

## THE QUALITY OF POPULATION ADMINISTRATION SERVICES IN THE TANGGULANGIN DISTRICT OF THE SIDOARJO PROVINCE

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### ABSTRACT

This study seeks to assess the quality of population administration services in the Tanggulangin District of Sidoarjo Regency. In addition to understanding the elements that promote and impede service in Tanggulangin District, Sidoarjo Regency. Employing descriptive qualitative methodologies. Using observation, interviews, and documentation, data was obtained. This study's data analysis consists of three components: data reduction, data display, and deriving conclusions. The findings of this study indicate that the quality of public service delivery in the field of population administration in Tanggulangin District, Sidoarjo Regency has applied the dimensions of physical evidence (tangible), aspects of reliability, aspects of responsiveness, aspects of assurance, and aspects of empathy which cover all discussion of indicators, but there are a few indicators that run according to the wishes of the community. in this study to improve the quality of public services in Tanggulangin District, Sidoarjo Regency, namely Human Resources (HR), public awareness, facilities and infrastructure.

**Key Words:** *Population, Administrative Services, Quality*

### A. INTRODUCTION

As state employees and public servants, service is the primary function of the apparatus. Service is the process of fulfilling needs via the direct actions of others. Based on the *Undang-Undang Nomor 25 Tahun 2009* concerning public services, the following describes public services: public services are commodities, services, and/or administrative services provided by service providers for the benefit of all citizens and residents in line with applicable laws and regulations. public (the *Undang-Undang Nomor 25 Tahun 2009* Article 1 Paragraph 1).

In Indonesia, the implementation of public services is becoming an increasingly strategic policy issue because the improvement of public services in this country tends to stagnate, while the results are widely known because they impact all spheres of public life, including economic, social, political, and cultural life, among others. In the sphere of economics, inadequate public services will result in a decline in investment, which can lead to the *PHK-Pemutusan*

*Hubungan Kerja* (Termination of Employment) in industries and the lack of new jobs, resulting in a significant increase in the unemployment rate. The growth of social vulnerability is an additional consequence of this issue (Mahsyar, 2011).

Service quality is the effort done by a group or bureaucrat to serve the community in order to attain personal objectives. Population administration is one of the implementations of public services within a government. Population administration is comprised of a number of organizing and controlling operations, including population registration, civil registration, management of population administration information, and working, the outcomes of which are for the growth of public services and other sectors. Service quality is a condition in which a dynamic relationship between users and service providers, both services and persons, is established. Capability, reactivity, timeliness, and infrastructure availability have a direct relationship with public services. It can be argued that a service is of high quality if it meets the needs and expectations of its consumers. In contrast, if the services offered do not meet the expectations of service consumers, it can be considered that the quality of the service is low. Good or poor service quality does not depend on the provider's perspective, but rather on consumer views and norms or regulations regulating service quality. (Ratna, 2017).

Based on the *Surat Keputusan Menteri Aparatur Negara Nomor 63 Tahun 2003* concerning general guidelines for the implementation of public services including service procedures, service requirements, ability of service officers, speed of service, justice in obtaining services, certainty of service costs, and ensuring service schedules, the government has consequences for enhancing services in the service sector. It is intended that government personnel throughout Indonesia will deliver services commensurate with community expectations. There is still much to evaluate regarding Indonesia's public services, and it is feasible that the Tanggulangin District will become one of the providers of these services. (Kepmen PAN No. 63: 2003)

As a public service provider, the sub-primary district's responsibility is to assist the Regent in the administration of government, development, and society in the sub-district area, as well as to increase the effectiveness of public services in the context of good governance and improve the quality of services in the form of services or licensing through transparency and standardization of services. Other responsibilities of the subdistrict include assistance with the production of the *KTP-Kartu Penduduk* (Identity Cards), birth certificates, marriage certificates, the *IMB-Ijin Mendirikan Bangunan* (land certificates, construction permits), movement information, land, crowd permits, and document legalization. Community service must be supported by personnel that are dependable, knowledgeable, able to comprehend, and capable of carrying out their primary responsibilities and tasks in accordance with their areas of responsibility. Additionally, they must have a dedication and moral obligation to society. In addition, service users have also complained that the unpredictability of the timing leads in poor service quality. Time uncertainty can produce a negative impression of the government agency. Given that the government's primary purpose is to

serve the community, it must continue to enhance the quality of its services. (Ones, 2015).

