

Case Public Service Quality Of Birth Certificate Delivery In Bone Regency: Literature Review

¹Ulya Aprillia, ¹Rasyid Thaha, A. ¹Lukman Irwan

¹Magister of Government Science Study Program, Faculty of Social and Political Sciences, Hasanuddin University,
Jalan Kemerdekaan KM.10 Tamalanrea, Makassar, South Sulawesi, Indonesia

Corresponding author: Ulya Aprillia. E-mail: ulyaaprillia32@gmail.com



Abstract– The focus of the data presented in the literature review aims and focuses on describing the quality of case public services for birth certificate outreach in Bone Regency. The method used in this study is a literature review by following the literature review procedure. The search for articles used for the literature review uses the help of Google Scholar with the criteria of articles indexed by Sinta Nasional, International Copernicus and International Scopus. This literature review uses 1 Sinta Nasional article, 1 International Copernicus article and 1 International Scopus Indexed Article. The quality of Public Services for Birth Certificate Outreach refers to the quality of services provided by the government in facilitating the process of making birth certificates for the community, using a jemput bola approach. Based on the results obtained, the Public Services for Birth Certificate Outreach in Bone Regency are still in the low category because there is still a lack of information on public understanding regarding birth certificate registration and it is still difficult for the local government to reach community data in Bone Regency due to inadequate facilities and infrastructure

Keywords: Pick Up the Ball, Birth Certificate

I. INTRODUCTION

This template, modified in MS Word 2007 and saved as a “Word 97-2003 Document” for the PC, provides authors with most of the formatting specifications needed for preparing electronic versions of their papers. All standard paper components have been specified for three reasons: (1) ease of use when formatting individual papers, (2) automatic compliance to electronic requirements that facilitate the concurrent or later production of electronic products, and (3) conformity of style throughout a conference proceedings. Margins, column widths, line spacing, and type styles are built-in; examples of the type styles are provided throughout this document and are identified in italic type, within parentheses, following the example. Some components, such as multi-leveled equations, graphics, and tables are not prescribed, although the various table text styles are provided. The formatter will need to create these components, incorporating the applicable criteria that follow.

Residents are all people who live in the geographical area of Indonesia for six months or more and or those who live less than six months but aim to settle (Arman, 2017). Population is the object of development results and at the same time the subject of development (Hardati, 2013). In Indonesia, the population reached 273.2 people and Indonesia is the 4th largest population in the world. Of the 273.2 people, Indonesia's population is divided into 38 provinces, one of which is South Sulawesi Province, which has Bone Regency.

Bone Regency is one of the regencies located on the east coast of South Sulawesi. Its location has a strategic position in the trade of goods and services in Eastern Indonesia. Bone Regency is divided into 27 sub-districts. These sub-districts are further divided into 328 villages and 44 sub-districts. Bone Regency is located to the east of Makassar City with a distance of 174 km. It is

positioned at 4°13'- 5°6' South latitude and between 119°42'-120°40' East longitude. Bone Regency has an area of 4,559 km². This area is divided into rice fields (88,449 Ha), fields (120,524 Ha), ponds (11,148 Ha), plantations (43,052.97 Ha), forests (145,073 Ha), and grasslands (10,503.48 Ha).

With such a large population, the government carries out its duties by fostering public services in line with the vision and mission of the government. Public services are one of the indicators of a country to be able to compete internationally (Svetlana & Anna, 2015). The essence of the achievement of public services is towards the ideals and common goals of creating *good governance* (Morse et al., 2017). In the Law of the Republic of Indonesia Number 25 of 2009 article 1 contains about public services, the regulation states that public services are a series of activities to meet service needs in accordance with statutory regulations for every community and resident for goods, services, and or administrative services available in the public service service process (Dirkareshza et al., 2021).

