



## Quality of Birth Certificate Processing Services Based On Klampid New Generation in Kedung Cowek Urban Village, Surabaya City

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### Abstract

The lack of public awareness makes the level of birth certificate processing low, the village itself rarely conducts socialisation about the importance of population administration, inadequate facilities in the services carried out run less smoothly. The research objective is to describe and analyse the quality of birth certificate processing services based on Klampid New Generation in Kedung Cowek Village, Surabaya City. The type of research to be used is descriptive research with a qualitative approach So to complete the definition of variables in this study, the authors are guided by the theory revealed by Parasuraman with 5 dimensions of service quality, namely: Tangible (Direct Evidence), Reliability, Responsiveness, Assurance, Empathy. The indicators in this study are five dimensions, namely Tangibles, Reliability Dimensions, Responsiveness Dimensions, Assurance Dimensions, Empathy Dimensions. Based on the results of research conducted on the quality of birth certificate services based on klampid new generation in Kedung Cowek City Village, the quality of public services, especially birth certificate services based on klampid new generation, has good quality because there is no delay when uploading files, but when the application is updated from the centre it will hamper online services.

**Keyword:** Quality; Klampid New Generation; Service; Public; Kedung Cowek.

### INTRODUCTION

Bureaucracy as a bridge in carrying out the duties of the state apparatus in solving a problem and satisfying the needs of citizens. Public service is any beneficial activity in a group or agency that can bring satisfaction even though the results of the services provided have nothing to do with physical products. The times have also taken part in the development of digital technology, this is also evidenced by the emergence of various innovations or just updates to old applications resulting from the development of digital systems (Mahsyar & Surapati, 2020).

Whenever people need services from the government and bureaucrats, the services provided often do not meet their needs and expectations. Until now, government services are still considered complex, resulting in high costs and slow service processes. The Surabaya City Population and Civil Registration Office is responsible for capturing, registering and fully recording all important events of a person. As one of the agencies that provide population control services, the Surabaya City Civil Registration Office must be able to provide simple, fast and quality services to realise effective and efficient services that meet the needs and expectations of the community (Akbar & Tjenreng, 2025).



Improving the quality of public services can be done in various ways, one of which is making improvements to public services. According to Rasyid 'public service is the provision of services (serving) the needs of people or communities who have an interest in the organisation in accordance with the main rules and procedures that have been set. Government is essentially a service to the community, not held to serve itself, but to serve the community and create conditions that allow each member of the community to develop their abilities and creativity in order to achieve common goals (Daming, 2024).

In research by Margaretha Am'una and Diana Hertati (2023) with the title of the quality of baby birth certificate services using Klampid New Generation in Bulak Village, Surabaya City. The results of the study show that the quality of baby birth certificate services in Bulak Village, Surabaya City is included in the good assessment, where out of five indicators only one indicator is found deficient, namely the tangible indicator.

Furthermore, there is Virda Devi Dwi Alviyanti (2023) "The quality of Klampid New Generation services in improving the service of moving in letters in Kedung Baruk Village, Rungkut Surabaya". The services provided by the service officers of the Kedung Baruk Village Office, Rungkut Subdistrict, Surabaya City, in the population administration section on moving in letters seem unfavourable due to inadequate facilities.

From the explanation of several previous studies above, it can be concluded that the quality of public services is able to provide community satisfaction and convenience in making population administration. As evidence of the government's seriousness to improve the quality of services through e-government, the Presidential Instruction of the Republic of Indonesia Number 3 of 2003 concerning National Policy and Strategy for E-Government Development was issued. With the advancement of information and communication technology, the service system that has been implemented in various government agencies has begun to shift to an electronic-based service system. The use of electronic devices in public institutions aims to support good governance and accelerate the democratic process.

The form of innovation is the population registration of Surabaya City called Klampid New Generation which is an integrated Population Information System built and developed by the Surabaya City Government application from the Surabaya City Government with the existence of Klampid New Generation, the Surabaya city government provides services for its people.

The Klampid programme is an online integrated population system developed by the Population and Civil Registry Office. The main objective with the launch of Klampid New Generation is used so that the people of Surabaya City can easily carry out administrative management, which does not need to come to service agencies and is expected to be able to improve optimal service for the community (Natika, 2024).

People who have needs related to administrative services can do it online through Klampid, but when people still don't know or don't understand about Klampid, Dispendukcapil officers are assigned to the local sub-district, to make it easier to provide administrative services to the community. For example, the Kedung Cowek Urban Village office in Surabaya City has implemented Klampid New Generation from various population administration services provided through Klampid, there are services that are never empty of applicants, namely birth certificate services, birth certificate services can be accessed online on their own cellphones which can be installed via playstore (Saputri, 2022). Klampid New Generation as a tool or electronic media that serves to facilitate population administration services Klampid New Generation can be accessed only on weekdays and during working hours. Public services are led to make massive use of digital, public



services have proven to be able to meet global needs in serving their citizens. Often in the development of information systems, each government agency does its own planning, without coordination that supports each other. As a result, in its implementation, there is a waste of budget because each part makes its own initiative without a good plan (Pratama et al., 2022a).