Several prior scholars have explained, among other things, the following concerning the Quality of Population Administration Public Services:

First, the Quality of Public Services in Population Administration at the Purwodadi District Office in Pasuruan Province (Rohman Nur Alifian, Ati Umi Nurul, Abidin Zainal agus, 2021). Research findings The Purwodadi District Office does not have adequate service facilities for providing services to the community, such as waiting room chairs that are still in need of replacement and information facilities that are not yet available, according to the findings of research based on physical evidence (*tangible*). Regarding the topic of dependability, (*reliability*) refers to the timeliness and accuracy of service processes, as well as the dependability in handling any public complaints. Officers and the community have engaged in communication regarding the responsiveness of employees in terms of assisting individuals in need of services, particularly those who are puzzled about services. This is seen by the officers' willingness to assist visitors with challenges. The Purwodadi District Office, Pasuruan Regency has made efforts to improve the quality of its services connected to delivering a sense of security to the community, namely by employing parking attendants who contribute to securing the parking lot. The officer will then store any items left in the service room until the owner retrieves them. Purwodadi District's fourth aspect (*emphaty*) was to leave a favorable impression. This is evidenced by the attitude of the officers, who explain the service regulations clearly and embrace criticism and ideas as a means of improving service. The paucity of employee resources and the absence of facilities and infrastructure impede the provision of public services at the Purwodadi District Office in the Pasuruan Regency. While the supporting aspects include the employees' passion for one another, scheduling coordination meetings or some type of evaluation every three months is also important.

Second, the standard of public services provided by the Cahya Baru Village Government, Jejangkit District, Barito Kuala Regency (Norliani Erni, Herman Murdiansyah, Fibriyanita Fika, 2021). The findings of this study reveal that (1) the Cahya Baru Village Office, Jejangkit District, Barito Kuala Regency has adopted the dimensions of tangibility, reliability, responsiveness, assurance, and empathy, in addition to the discussion. However, there are a few signs that have not fulfilled the desires of the society. (2) The lack of personnel resources and infrastructure impede the delivery of public services at the Cahya Baru Village Office in the Jejangkit District of the Barito Kuala Regency. Supporting aspects include the passion that employees have for one another, holding a coordination meeting or evaluation every three months, and then instilling a sense of duty to serve the community with integrity and in line with morals. Existence of facilities in the form of instruments to facilitate the service process is a further component in support.

Third, the standard of public services in Lalumpe Village, Motoling District, South Minahasa Province (Bella Nasi, Kimbal L. Marthen, Lapian T.M, 2017). This study's findings reveal that the dimensions of *Tangibel*, *Reliability*,

*Responsiveness, Assurance, and Empathy* have been applied to the quality of public services in the village of Lalumpe, Motoling District, South Minahasa Regency. However, it still contains a number of indications that have not been implemented in accordance with the desires of the community, including the fact that Lalumpe's village government does not yet have a designated village office. According to the discussion of the *reliability* evaluation, the supply of acceptable and accurate services has gone well in accordance with existing procedures; however, discipline issues remain and must be addressed. Intangible indicators, such as the supply of adequate human resources and other resources, are still deficient and require attention, as there are still village leaders with just a *SD-Sekolah Dasar* (primary school education). And the restrictions of certain essential capabilities. Because public services at the West Bulontio village office are still centered on the village secretary, there is still a deficiency in the responsiveness indication, specifically a desire to *Sekdes-Sekretaris Desa* (serve swiftly). This condition has a significant impact on community service. Indicators of assurance, meaning a focus on ethics and morality in providing services, are positive because community service personnel are neat and courteous. The *Emphati* indication, essentially the readiness to know the desires and requirements of the community, is positive because village leaders inquire about community needs and listen to what the community has to say regarding the delivery of services.