Public services carried out by the government are expected by the entire community to be good, clean and efficient state administration (Rodding, 2017). The lack of public services results in a low level of public satisfaction in managing the administration of public services in the government bureaucracy (Huda, 2014). This condition is based on several factors, including the low commitment of public service providers and the lack of concern to achieve excellent public service quality (Wiranti & Frinaldi, 2023). In public services, the government created a ball pick-up program. *The Active Stelsel* program, also known as Jemput Bola service, is a service approach in which the service provider proactively visits or picks up directly to individuals or groups who need services, rather waiting for them to come to ask for or get these services (Nurmansyah, 2016).

In this the ball pick-up service, the government plays an active role in assisting the community in serving related to population registration and data collection (Wahyudianto, 2021). The ball pick-up program carried out by the government is expected to be a reference to make people quickly take care of birth certificate administration (Hastuti & Sulandari, 2018). With this the ball pick-up service, the community is increasingly helped by the government. This is regulated in article 12 of Law Number 24 of 2013 concerning Population Administration paragraph (1) that in the process of implementing population registration and civil registration the village head or Lurah is assisted by registration officers. Since 2019, mobile services or so-called the ball pick-up services have become a permanent program in the annual activity plan by the Population and Civil Registration Office (Disdukcapil) of Bone Regency.

The ball pick-up public service program for making birth certificates is one of the government's efforts to facilitate community access (Nurmalasari et al., 2019). Sometimes, the number of officers prepared to carry out the ball pick-up service is limited, while the needs of the community that must be served are very high. This can cause the process of making birth certificates to be hampered and take longer. In some cases, even though officers have come directly to the village, the community may still face difficulties in fulfilling the necessary administrative requirements, such as an incomplete birth certificate from the hospital or midwife (Brianda & Hasan, 2022).

The President of the Republic of Indonesia through Presidential Regulation No. 2/2015 on the National Medium-Term Development Plan (RPJMN) 2015-2019 targets 80% birth certificate ownership in 2017, 82.5% in 2018, and 85% in 2019. In addition to providing convenience for the community, the ball pick-up service run by Disdukcapil Bone Regency in processing birth certificates also supports the success of the RPJMN. This is based on data on children aged 0-18 years regarding birth certificate ownership in the following table:

Table 1. Birth Certificate Ownership Data based on children aged 0-18 Year 2019-2021

Year	Children aged 0-18 year	Already Made	Not yet made
(1)	(2)	(3)	(4)
2019	266.737	253.392	13.345
2020	267.753	235.701	32.052
2021	267.225	254.702	12.523

Source: Data from the Population and Civil Registration Office (processed by the author.2022)

In 2019 the number of children aged 0-18 years who have made birth certificates amounted to 253,392 out of 266,737 people. In 2020, children aged 0-18 years who have made a birth certificate amounted to 235,701 out of 267,753 people. Meanwhile, in 2021, children aged 0-18 years who have made birth certificates total 254,702 out of 267,225 people. This data shows that there is still a low level of birth certificate ownership among children aged 0-18 years, as evidenced by the decrease in the number of children's birth certificates in 2020. Although in 2021 there was an increase, it was not significant when compared to the data on making birth certificates for children 0-18 in 2019.

The Standard Operating Procedure or mechanism of the ball pick-up service birth registration where people who have given birth at the regional public hospital submit an application for the issuance of a birth certificate and fill out a form after completing all the requirements of the hospital officers report to the Population and Civil Registration Office of Bone Regency to issue a birth certificate within a period of no later than 24 hours after the data is received. The standard operating procedure for this ball pick-up birth certificate service should be published to the public so that the public knows about it (Piranda & Zulkifli, 2019).

By looking at the fact that birth certificate ownership in Bone Regency is still low and has not met the target set by the Central Government through the Ministry of Home Affairs, as well as the various problems in issuing birth certificates, it is necessary to provide education to improve the Pick Up the Ball public service to the community. Although this ball pick-up public service program is designed to increase birth registration coverage and facilitate community access to population administration services, the implementation of the birth certificate ball pick-up program still faces various challenges (Saddad & Arif, 2023). Some of the problems that arise include limited trained human resources (HR), inadequate infrastructure to reach the community, low public awareness about the importance of having a birth certificate, and the existence of administrative processes that are sometimes still complicated for people in the area.

