendukcapil telah melakukan :

sosialisasi dengan lebih intens baik secara online melalui virtual zoom ataupun melalui medsos, media cetak, media elektronik ataupun banner/spanduk dan brosur. Pelayanan dilakukan melalui aplikasi SAKTI agar masyarakat dapat mengakses pelayanan secara cepat dan mudah. Masyarakat dapat mencetak Kartu

Keluarga yang diajukan per tanggal 1 Juli 2020 secara mandiri pada kertas HVS ukuran A4 80 gram tanpa perlu mengambil hasil permohonan ke kantor Dispendukcapil (PMDN 109 tahun 2019) telah dilakukan refocusing anggaran untuk dapat menganggarkan

alat-alat protocol kesehatan yang dapat mendukung kelancaran perekaman KTP.

Interview With : Bu Dyah Kasi Population Registration

Date Interview : 19 Mei 2021

Place : at The Department of Population and Civil Registration of Kediri

Interviewer : Ichlasun Mutiara Fadillah

1. Bagaimana Dinas Kependudukan dan Pencatatan Sipil Kota Kediri membuat sebuah Aturan ?

Jadi begini kita tidak membuat sebuah aturan ya kita semua melakukan sebuah peraturan atau prosedur pelayanan itu sudah dari atasan, yang sudah seperti di jelaskan bu dwi kemarin mbak.

2. Bagaimana Dinas Kependudukan dan Pencatatan Sipil Kota Kediri Membekali pegawai untuk melakukan pelayanan public?

Ya itu mbak kita meperlakukan diklat, bintek dan seminar-seminar.

3. Bagaimana Dinas Kependudukan dan Pencatatan Sipil memberikan Pelayanan Publik kepada Masyarakat agar Masyarakat mau mengurus Dokumen Kependudukan?

Kita berusaha membuatnya selalu se sederhana mungkin agar masyarakat mau mengurus dokumen kependudukan nya.

4. Apa yang dilakukan Dinas Kependudukan dan Pencatatan Sipil Kota Kediri untuk meningkatkan Kinerja nya dalam Pelayanan kepada Masyarakat?

Dengan sebuah Inovasi setiap tahunnya dan Bintek untuk para pegawai tak terkecuali.

5. Bagaimanakah Masyarakat bisa mendapatkan sebuah informasi dari Dinas Kependudukan dan Pencatatan Sipil Kota Kediri?

Kita selalu berusaha menyebarkan informasi seluas mungkin melalui social media

6. Bagaimana Dinas Kependudukan dan Pencatatan Sipil Kota Kediri mempertanggung jawabkan kinerjanya?

Setiap divisi disini membuat laporan pertanggungjawaban kinerja nya lalu di serahkan ke bu dwi mbak untuk di review satu persatu sebelum di serahkan ke inspektorat

7. Apakah ada sebuah indicator tersendiri, yang membuktikan bahwa Dinas Kependudukan dan Pencatatan Sipil Kota Kediri sudah Akuntabel dalam mempertanggung jawabkan Kinerja nya?

Itu dilihat dalam Permenpan RB Nomer 53 Tahun 2014 dan dinilai oleh inspektorat .

8. Apakah ada jangka waktu sendiri untuk melaporkan kinerja Dinas Kependudukan dan Pencatatan Sipil Kota Kediri ?

Ada pokok nya 2 bulan sebelum tahun anggaran berakhir

9. Apakah dasar Dinas Kependudukan dan Pencatatan Sipil Kota Kediri untuk membuat sebuah laporan kinerja?

Ada mbak bisa dilihat itu di Laporan pertanggung jawaban tahunan kita bahwa dasarnya adalah PP RI No 29 Tahun 2014 dan

10. Di dalam laporan kinerja tahunan Dinas Kependudukan dan Pencatatan Sipil Kota Kediri di sebutkan bahwa perekaman KTP dan KK kurang maksimal , lalu apa Langkah yang dilakukan oleh Dinas Kependudukan dan Pencatatan Sipil Kota Kediri ?