Researchers discovered issues with public services. The difficulty in serving the public relates to the duration of service, such as when individuals create the *KTP*. The community expressed that the *KTP* procedure did not adhere to the required three-day duration. The typical time stated is three days, but the actual time required to finish the production of an ID card is between six and seven days. This is because the basic components, such as an ID card, must wait for completion from the head office, which takes time. This is the primary reason why the time it takes to create an ID card exceeds the standard three-day timeframe. Employees are the parties who conduct public services, particularly when interacting directly with the community, consumers, and customers. Thus, the implementation of quality public services requires the support of human resources, specifically employees or employees who are prepared and dependable. Human resource performance in government agencies and institutions that deliver public services is indicative of one of the quality of public services. In Tanggulangin District, Sidoarjo Regency, employees serve the community administration management fairly, without prejudice, and wholeheartedly; yet, according to the research conducted, there are still employees who arrive late due to travel time limits, causing delays. Based on the aforementioned context, this research might be stated as follows: what is the quality of public services in the Tanggulangin District of the Sidoarjo Regency? (Writer, 2022)

## B. THEORY AND CONCEPT

### The public sector

According to Ratminto and Atik Septi Winarsih (2007:4-5), public service or public service is a form of service, both regarding the form of public goods and

public services which in principle are the responsibility and carried out by government agencies at the center, in the regions, and within the State-Owned Enterprises or Regional-Owned Enterprises, in order to meet the needs of the community as well as in the context of determining laws and regulations. According to Hardiyansyah (2011:12), the concept of public service is to satisfy the requirements of individuals or organizations that have an interest in the organization, in accordance with the basic norms and procedures that have been established and with the goal of ensuring customer satisfaction.

Customer needs are essential for service quality. Based on the theory presented by Gasperz in Azis Sanapiah (2000), customer needs can be met if public services are able to fulfill six out of ten good service discussions, specifically: "Certainty of service time, service precision, courtesy and friendliness, accountability, comprehensiveness, and convenience. get service." If the offered services meet these requirements, it can be claimed that the community's needs have been addressed, resulting in community satisfaction.

Government officials in Indonesia deliver excellent services in accordance with the desires of the populace. It is conceivable that one of the implementers of public services in Indonesia is located in the Tanggulangin District, as there are still numerous issues pertaining to public services in Indonesia. Tanggulangin District is one of the subdistricts in Sidoarjo Regency that provides population administration-related public services. Public services in the field of population administration in Tanggulangin District include making the *KK-Kartu Keluarga* (Family Cards), the *e-KTP* (Electronic Identity Cards), the *SKTS-Surat Keterangan Tinggal Sementara* (Temporary Residence Certificates) and there are recommended services including: making birth certificates, marriage certificates, land certificates, the *HO-Hinder Onderneming* (business license).

### Theorie of Service Quality

According to Zeithaml, Parasuraman, and Berry (in Hardiansyah, 2011, p. 46), there are indicators of service quality that lie in five dimensions of service quality, namely Tangible, Reliability, Responsiveness, Assurance, and Empathy, that can be used to determine the quality of service that is actually felt by consumers (empathy). Each dimension contains indicators that will be described in detail below:

1. Tangible: Quality of service, which includes the office's physical buildings, computerized administration, waiting area, and information hub. It is an indicator by
  - a. Officers' and equipment's visual appeal when serving consumers
  - b. Convenience of a service location
  - c. Facilitate the service operation
  - d. Discipline of officers/equipment in carrying out services
  - e. Accessibility of service requests for the customer
  - f. Use of equipment in service.
2. Reliability: Capability and dependability in delivering dependable services. Indicators include:
  - a. Serving accuracy of officers
  - b. Have distinct service criteria

- c. The capacity of officers and equipment to utilize assistive technology in the delivery of service.
- d. The proficiency of police in utilizing service tools.