The lack of public awareness makes the level of birth certificate processing low, the village itself rarely conducts socialisation about the importance of population administration, inadequate facilities in the services carried out run less smoothly (Hidayati & Hariyoko, 2022). Excellent service, which means caring for customers by providing the best service to facilitate the ease of fulfilling the needs of realising satisfaction. Also in achieving excellent service, the government must have the skills and ability to handle problems professionally and renewably, the rights of the community as service recipients can be fulfilled properly. The implementation of population administration in the field is not running as expected where there are still many complaints from the public, various complaints submitted by the community, including expensive services, complicated administrative arrangements, slow service and inadequate facilities.

The quality of these services greatly affects people's preferences in using or utilising them. In other words, to achieve maximum quality, public services need to be improved by paying attention to customer needs. Customer needs can be met if public services can provide services that meet customer needs and always provide improvements to any problems that hinder needs. The government as a public servant is expected to be able to fulfil the needs that the community wants to achieve effectively, efficiently and with quality. Public services are a means to articulate the principles of good governance well, Good Governance values such as effectiveness, efficiency, nondiscrimination, justice, high responsiveness and accountability can be realised in the form of public services.

Sinambela (2008) explains that public services are activities carried out by the government towards people who have any beneficial activities in a group or association, and offer satisfaction even though the results are not tied to a physical product. Advances in information technology as part of globalisation cannot be separated from modern society as it is today which has brought great demands to the government as a service provider to be more open, more effective and efficient in carrying out its government duties and also provide easy access to information, especially information about government.

Along with the development of innovations in the implementation of public services that use technology. This is also supported by the government as stated in Presidential Instruction Number 3 of 2003 concerning E-Government as an effort to realise the principles of Good Governance services, namely accountable and transparent public services. Through an electronic-based public service, effectiveness, efficiency, and transparency are expected to realise excellent population services (Pratama et al., 2022b).

As a community service institution, Kedung Cowek Urban Village in Surabaya City is required to provide excellent service. Population administration services provided to the community include making electronic ID cards, family cards, birth certificates, death certificates, marriage certificates, and so on (Tarantika & Megawati, 2022). Administrative matters at the Surabaya City Population and Civil Registry Office are known to always be booming, especially in the types of population services, namely birth certificate services, death certificates, and moving letters. The condition of public services in population administration requires the Surabaya City government through the relevant agencies, namely the Surabaya City Population and Civil Registry Office to make changes in the public service sector, especially in population services (Susanti & Pratiwi, 2023).



With that, the Surabaya City government utilises information technology and the concept of E-Government to develop online-based population services that provide a lot of convenience and also benefits in order to achieve public satisfaction through good service through Klampid New Generation (Amanah & Reviandani, 2023). Klampid New Generation is supported by Surabaya Mayor Regulation No. 5 of 2013 concerning the utilisation of information and communication technology. Klampid is also supported in the administration of local government and is supported by Regional Regulation No. 6 of 2019 concerning the administration of administrative services.

There are differences between the three population management after the inauguration of e-klampid is no longer used (deactivated), the current online service using the Klampid New Generation application gets Quality service is the expectation of the community because service is the right of the community, technological development has placed an important position its growth has been utilised in various sectors of life such as trade, education, health, transportation, industry, tourism and many more (Arif & Afrita, 2023).

This then requires the government to reconceptualise its public services by utilising information technology to integrate databases and better service processes by improving quality. Service quality is the central key for all agencies in achieving organisational goals and ensuring the survival of the organisation (S. N. A. Putri, 2022).

Judging from the background explanation above regarding the quality of public services using Klampid New Generation, researchers are interested in taking and discussing public services using Klampid New Generation in the kedung cowek village of Surabaya City through research entitled "The quality of Klampid New Generation services in improving birth certificate processing services in kedung cowek village, Kenjeran Surabaya".

## METHOD

In this study, the type of research that will be used is descriptive research with a qualitative approach, namely research that describes existing phenomena or realities, both natural and human-made. This research pays more attention to the quality, characteristics, and interrelationships between activities. This approach was chosen because researchers wanted to describe the facts in the field, and explained in words obtained from observations, interviews and documents. In this study researchers used a qualitative approach that descriptive data in the form of words and also oral. In this study describes the quality of public services based on Klampid New Generation, the application was issued by Dispenduk Capil Surabaya City.