Itu karena layanan GO-KLING kita atau bisa di sebut kita keliling kepada masyarakat untuk mengurus dokumen kependudukan yang diperlukan mereka terhenti karena adanya pandemic-covid 19, dan juga program inovasi jemput bola kita terhenti dimana kita selalu keliling ke kelurahan untuk pelayanan KK dan KTP.

11. Jika sebuah kinerja itu tercapai khusus nya dalam pelayanan KK dan KTP itu di dukung dengan apa?

Pasti ada sebuah inovasi mbak jika kinerja nya tercapai, dan pasti cangkupan nya semakin naik dan naik.

12. Bagaimana Dinas Kependudukan dan Pencatatan Sipil Kota Kediri menetapkan biaya pelayanan public?

Dinspendukcapil Kota Kediri 100% Gratis tanpa adanya biaya sepeserpun mbak.

13. Apakah ada biaya untuk pengurusan KK dan KTP?

Tidak ada sepeserpun semuanya Gratis

14. Apa acuan Dinas Kependudukan dan Pencatatan Sipil Kota Kediri menetapkan biaya pelayanan public kepada masyarakat?

Kita tidak ada biaya mbak jadi semuanya gratis mengacu pada ini Undang-Undang Nomor 24 Tahun 2013 pasal 79 A

15. Apakah Dinas Kependudukan dan Pencatatan dan Kota Kediri memfasilitasi Masyarakat jika adanya pengaduan terkait dengan adanya penyimpangan biaya?

Ada mbak bisa ke HALO DISPENDUKCAPIL atau monggo ke pemkot jika ada sebuah penyimpangan.

16. Apakah sejauh ini ada aduan terkait dengan biaya pengurusan KK dan KTP?



Dulu ada tetapi tidak adanya bukti dan Alhamdulillah sejauh ini tidak ada lagi aduan terkait biaya mbak

17. Jika ada sebuah pengaduan dari Masyarakat biaya pelayanan KK dan KTP apa yang dilakukan Dinas Kependudukan dan Pencatatan Sipil Kota Kediri ?

Kita akan bantu konfirmasi kan terlebih dahulu, di tanya bagaimana masalah nya. Atau bisa hubungi yang ada di depan CS HALO DUKAPIL atau bisa juga ke pemkot melalui SURGA atau Suara Warga.

18. Bagaimana Dinas Kependudukan dan Pencatatan Sipil Kota Kediri membuat sebuah prosedur pembuatan KK dan KTP?

Ya gini mbak, prosedur nya sudah dari atasan, kita hanya menjalankan sesuai denga apa yang ada,kita tidak membuat prosedur nya ya, prosedur sederhana saja, untuk KTP jika sudah berusia 17 Tahun itu pemula,Lansia yang belum rekam biometric dan yang kehilangan bisa memohon ulang dengan membawa surat kehilangan dari kepolisian. Oh iya prosedur layanan ini mengacu pada peraturan presiden Nomer 96 Tahun 2018 tentang tata cara pendaftaran kependudukan dan pencatatan Sipil

19. Dalam Pembuatan Prosedur, Pembuatan KK dan KTP Dinas Kependudukan dan Pencatatan Sipil Kota Kediri berdasarkan apa?



Ya itu tadi peraturan presiden Nomer 96 Tahun 2018 tentang tata cara pendaftaran kependudukan dan pencatatan Sipil

20. Bagaimana Dinas Kependudukan dan Pencatatan Sipil Kota Kediri, Meningkatkan Kualitas Pelayanan yang diberikan oleh pegawai?

Kita ada diklat atau bintek mbak atau seminar-seminar itu setiap tahun nya.

21. Apakah ada sanksi tersendiri jika pegawai kurang disiplin dalam melakukan pelayanan public ?

Dispendukcapil selalu membekali para pegawai dengan Bintek satu tahun sekali dan itu 20jam diklatnya, ya InsyaAllah semuanya Disiplin mbak disini. Jika pegawai tidak mau mengikuti pasti akan rugi dan kikuk dalam melayani masyarakat

22. Bagaimana Dinas Kependudukan dan Pencatatan Sipil Kota Kediri memastikan bahwa produk pelayanan nya diterima dengan tepat dan sah?