3. Responsiveness: obligation to provide assistance and services swiftly, accurately, and in accordance with the consumer's preferences. Indicators include:

- a. Respond to every service-seeking consumer or application. Officers/equipment provide services rapidly.
- b. Officers/equipment execute services appropriately.
- c. Officers and equipment conduct services with care.
- d. Officers and equipment provide services in a timely manner.
- e. Officer responds to each and every consumer concern.

4. Assurance: employee assurances provided to consumers. Indicators include:

- a. Officers issue time-of-service guarantees
- b. Officers offer a guarantee of service charges.
- c. Officers make assurances of service legality
- d. Officers give guarantee of service reliability

5. Emphaty: staff with a tough but service-oriented demeanor toward consumers. Indicators include:

- a. Prioritize the customer/interests applicant's
- b. The personnel serves with a kind demeanor.
- c. Officers provide courteous service.
- d. Officers serve non-discriminatory (discriminatory)
- e. Every consumer is served and valued by officers.

## C. METHODS

This descriptive quantitative study measures the quality of public services in the Tanggulangin District of Sidoarjo Province. The research location is a location where research is conducted, particularly in capturing actual events or occurrences from the topic under investigation in order to collect correct research data (Moleong, 2011:127).

According to Bungin (2012: 53), the most essential sampling need is the identification of key informants or information-rich social contexts. This study's primary informants are government elites, specifically the Head of Tanggulangin District, Secretary of Tanggulangin District, the *TU-Tata Usaha* (Administration Officer), and associated informants as supporters of this research. To acquire primary data for this study, the authors conducted field observations, followed by interviews with informants, and recorded data in accordance with actual events. The informant in this primary data source is the Head of Tanggulangin District for the Sidoarjo Province. The author collects secondary data from books, the Internet, papers pertaining to the quality of government population administration services, and other media sources since they are supportive or supplementary to the topics being examined. Data collecting techniques are methods or strategies for gathering the necessary information to answer a question. The following data gathering strategies were utilized to collect data and information as well as information - information for the authors' purposes:

1. Interview Techniques (Interview)

The interview is a discussion between the interviewer and the primary informant (research resource) about a topic in the field. There are two participants in this conversation: the interviewer and the interviewee.

2. Observation Techniques (Pengamatan)

Observation is a deliberate, methodical examination of social occurrences with observable psychological symptoms, to be recorded afterwards. This method is used to determine the quality of service provided by the Population Administration in Tanggulangin District, Sidoarjo Province.

3. Documentation Technology

Documents are evidence of the past. Documents can take the shape of text or images, such as photographs taken by researchers to demonstrate their presence in the field.

Data analysis approach is a process for transforming raw data into useful information. When performing research, it is essential to examine the data so that they are easily comprehensible. Patton thinks that data analysis entails problem-based data organization. Spradley also opined that qualitative research data analysis begins with a broad thing (domain analysis), followed by taxonomy and compensating study of cultural motifs.

1. Data collecting

The initial step of the procedure is data collection. Efforts to collect data through a variety of methods, including interviews, observation, documentation, etc. After entering the field, the researchers compiled their findings, which were still in the form of raw data. The researchers initially visited the site and conducted interviews and observations with informants concerning the quality of service provided by the Population Administration, Tanggulangin District, Sidoarjo Regency.

2. Reduced data

Data reduction is the process of summarizing and focusing on the essentials, while discarding the irrelevant data, in order to obtain a clear image and organize the required data according to the research topic. Moreover, the selected data is closely associated with the service quality of the Population Administration, Tanggulangin District, Sidoarjo Regency.

3. Data presentation

It is possible to characterize a presentation as a compilation of information that allows for the drawing of conclusions and the execution of additional tasks. This is included in the study as well. The data on the quality of service provided by the Population Administration, Tanggulangin District, Sidoarjo Regency were collected primarily by interviews, observations, and documentation.

