

Innovation of Civil Administration Services The Regional for Population and Civil Registry Office of Surakarta City (The Study of Processes "Besuk Kiamat" program)

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Abstract - The purpose of research to know how to drafting process of the innovation Besuk Kiamat (condolences Send a death certificate) from the Regional Population and Civil Registry Office of Surakarta City. This technique used triangulation and qualitative research method. The results of research it was discovered that 1) the process of drafting the innovation Besuk Kiamat from a drum up its own, against the background of the public who has not Tirrenus how important of a death certificate. 2) diagnose process, this service to the note of the reduction of the inhabitants of diligence to know the calculation of death and population census. 3) Design phase from Besuk Kiamat program was preceded by National Institute of Public Administration with focus group discussions of who would be in the program are Carried out and how the program Tirrenus, with a pilot project in 5 (five) sub-district in 5 (five) district. 4) Delivery, Periodically how to know lack or obstacles for future consideration. 5) Display, the family grief files to sub-district office and the process had been done by the sub district office such as a death certificate, family card and id card, its status had been changes.

Keywords: Innovation, Service, Population Administration, Death Certificate.

I. INTRODUCTION

The line of duty of the state apparatus as civil servants of the state is reflected in its functions in the areas of governance, development, and services to the community. One of the parameters of good governance is a way of apparatus providing services. Services will be optimized if accordance to innovate.

Many innovations have been implemented by ministries, agencies, provincial governments, district / city and state, but several innovations ideas are focused on the field of

population administration. In-Law No. 23 of 2006 on the administration of residence mentioned that population administration is a series of restructuring and enforcement activities, the issuance of documents and demographic data through population registration, civil registration, information management and utilization results of population administration for public services and other sectors.

The importance of the population administration for everyone in Indonesia makes it as necessity and self-identity. So, someone who does not have civil administration of residence can be regarded as foreign nationals because they

doesn't have legal identity. From the political side, if a person doesn't have an identity that explains about their domicile, they can't use their vote in election. In other hand, from the side of delivery of health services and the provision of assistance from the government, administration population became the main requirement for the recipient. For example, if the government wants to distribute the rice aid to the population in the X area, then resident in the X region must have an identity which proves that they actually resident X indicates Family Card (KK) or identity card (KTP).

Innovations created by the government to indicate that governments increasingly appreciate the community by providing public services as possible in order the public easy in handling administration population.

Population and Civil Registration took some related launched a new innovation in supporting the program, such as the Department of Health, of Communications, Information, Statistics and Coding Office also Sub District Office, which purposed to support and facilitate the fulfillment of population administration for the people.

Innovation is a program launched tomorrow Judgment. Besuk Kiamat is a death certificate services delivered directly by the State Civil Apparatus (ASN) to the families concerned. This new service is a continuation of condolences to send a death certificate or Bela Sungkawa Kirim Akta Kematian in Indonesia National Institute of Public Administration language. According to the Head Office of Population and Civil Registration Surakarta, "Besuk Kiamat is provide convenience for residents whose family members died. Because it is so reported, the same day their heir or their family will immediately receive a death certificate". The Programs that focus on the death certificate is still rarely studied by the others City / County, mostly developing programs for a birth certificate, marriage certificate, identity card (KTP) and Family Card (KK). Innovation has become one of the most popular innovation program in Surakarta City Government to serving the population administration, hoping to be emulated by the others City / County to facilitate the public to meet the needs of population administration.

Ownership dead certificate are comparable with the number of deaths is increasing. Total issuance of death certificates in 2015 there were 2961 inhabitants, in 2016 there are 3513 residents, and in 2017 there were 3651 residents. However, seen from growth, is inversely proportional to the ownership of the death certificate with the death rate from year to year, there is

added 552 when 2015-2016, and 2016-2017 are as many as 138 residents gain ownership. Seen that public awareness of the death certificate of ownership is still low. We know the importance of ownership of the death certificate to take care of the administrations attached to person, such as pensions for civil / military / police, insurance, inheritance, aid from government, census and administrative data validity population.

National Institute of Public Administration (2014) defines innovation is "the process of thinking and implementing an idea that had an element of novelty and usefulness". The innovations had government created in current area varied, but seldom or noone focus on reviewing own of population administration in the form of a death certificate. Surakarta City Government is currently initiating the process of preparing the population administration proprietary innovation. Therefore, this innovation program to be interesting to be studied by researchers with the title: "Innovation of Civil Administration Services Population Administration in the Regional Population and Civil Registry Office of Surakarta City (Study of Processes 'Besuk Kiamat' Program)"

In accordance with the description of the background described, the objectives to be achieved in this research is to know how the process of drafting innovation Besuk Kiamat tomorrow (condolences Send a death certificate) at the Department of Population and Civil Registration Surakarta.