Jadi jika tidak bisa mengambil dokumen kependudukan yang sudah jadi, bisa di wakilkkan asalanya ada surat kuasa

23. Hambatan-Hambatan apa saja yang dirasakan dalam menerapkan Akuntabilitas dalam Pelayanan Publik, khusus nya pelayanan KK dan KTP?



Saya rasakan masyarakat yang kurang mau aktif dalam mencari tahu segala hal yang baru, ya seperti ini mbak keadaan kan berubah sekali karena covid-19 semua pelayanan menggunakan web SAKTI dan Aplikasi SAKTI atau melalui Whatsapp, tapi banyak masyarakat yang tidak aktif, tetapi jika nanti ada kesalahan dan menghambat proses dokumen nya mereka yang marah-marah.

24. Faktor Penghambat apa yang menjadi penghambat penerapan Akuntabilitas dalam Pelayanan Publik, Khusus nya dalam Pelayanan KK dan KTP?

Masyarakat yang kurang aktif belajar dan pandemic Covid-19 ini mbak karena peraturans egala mendadak dan belum siap nya instansi menghadapi ini jadi kita mau tidak mau harus bisa.

25. Bagaimana Dinas Kependudukan dan Pencatatan Sipil Kota Kediri mengatasi factor penghambat tersebut?

Kita melakukan sosialisasi lebih sering tetapi ya begitu mbak tidak seperti biasanya kita bertemu langsung dengan masyarakat itu lebih enak, tetapi kita menggunakan zoom meeting dengan kelurahan-kelurahan.

Research Documentation.