4. Making deductions

The conclusion of the final phase of the performed data analysis is that the findings of data reduction still pertain to the formulation of the problem in terms of the desired outcomes. In the research process on the service quality of the Population Administration in Tanggulangin District, Sidoarjo Province, the conclusion is the answer to the current problems backed by accurate facts.

## D. RESULTS AND DISCUSSION

According to (Dwiyanto, 2009), public service standards are regarded norms since the implementation of these standards includes the aspects of a norm, specifically cognitive dimensions that include how to establish practices that are able to assist organizations in achieving their goals.

Fundamentals of Public Service Article 1 paragraph 1 of the *Undang-Undang Nomor 25 Tahun 2009* on Public Services defines a public service as an activity or series of activities undertaken by public service providers to meet the needs of citizens and residents in accordance with applicable laws and regulations for the provision of goods, services, and administrative services. According to (Winarsih, 2010), the implementation of public services must consider and adhere to public service principles. Based on the *Surat Keputusan Menteri Pemberdayaan Aparatur Negara Nomor 81 Tahun 1993* regarding Guidelines for the Management of Public Services, every public bureaucracy must provide services to the community in accordance with the following service principles:

1. Simplicity, in the sense that the established and implemented service procedures are not complicated, easy to comprehend, and simple for the public or service users to implement.
2. Clarity, in the sense of procedural and service-related transparency. This clarity encompasses the following aspects:
  - a. Administrative and technical prerequisites for public services
  - b. Work units or authorities authorized and responsible for providing services and addressing complaints or issues in the delivery of public services.
  - c. Information regarding public service fees and payment processes.
3. The implementation of public services can be accomplished within a set time frame.
4. Economical, that the imposition of fees or service tariffs must be established equitably by considering the worth of goods and services, the community's ability to pay, and the rules of applicable laws and regulations.
5. Security, in the sense that public service processes and goods provide service recipients with a sense of security and legal certainty.
6. Responsibility denotes that leaders execute public services or that authorities are obligated to be responsible for the execution of public services.
7. Completion of facilities and infrastructure, availability of work facilities and infrastructure, work equipment, and other adequate supports, such as the supply of telecommunications and information technology facilities.
8. Accessibility, in the sense of a suitable location and service facilities that are readily available to the public and able to exploit telecommunications technology.
9. Discipline, civility, and friendliness, in the sense that service providers must be disciplined, courteous, and friendly and perform services in good faith.
10. Achievement, in the sense that the service environment must be orderly, offered a comfortable, clean, tidy waiting room, a beautiful and healthy environment, and supplied with service support facilities such as parking, restrooms, and others.

So that every public service implementation must have service standards to ensure that recipients of beneficial services are able to receive the same quality of service, bureaucratic structures at the center and in the regions must be able to provide service standards. According to (Rahmayanty, 2010) minimum service requirements include:

1. Specified service procedures for service providers and recipients, including complaint handling.
2. The processing time is measured from the moment an application is submitted through the conclusion of the service, including the resolution of any complaints.
3. Service costs are prices that include the specifics of the service delivery procedure.
4. The results of services that will be received in accordance with predefined provisions are service products.
5. Public service providers' provision of adequate service facilities and infrastructure.
6. Competence must be determined based on the required knowledge, expertise, abilities, attitudes, and behaviors of service providers.

Overview Tanggulangin is a subdistrict in the Indonesian province of East Java's Sidoarjo Regency. Tanggulangin is situated to the south of the capital city of Sidoarjo and is only 9 kilometers from the city center. It is surrounded by the Tulangan subdistrict to the west, the Porong subdistrict to the south, the Candi subdistrict to the north, and the Candi and Porong subdistricts to the east.