Data analysis techniques using qualitative techniques According to Miles & Huberman (2014) analysis consists of three streams of activities that occur simultaneously, namely: data reduction, data presentation, conclusion drawing/verification regarding the three flows in more detail are as follows: 1).Data Collection, 2). Data Condensation, 3). Data Presentation, 4). Conclusion Drawing/Verification 2). Kondensasi Data (Data Condensation), 3). Penyajian Data, 4). Penarikan Kesimpulan/Verifikasi

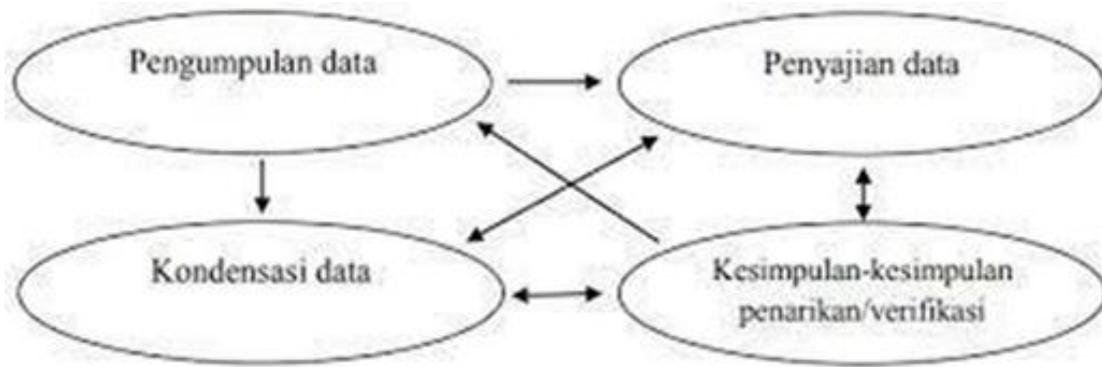


Figure 1 Data analysis technique

Source: According to Miles & Huberman (2014)

## RESULTS AND DISCUSSION

### 1. Quality of Birth Certificate Management Services Based on Klampid New Generation

#### 1). *Tangibles (Direct Evidence)*

The first indicator in measuring the quality of birth certificate services is direct physical evidence including the place, appearance and equipment used. In measuring the Tangibles dimension, there are several sub-indicators used by researchers, which include:

##### a. Convenience of place.

The convenience of the service place is a component that can affect the quality of service provided, the kedung cowek village as an online and offline service provider using Klampid New Generation, needs to provide sufficient service space so that people feel comfortable as service users, besides that the service room should use Air Conditioner (AC) or a fan to increase the comfort of service users while waiting to be served by officers.

Based on the results of the interview, informant 1 complained that the air conditioner was not functioning optimally, besides that the place is clean and spacious enough to feel comfortable waiting for a call from the officer for service, in the service of the kelurahan kedung cowek also provides enough waiting chairs for service use, in supporting services also provides parking for service users, based on the results of observations of researchers the parking lot in the kelurahan is adequate and spacious. The convenience of the service place also affects the quality of service as the service place has paid attention to the comfort of the service place so that the community feels comfortable.

##### b. Ease of service

In this indicator, ease of service can include things that discuss the process of running services that can make it easier for applicants and residents who take care of. The results of observations made in the kelurahan kedung cowek have made it easy for service users, this was expressed by applicant 2 as an officer in the kelurahan kedung cowek.

Based on the results of interviews regarding the sub-indicators of service convenience, the authors conclude in terms of perceptions and expectations



conveyed by the community that the services provided have indeed run smoothly with the Klampid New Generation innovation that can facilitate services for people who want to do online services.

## 2). *Dimensions of Reliability (Realibility)*

In this reliability indicator includes an employee in carrying out the right service in accordance with service procedures. In this topic, namely regarding service employees who must be skilled and reliable in carrying out birth certificate services because this is for people who need help, assessing how employees must be able to use the Klampid New Generation.

### a. Accuracy of employees serving service users

A service can be assessed as skilled / at least also from the factor of employees serving the programme. In the service process it is very important for service users to minimise the confusion of documents if employees are not careful at work it will cause new work. Based on the results of researchers' observations in Kedung Cowek Village, Surabaya City, employee services have been quite thorough as seen from the absence of errors in serving the process of making birth certificates.

### b. Ability to use service tools

The officer's ability to use klampid new generation services is very helpful in the file upload process in the application. Based on the results of observations by researchers, Kedung Cowek Village, Surabaya City can use the new generation klampid application.

In the reliability indicator, based on the analysis carried out, it can be said that it is maximum because the Kedung Cowek Surabaya City Urban Village officers provide good service, the officers are also careful in explaining to the applicant so that the information can be received clearly, officers in the service sector are also proficient in using the Klampid New Generation application and submitting applications for baby birth certificates in accordance with the Standard Operating Procedures (SOP) set by the Kedung Cowek Surabaya City Urban Village, the ability of officers in population administration is maximum because they are able to accept all applicants who come to arrange baby birth certificates. The community finds it easy to access Klampid New Generation through the Kedung Cowek Urban Village officer of Surabaya City, where people who do not understand technology only need to come to the urban village office by bringing the birth certificate requirements and the urban village officer who will process using Klampid New Generation the community gets a birth certificate document.