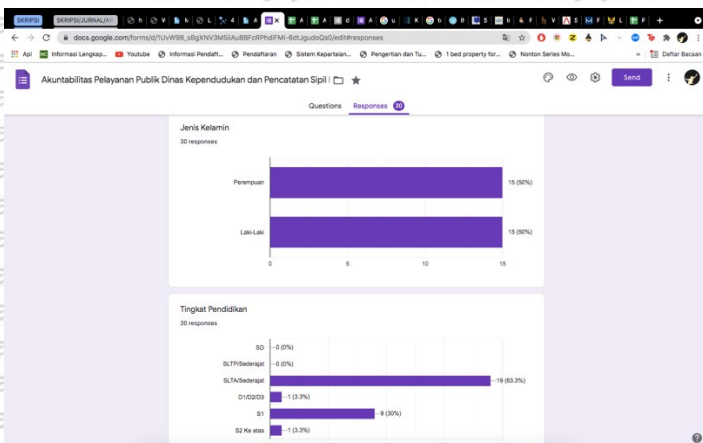


Figure 9 Respondent's Answers

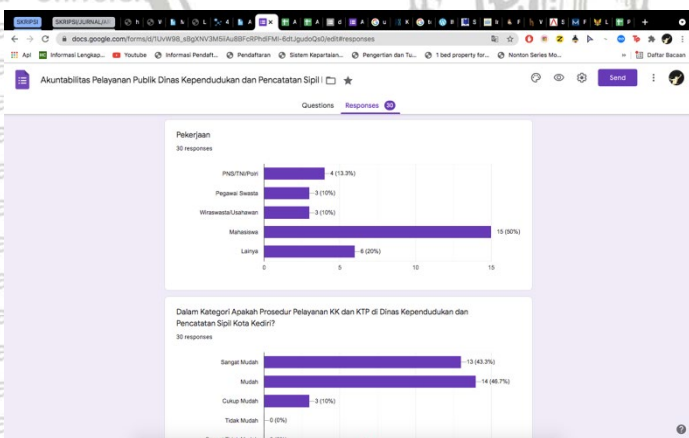


Figure 10 Respondent's Answers

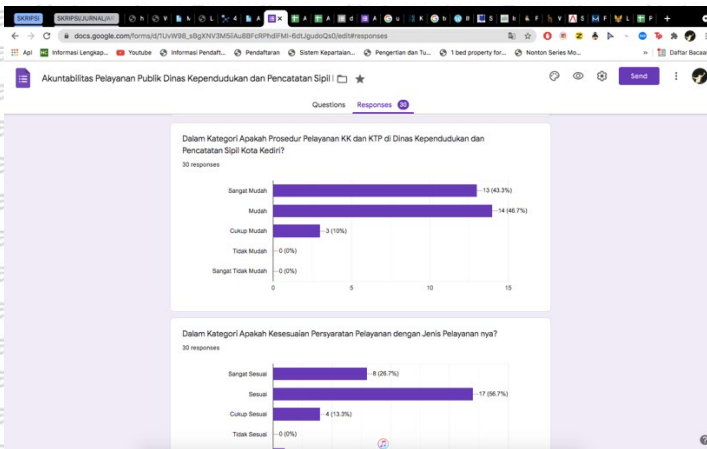


Figure 11 Respondent's Answers

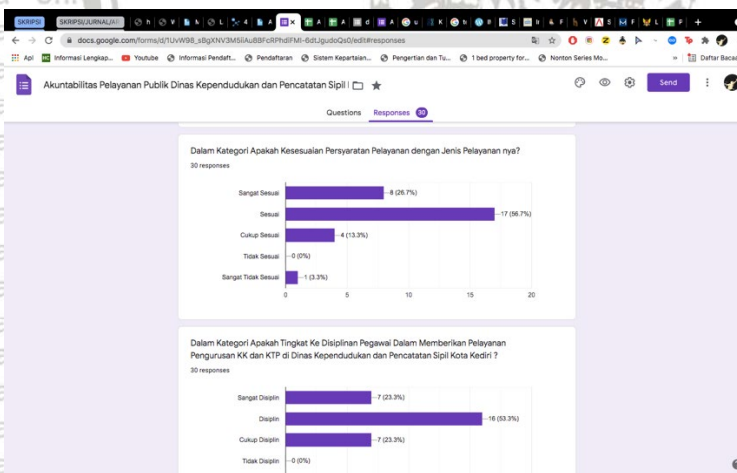


Figure 12 Respondent's Answers

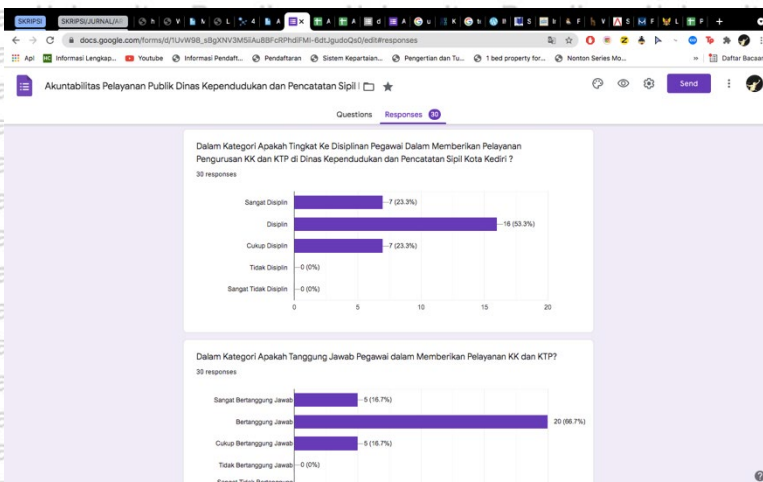


Figure 13 Respondent's Answers

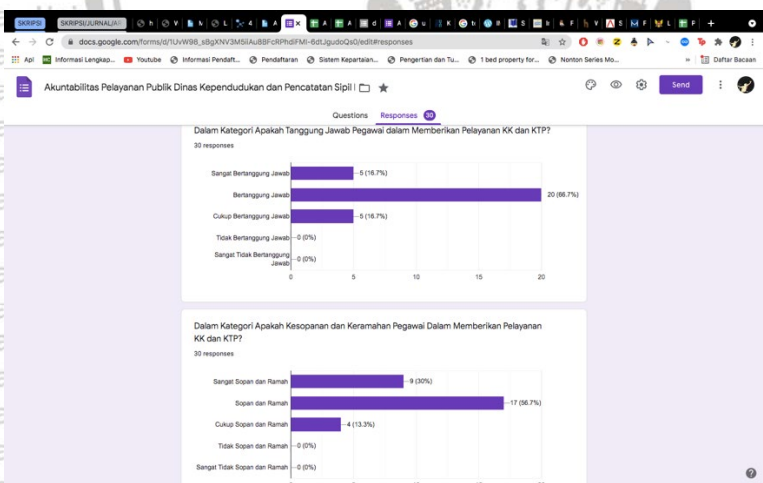


Figure 14 Respondent's Answers

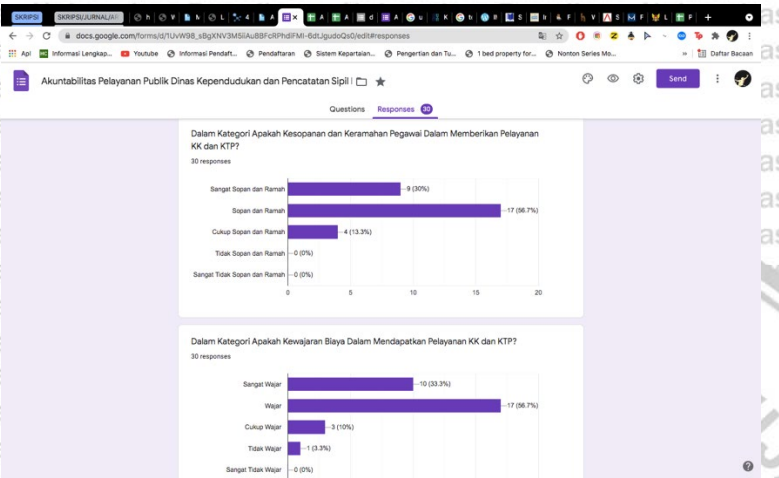