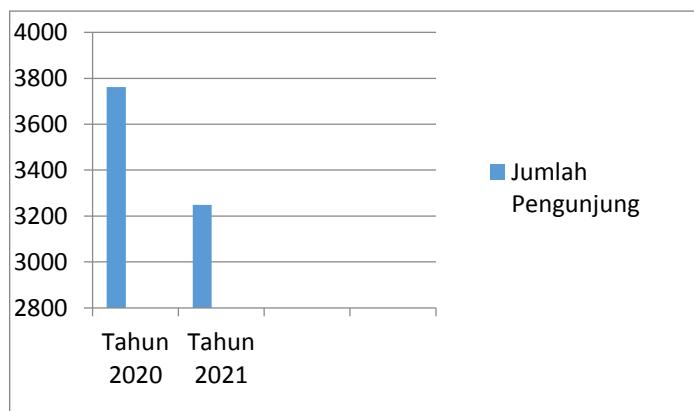
#### **Vision and Mission of Tanggulangin District, Sidoarjo Regency**

**Vision:** "Improving the quality of community services and reviving and enhancing the economy of the town".

**Mision:** "Realizing excellent and quality service to the community in order to establish a professional subdistrict apparatus and cultivating an independent community business attitude in order to increase the degree of welfare and economy in the Tanggulangin subdistrict.".

**Motto:** "Our commitment is to provide prompt, accurate, and enjoyable service.

Figure 1. Visitor graph in Tanggulangin District Sidoarjo Regency



Source: Data processed by scientists in 2022

Discussion of the Quality of Population Administration Services in the District of Tanggulagi, Sidoarjo. The administrative implementation carried out by the apparatus in Tanggulangin District includes the implementation of tasks, particularly in the preparation of materials and information; this is indicated by the number of complaints from the public against the management in preparing the necessary administration; therefore, it is necessary to evaluate the quality of the services they provide to the community.

In order to appropriately manage administrative services, the author employs the theory offered by Parasuraman in Lupiyoadi (2006) to evaluate service quality using five characteristics. Tangibles, Reliability, Responsiveness, Assurance, and Empathy are the factors. Researchers choose this theory because the proposed indicators by Parasuraman are expected to provide a comprehensive explanation of "The Quality of Population Administration Services in Tanggulangin District, Sidoarjo Regency."

#### **Direct Proof/Outward Appearance (*tangibles*)**

Direct evidence/tangibles include office buildings, equipment, personnel, and other physical structures. include electronic administration, a waiting space, and an information section. According to the findings of a study on Tangibles in the form of physical facilities and service support facilities in the Tanggulangin District, the meeting building, government building, and services may be identified. There is already a specific area for the sub-district administrator and sub-district equipment, although not all of the spaces are for equipment. Some are still joining. In addition to other amenities such as prayer room 1, we also offer parking in front. People may park in the designated area. There are also support rooms, such as special service rooms. In addition, 2 (two) cars are accessible to expedite activities outside and within the subdistrict, along with 13 (thirteen) computers and 6 (six) laptops provided for the device, as well as room equipment including air conditioning, fan, Wifi, and office telephone.

Figure 2. Service Area



Source: Data processed by scientists in 2022

#### **Reliability**

Reliability is the implementation of accurately delivering the promised service. The ability of officers to obtain services in Tanggulangin District, Sidoarjo Regency, is related to their dependability. In community service with the Java programming language. This strategy is utilized to better comprehend the demands of individuals who are accustomed to communicating in Javanese. We strive to contribute positively to society. Having sufficient resources and a full

complement of supporting facilities will expedite the service delivery process. Because Tanggulangin District staff are able to use computers, laptops, ICT machines, and printers, the district's capacity to deliver the promised service precisely is fairly good. Along the way, there will be a special budget to conduct capacity building training for each device. With the hope that all can know their main tasks and speed up the service process.

### Responsiveness

Volunteers have a desire to assist service customers and provide sincere population administration services. The responsiveness of officers in the Tanggulangin District of the Sidoarjo Regency is closely tied to their preparedness to address the requirements of the community. The responsiveness of officers in Tanggulangin District, Sidoarjo Regency, when providing services is one factor that influences the public's evaluation of the services.