II. LITERATURE REVIEW

According to the deputy of innovation administration National Institute of Public Administration, Utomo (2017), in an event Surakarta City Government innovation convention, "innovation is a fixed price, and we want to realize Innovation-driven Government or government-run principle of continuous renewal".

Nowadays, this has been spread innovators across Indonesia. Similarly, many innovations that will be up and running. Not all the new things can be called innovation. Every innovation has phases or the respective process. development process Program of innovation in an organization can be explain of view of Wood, et al (1998: 654) which explained four stages of the innovation process (steps in the innovation process), namely:

Idea creation - new product or process idea arise from spontaneous, creativity, ingenuity and information processing. Creation ideas, new products or processes arise from spontaneous

1. ideas, creativity, intelligence and information processing. Utomo (2017: 128) describes the main results of the initial stage:

"A innovations directory that will give information about the area / agency making innovation, the early emergence of the idea of innovation, the figure behind innovation, the kind of innovation that is conceived, the problem underlying or triggering the birth of innovation, the maturation process of innovation, implementation phases of innovation, the resulting impact, as well contact person for further learning "

2. Initial experimentation - new ideas are first Examined in concept to establish Reviews their potential values and applications. Initial experiments, a new idea was studied in concept value and their potential applications. This stage is intended to finalize ideas / new ideas. A new idea is used to develop ideas have arise and then prepared to implement these ideas.
3. Feasibility determination - Formal studies are conducted to determine feasibility of Adopting the new product or process Including cost and benefits. Determination of eligibility, a formal study conducted to determine eligibility and to adopt a new product or process, including the cost dan benefits. Determine the feasibility of an innovation aimed to assess whether this innovation is feasible or not to be an innovation, because innovation is also by no means finished once found, but is always in need of improvement and continuous improvement. One way to communicate with relevant parties (Utomo: 2017).
4. Final application - the new product or service is produced and marketed Orthe is fully implemented a new process. In the end, new products or services are produced and marketed or new processes are implemented fully. The final stage is the implementation of the innovation with this occasion governance innovations are innovations of population administration services. According Utomo (2017: 130) "can be called that innovation is a program that must be National Institute of Public Administration carefully and be guarded carefully stage of actualization".

The fourth stage of the innovation process according to Wood, et al (1998) involves the recognition that a development of innovation within the organization initiated through the process of creating an idea of a product or a new process that could arise from spontaneity, creativity, intelligence and manage information. The new idea about the product or the process by establishing the concept of

potential dan penerapannya values. Organizations that successfully create excellence National Institute of Public Administration compete (competitive advantage) is a company that is capable of creating innovation and creativity through effective innovation process and National Institute of Public Administration (Gupta and Macdaniel, 2002). Required way or a new strategy to create and produce a new product or make improvements to enhance the creative abilities of the members of the organization.

The stages that must be passed to a new innovation in order to pass the test in the laboratory of the Institute of Public Administration, such as:

1. Drum Up
It is the stage of motivation and inspiration innovating, developing mindset innovative and culture, as well as the collective need to innovate.
2. Diagnose
An organizational analysis phase, the identification of innovation ideas, maps stakeholders, commitment to innovation, and innovation documentation.
3. Design
Innovation is the stage of the action National Institute of Public Administration, the implementation National Institute of Public Administration, anticipate problems-solutions, contract performance, and documentation of innovations.
4. Delivery
Is the launching phase of innovation, diffusion of innovation design, monitoring and evaluation. Innovation, Co-Advocacy-Assistance innovation, replication, and follow-up innovation.
5. Display
Is a festival stage and the promotion of innovation, display / exhibition innovation, satisfaction surveys, expediency, and the follow-up display.

Several processes have been described, this study uses the stages of preparation process of innovation on the basis of the Institute of Public Administration (National Institute Of Public Administration) for the model with regard to public sector innovation process that begins with the drum up, diagnosis, design, delivery, and display .. Process Innovation that will be studied in the study using the theory of the National Institute Of Public Administration, because these

theories focus on the formulation, while the other model bahasannya wider coverage to the evaluation and impact.

III. RESEARCH METHODS

This research is a descriptive qualitative approach. As well as the use of descriptive research design in exploring, more elaborated on the innovations of population administrative services in the Regional Population and Civil Registry Office of Surakarta, *Besuk Kiamat* gunamengetahui population administration innovation process so as to improve public services.

The data analysis technique used is the interactive model, according to Miles and Huberman (1994: 20) there are three components of the analysis, such as data reduction, data presentation and conclusion, made with interactive form with the data collection process (collecting data) as a cycle.