Figure 15 Respondent's Answers

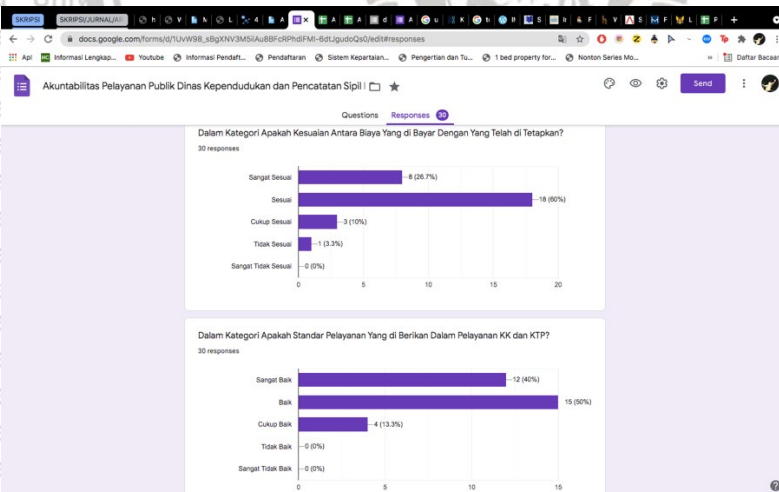


Figure 16 Respondent's Answers

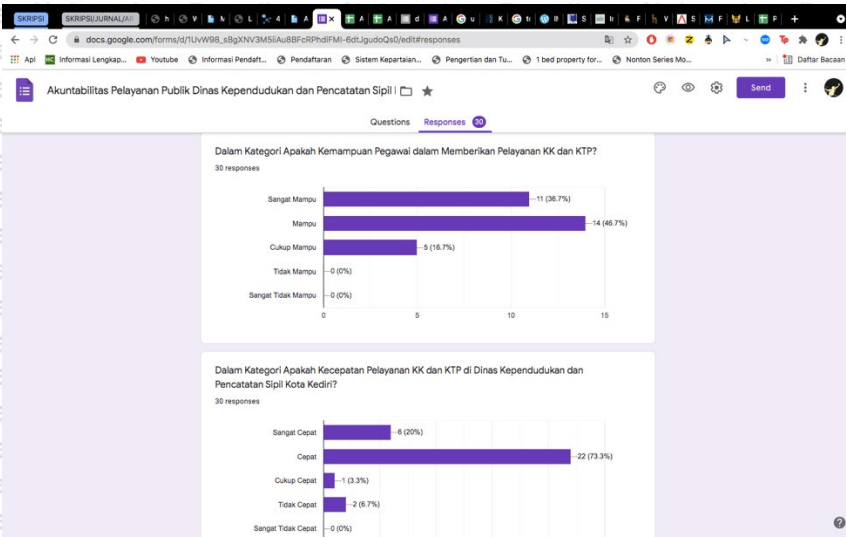


Figure 17 Respondent's Answers

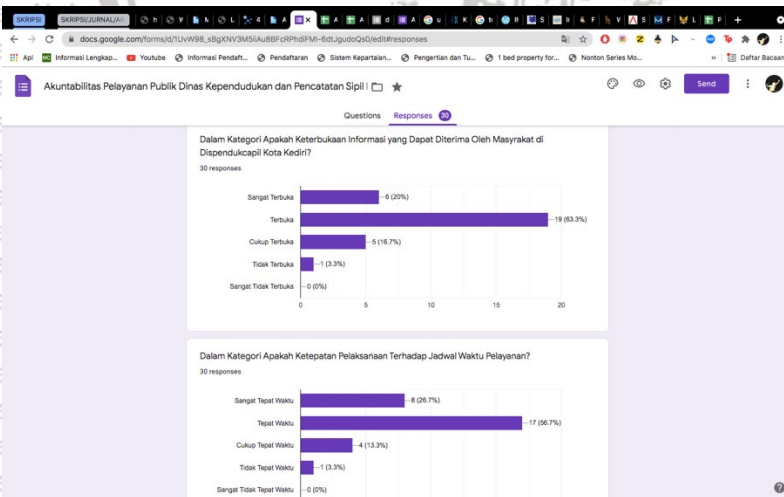


Figure 18 Respondent's Answers



Figure 19 Research Observation about KTP service



Figure 20 The Department of Population and Civil Registration office



Figure 21 The Department of Population and Civil Registration Customer Service