## 3). *Responsiveness dimension*

The responsiveness dimension of a government agency that serves the public directly, namely by providing a good response to service users in this case the community to analyse the responsiveness of birth certificate services in Kedung Cowek Village, Surabaya City. Service with the right time here is not only related to the results produced, but also related to the right time as promised. Birth certificate services in Kedung Cowek Village, Surabaya City, if there is no shortage of documents. In the responsiveness indicator, officers have the ability to help and provide services quickly, precisely and responsively to the needs and complaints of the community.

Based on the analysis results, the service in Kedung Cowek Urban Village, Surabaya City, seen from the responsiveness indicator is classified as optimal, officers

are able to overcome various problems in processing baby birth certificates and can provide solutions in accordance with procedures for the people of Kedung Cowek Urban Village, Surabaya City. When people come to the urban village office, officers always greet applicants well, friendly and always smile during the service process, officers are always ready to provide services to the community starting from an explanation of the required files that must be completed before submitting an application, to the process of submitting an application for a baby birth certificate through Klampid New Generation so that the community understands the process.

#### 4). Assurance Dimension

The assurance dimension is the knowledge of employees in providing punctuality, providing services and employee character so that they are free from danger, risk and doubt. The results of the study prove that the quality of service in the assurance dimension can be measured through the following indicators:

##### a. Guarantee of timely service

Village employees have provided a guarantee of timely service, namely 1x24 hours in birth certificates, but this rarely happens because the upload process takes a long time. This causes what should be completed in 1x24 to take days, for this reason the incomplete files of the witness's ID card which requires a photo when uploading and the server is being updated from the center. This has been revealed by the village employee Village Employees.

##### b. Guarantee of certainty of service costs

For the processing of birth certificates in Kedung Cowek Village, Surabaya City, there is no charge at all.

The officers are considered to have been maximized because if assessed from the competence or ability and attitude of the officers in providing services, they are able to foster public trust, village officers can also build positive interactions with applicants. All population documents issued by Klampid New Generation are documents that already have electronic signatures and are not colored, different from population documents whose administration is done manually. So that it raises questions from the public whether the document is original, in dealing with this, officers are able to provide an explanation regarding the legality of the document to every applicant for a baby's birth certificate who comes to Kelurahan Kedung Cowek, Surabaya City.

#### 5). Empathy Dimension

This dimension is related to the friendliness and concern of employees towards service users, employees who are friendly in providing services will give a good impression to the community as service users and a good relationship will be established between service providers and service users.

To find out the empathy dimension in Kedung Cowek Village, researchers looked at how many indicators of this dimension are:

##### a. Serving with attitude and politeness

Being friendly and polite are employee characteristics that are needed in service, being polite means that the employee respects service users. Based on the results of the study in Kedung Cowek Village, Surabaya, there are still employees who are indifferent to the community.

Based on the results of the interview, there are still employees who will give a



good impression, but when employees do not have a friendly and polite attitude, a bad impression will be created for the community.

b. Serving and respecting service users

An attitude of respect towards the community can be done by giving a smile, then asking about the interests of the community and explaining their needs. Based on research in Kedung Cowek Village, officers already have an attitude of respect towards service users.

The attitude of respecting officers towards the community is very necessary so that the community feels truly served by officers and the service process can run well. In the empathy indicator, based on the analysis and interview results, it can be said that the baby birth certificate service when viewed from this indicator has been running optimally, during the service to the community, officers always prioritize the interests of the applicant, serve according to the SOP and according to the queuing system, officers prioritize the principle of politeness but officers also show a firm attitude so that the baby birth certificate service is carried out fairly without any elements of discrimination as an effort to provide the best service to the entire community according to the statement from the village officer where the baby was born.

## CONCLUSION

Based on the results of the study conducted on the quality of birth certificate services based on Klampid New Generation in Kedung Cowek City Village, the quality of public services, especially birth certificate services based on Klampid New Generation, has good quality because there is no delay, this is based on 5 indicators from Parasuraman 2011 that from the quality value it is good, while from the empathy indicator it is not good because there are still employees who serve unfriendly, while the indicator that has not been met is direct evidence of the comfort of the service place, namely office facilities in the form of AC that does not function optimally in the public service room of Kedung Cowek Village because the room does not feel cold. However, the reliability, responsiveness, assurance indicators are included in the very good assessment. With the role and responsibility of all village officers, population administration services in Kedung Cowek Village, Surabaya City have shown that there is ease in population administration services for the community or applicants who apply for baby birth certificates.

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