Source: Data processed by scientists in 2022

### Assurance

Knowledge and civility of officers, as well as their capacity to inspire confidence in service recipients. The residents of Tanggulangin District, Sidoarjo Regency, desire satisfactory service. This must be supported by effective communication between recipients and providers of services. Communication happens between service officers and the community, between leaders and officers, and between officers themselves. Establishing ties or communicating with the community is insufficient to deliver services to the community; personnel at the village government office must also be able to maintain the community's trust as service recipients. This can be accomplished by giving promises such as courtesy, timeliness, and cost predictability in service. Tanggulangin District, Sidoarjo Regency gives confidence in the officers' competence, civility, and capacity to inspire confidence in service recipients.

### Emphaty

In the administration of the people in Tanggulangin District, Sidoarjo Regency, empathic service providers have already adapted their services to the local citizens' culture of manners, courtesy, and kindness. Complaints about service can be filed directly to the *RT/RW-Rukun Tetangga/Rukun Wilayah* (village government and its partners). In acquiring population administration management in Tanggulangin District, Sidoarjo Province, the community is not

discriminated against (differentiated). As service providers, the service officers of Tanggulagi Subdistrict, Sidoarjo Regency demonstrate another degree of empathy by placing community interests above their own. The responsibility of service providers is to meet the requirements of the community in accordance with the established norms and procedures. When delivering services, service officials in Tanggulangin District, Sidoarjo Regency conduct courteously, courteously, reasonably, and impartially (discriminatory). According to the research that has been conducted, service officers in the Tanggulangin District of the Sidoarjo Regency should not discriminate against individuals who provide population administration services.

The issues have a negative impact on the Quality of Population Administration Services in Tanggulangin District, Sidoarjo Regency is Human Resources Quality.

#### **Human Resources Quality**

In order to conduct good village government in line with predefined regulations, the village machinery must be equipped with sufficient resources. If, on the other hand, this becomes an impediment to the implementation and application of the regulations that have been established, the exception will be made. The quality of human resources limits the village employees' plan for enhancing population administration services in Tanggulangin District, Sidoarjo Regency. For the problem of human resources in the Tanggulangin District of the Sidoarjo Regency, there is a lack of personnel, so they intend to hire more people to improve support services. In addition to the discipline of employees who occasionally remain late.

Of course, there are also supporting aspects for the quality of population administration services, Tanggulangin District, Sidoarjo Regency, such as staff training to promote professionalism for the development of human resources in the Tanggulangin District, Sidoarjo Regency.

Administrative services in Tanggulangin District, Sidoarjo Regency are very transparent which gives a sense of comfort to the community. As well as when serving the employees gave a friendly smile and an explanation that was quite understandable to the public. Tanggulangin District, Sidoarjo Regency also has access to a website that contains services that are easily accessible by the public

#### **E. CONCLUSION**

Conclusions from the Quality of Population Administration Services in Tanggulangin District, Sidoarjo Regency, encompassing five discussions:

1. The execution of Tangible's population administration services has not been optimized in terms of managing the availability of facilities and infrastructure. Therefore, it must be enhanced so that the service is optimal.
2. Services for population administration using *reliability* indicators. Tanggulangin District, Sidoarjo Regency, has already implemented service standards and is able to utilize supporting facilities, such as computers, laptops, typewriters, and printers.
3. Services for population administration with indicators *Responsiveness*. According to the data collected during research, *responsiveness* is fairly good.

4. Services for population administration using assurance indicators. In the Tanggulangin District of the Sidoarjo Regency, poor service delivery is evident. The community has not been satisfied with the timeliness promise, thus it is necessary to set a schedule for service officers so that they can be in place and people can receive services promptly.
5. Providing population management services with empathy indicators. It is quite effective in Tanggulangin District, Sidoarjo Regency, because it prioritizes the needs of the service-dependent community. Service personnel are pleasant, kind, and impartial.

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