Figure 22 The Department of Population and Civil Registration where the documents taken.



Figure 23 The Department of Population and Civil Registration operator section.



Figure 24 The Department of Population and Civil Registration where they processing family certificate (KK)

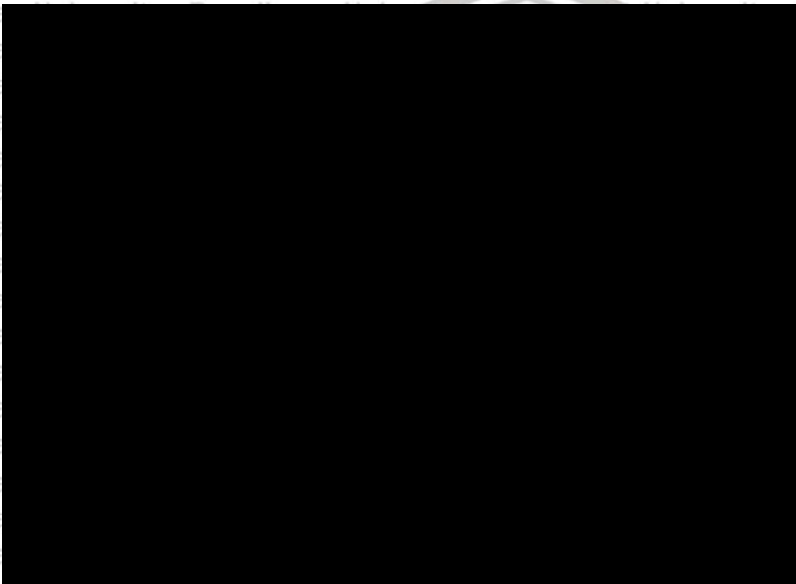


Figure 25 The Department of Population and Civil Registration signing the wall for “Kawasan Pembangunan Zona Integritas” where there are no KKN