IV. RESEARCH RESULT

1. Drum Up

Researchers saw a *Besuk Kiamat* innovation created the Regional Population and Civil Registry Office not started from the drums up. When Regional Population and Civil Registry Office developing public service based on conditions that occurred in the community. Drum up based on the theory National Institute of Public Administration (2017) is the stage of the motivation of a mindset that is based on the collective needs to innovate, only drum up rarely done implemented National Institute of Public Administration. This hinders the regional organization (WTO) to create innovation. Decision tomorrow Regional Population and Civil Registry Office in creating innovation Judgment without waiting for the activities carried National Institute of Public Administration is the right decision because it is based on the theory of Wood (1998) an innovation process occur spontaneously with the basic issues underlying or triggering the birth of innovation.

The formation of innovation *Besuk Kiamat* backdrop of the low level of public awareness of the death certificate because people have more confidence in the death certificate, including on the management of inheritance rights. According to Law No. 23 of 2006 as amended by Law No. 24 of 2013, the population administration to be something very important to people's lives. Population administration is always associated with any community activities, one of which stewardship of the National Institute of Public Administration papers, assistance from governments, pension funds and others. They must include the purposes of administration of population ie Identity Card (KTP) or when

buying or selling National Institute of Public Administration inheritance, must include the death certificate. If we look at where innovation apocalypse tomorrow,

2. Diagnose

Diagnostic phase carried out with the purpose of identifying and analyzing the potential of the WTO, especially Regional Population and Civil Registry Office . This activity is carried out in order to explore and bring up the idea of innovation required by Dispendukicapil in providing excellent service to the community. *Besuk Kiamat* tomorrow Innovation is a process innovation program implemented through a Focus Group Discussion (FGD) on who will run and how the program will run.

Stage of diagnosis performed by the National Institute Of Public Administration simultaneously with drum up phase. The stage seems inappropriate when applied in Surakarta, because of the WTO need to understand the potential of the first. So the purpose of the diagnosis presented by the National Institute Of Public Administration (2017) in the form of identification and analysis can be realized. *Besuk Kiamat* innovation in terms of diagnosis can support public services infrastructure is a factor. Factors according Moenir good infrastructure facilities (2010) are all types of appliances, equipment and other facilities that serve as the main tool / auxiliary in the execution of the work, and social functioning in the framework of the interests of those who are associated with the work organization.

3. Design

Besuk Kiamat innovation on its way through the design phase in the Focus Group Discussion (FGD) to discuss the stages together with supporting components in the implementation of *Besuk Kiamat*. The components in the form of a Human Resources (HR) and infrastructure. There are two parties to implement innovations tomorrow quantity, among others internal and external parties. Ie internal party Regional Population and Civil Registry Office Chief, Secretary, Division of population registration, civil registration field, field of population administration information management, utilization data and innovation fields. While external parties that the Department of Health, appointed village officials as a pilot project and the Department of Communications, Information Technology, Statistics and coding. The parties who will implement innovations *Besuk Kiamat*.

Infrastructure that will be used in the form of a computer, an internet connection, stationery. Completeness of

infrastructure shall be met by the organizers as the standard of care in accordance with Law No. 25 of 2009.

In addition to discussing human resources and infrastructure, at this stage Regional Population and Civil Registry Office National Institute of Public Administration tomorrow Besuk Kiamat flow of innovations ranging from family grief to report the death to the village with the requirements specified. Village of processing reports grief relatives passing on information to Regional Population and Civil Registry Office in order to get the death certificate. Regional Population and Civil Registry Office full responsibility to file a death certificate is issued, a new family card and an identity card with the status change for a family funeral. These files are delivered directly to the village which is then delivered by the local headman to family grief.

The design phase refers to the theories National Institute Of Public Administration (2017) where the design innovations have prepared thoroughly to anticipate problems and solutions. Unfortunately for the documentation of this innovation there are some who are not archived, such as documentation of a few pilot projects. To anticipate problems or solutions Regional Population and Civil Registry Office conduct experiments on five (5) Sub-district of a pilot project, Pajang Sub-district, Serengan Sub-district, Jebres Sub-district and Kadipiro Sub-district. Sub-district was chosen because it has a population density tertinggi in each district. Researchers assessed the experiment has not been evenly distributed, because in every village have complex problems which may hamper innovation Besuk Kiamat as the Internet network in each region has a different access speeds. Other than that, The innovation service standard for Besuk Kiamat has met the public service standards in accordance with Law Number 25 of 2009 in the form of a procedure system and mechanism, completion time, costs, service products, service facilities / facilities, number of implementers and implementing performance evaluations.