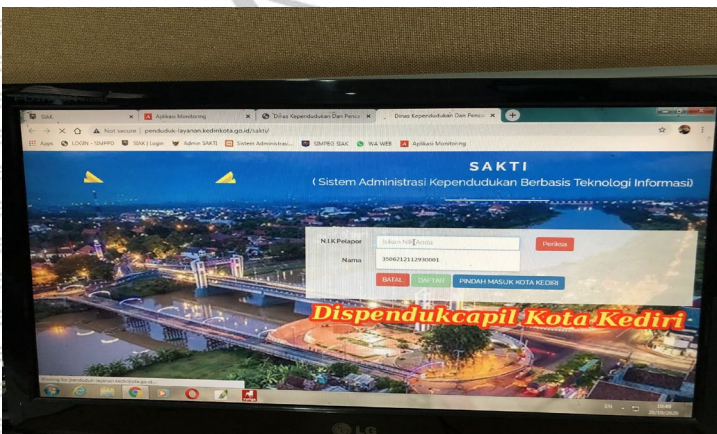


Figure 26 SAKTI for Community/People who want apply a Residence Documents all by this Application.

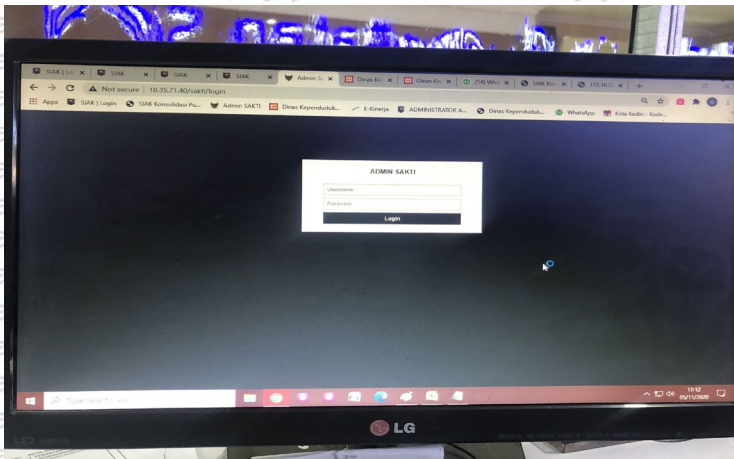


Figure 27 Application SAKTI for the public servant

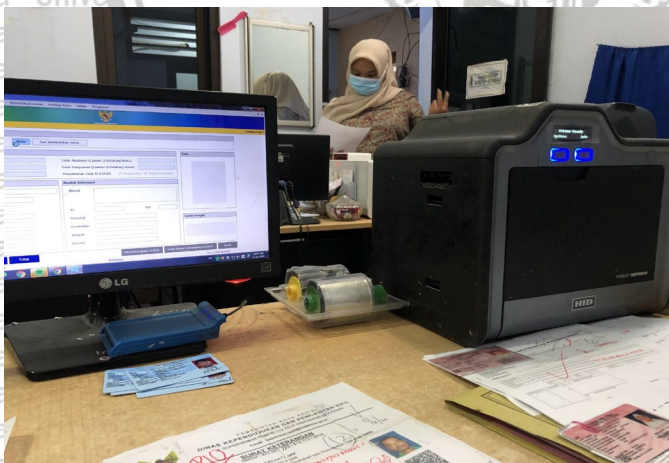


Figure 28 Room for KTP service and Room for print KTP



Figure 29 section for KK service



Figure 30 interview with Informant Bu Dyah



Figure 31 interview with informant Bu Dwi.



Figure 32 filling out the Questionnaire