4. Delivery

Besuk Kiamat program through the delivery process. This stage is one stage of the preparation process of innovation gets continuously monitoring of BKPPD and National Institute Of Public Administration as a form of repair on an innovation which can then be communicated to the parties that run. In accordance with the theory Utomo (2017), this stage still has obstacles to be considered viable. These constraints, ie human resources need to be given less support technical guidance. In addition, the difficulty of co-

ordination of several parties involved due the increased workload and the lack of personnel to deliver products of Besuk Kiamat to the public through the ravine or a representative of the government. In terms of infrastructures having some problems,

In the delivery phase of the innovation National Institute Of Public Administration conducted tomorrow Judgment as a form of feasibility determination or the determination of eligibility. According to Wood (1998) eligibility determination was conducted in order to assess whether this innovation is feasible or not to be an innovation. However, the National Institute Of Public Administration as an institution that determines the feasibility of an innovation only 1 (one). This is less because of an innovation requires improvement and a sustained increase, by way of communicating with the relevant parties.

5. Display

Phase Besuk Kiamat innovation display by National Institute of Public Administration organized by 6-10 people, which are the devices RT and RW, health centers and District General Hospital, village officials, Regional Population and Civil Registry Office, and Communication, Information and Coding Services office. Implementation of Besuk Kiamat process flow from start to finish closely guarded in order to maximize the program, maintaining, developing, and assessing the program by periodic evaluation. It means to obtain a clear regulation of the local government about the compensation to be given to a family funeral. This research is in accordance with Utomo (2017) where an innovation at the final stage is a program that must be National Institute of Public Administration carefully and constantly guarded carefully actualization.

V. CONCLUSION

Based on the results, we concluded that the formulation process innovation Judgment tomorrow, such as:

1. Drum Up

This stage is the stage of the generation of the spirit, so that each of the regional Organization (WTO) desirous of creating an innovation one of them, an innovation proposed by Regional Population and Civil Registry Office form Besuk Kiamat program. Besuk Kiamat program is National Institute of Public Administration from 2015, has been tested in September 2017. Besuk Kiamat program background created by people who do not realize the importance of ownership of the death certificate as the

administration of population and creating closeness between government and society.

2. Diagnose

This activity is to identify the potential possessed by each OPD to explore and come up with this innovation. Besuk Kiamat program has been implemented by the Mayor of Surakarta through appeal given to Regional Population and Civil Registry Office as a follow-up program KIA's award-winning in 2014. On the visiting program of Judgment potential that can be identified is a service process that can be used as a record of depopulation due to death. The data is also used by Regional Population and Civil Registry Office as a census count of the population.

3. Design

Phase to design innovation to a National Institute of Public Administration of action which will be performed by the target locus. Stage design program begins Besuk Kiamat program drafting low awareness of the population will be motivated to get the death certificate. The design National Institute of Public Administrations is discussed in the focus group discussion on who will run and how the program will run. New ideas Besuk Kiamat innovations applied 5 *pilot project* (five) villages in five (5) districts in the City Bengawan. Fifth among other sub-district Kadipiro of the Banjarsari district, Jebres sub-district of the District Jebres, Semanggi Sub-District of Pasar Kliwon District, Pajang subdistrict of Laweyan District, and village of the District Serengan Serengan. The area was chosen to be the pilot project for the 5 villages listed as densely populated areas and prove worthy tested.

4. Delivery

The action National Institute of Public Administration for monitoring innovation run, Besuk Kiamat program in its implementation through monitoring in order to get evaluation periodically so that the known shortcomings and problems were found. These findings into consideration the subsequent implementation as well as the sustainability of the program is the provision of compensation.

Innovation program was exhibited at the title tomorrow Besuk Kiamat innovation Surakarta City Government to assess its feasibility by the State Administration Institute. The assessment includes:

- a. Besuk Kiamat program has compatibility with the system beyond himself. One of them is the birth certificate programs.

- b. Sustainable and can be replicated.
- c. Besuk Kiamat tomorrow Program is able to provide top solution inisiai low public awareness of the importance of the death certificate.
- d. The benefits obtained with this innovation is the ease of taking care of the people in the death certificate.
- e. Their novelty in the innovation process, namely the validity of demographic data owned by Regional Population and Civil Registry Office .

5. Display

Display Besuk Kiamat innovation is supported by the Department of Communication, Informatics, Statistics and coding, Public Health Service, and villages. Regional Population and Civil Registry Office expected to cooperate and coordinate each stage to the departments. With the grooves, mourning family reported the death to the village with the requirements specified. Village of processing the grief with the family reports complete the file and forwards the information to Regional Population and Civil Registry Office in order to get the death certificate. Regional Population and Civil Registry Office full responsibility to file a death certificate is issued, a new family card and an identity card with the status change for a family funeral. These files are delivered directly to the village which is then delivered by the local headman to family grief.

In the process of preparing the Besuk Kiamat tomorrow innovation found several problems, including lack of public awareness of the importance of the death certificate, the synchronization between the parties involved in carrying out the process, as well as human resources and infrastructure are different in every village.

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