Officers involved in birth certificate services must be well trained in understanding procedures, regulations, and how to interact with the community. Adequate training can speed up the service process and minimize errors (Windyani et al., 2014). A sufficient number of officers to carry out outreach activities is very important. If the number of human resources is limited, the service process can be slower and less efficient, so that the goal of outreach is not achieved optimally. The human resources involved must be familiar with the technology used to support the service administration system, such as applications or database systems that facilitate inputting and searching for birth certificate data.

II. MATERIELS ET METHODES

This study uses a qualitative descriptive model method in the form of a literature study that uses a literature review in strengthening research analysis. This study begins by searching for related literature, then collecting literature used to analyze important terms in studying, and obtaining discussions, then compiling conclusions based on the results that have been achieved. Literature study is a research design by collecting data sources related to a topic. Literature review research is research that examines and analyzes previous research which then makes a summary according to the objectives (Hiver et al., 2024; Zhang et al., 2024). The time span of the journals used for the study is 2020-2025 with the characteristics of articles indexed by Sinta Nasional, International Copernicus and International Scopus. Internet-based article searches, namely Google Scholar, are used to further analyze several published articles that are used as references for this study and those related to the title of this study, namely "Case Public Service Quality of Birth Certificate Delivery in Bone Regency: Literature Review".

III. RESULT AND DISCUSSION

The review process was carried out on scientific articles selected based on topics related to this study "Quality of Jemput Bola Birth Certificate Public Service". There is 1 Sinta Nasional indexed article, 1 International Copernicus indexed article, and 1 Scopus indexed article reviewed based on the author's name, year of publication, journal index, research method, and research results. The following is a review of the reviewed articles:

Table 2. Journal Review

Authors/year	Title	Research methods	Journal Index	Research findings
Metasari & Prathama, (2023)	The Effectiveness of the Immediate Printing Service for Seated Certificates (Cak Duladi)	The research method used is a qualitative research method with a descriptive approach with data analysis techniques using interactive data analysis techniques.	Sinta 4	The results of the study indicate that the Direct Printing of Sitting Certificates (Cak Duladi) service at the Population and Civil Registration Office of Jombang Regency is effective but not yet optimal. 1) The resources provided are effective but there are still obstacles such as disconnected networks that make services unable to be completed on the same day and the lack of waiting room facilities in certain sub-districts with a large number of applicants. 2) The quantity and quality produced are effective because the community is satisfied with the services provided. 3) The time limit is effective because it is in accordance with the service time standards. 4) Procedures are effective because the service model can facilitate the community.

Zuhri et al., (2024)	Community Participation in Preparing Public Service Standards in Samataring Village, East Sinjai District	A study using descriptive qualitative methods found that the community had contributed to the preparation of three Public Service Standards, namely birth certificate services, change of domicile, and marriage requirements.	Copernicus	The Samataring Subdistrict Government is committed to improving the quality of public services by developing an integrated management system. Some proposed steps include using technology such as an Android-based complaint application, opening publication media (brochures, websites, TV, radio), direct outreach to the public, and providing a unique budget and human resource training to create excellent public services.
Mayer, (2025)	Request for an Advisory Opinion submitted by the Commission of Small Island States on Climate Change and International Law	The research method used is a qualitative research method with a quantitative descriptive approach.	Scopus Q2	This Opinion will inevitably inform further developments, most immediately the ongoing advisory proceedings on climate change before the International Court of Justice and the Inter-American Court of Human Rights. In particular, the Opinion narrows down the argumentative field by confirming that climate treaties do not preclude the application of

				other sources of international law. It could also inform state action and domestic litigation, for instance by implying that a state cannot evade all its obligations on climate change by withdrawing from climate treaties.
--	--	--	--	---

Based on the above study, it can be concluded that a foundation that is closely related to government agencies is by using existing laws. Public services for picking up birth certificates are also based on existing laws, so that local governments must socialize regarding public services for picking up birth certificates based on existing laws and those stated (Tumbel et al., 2023).

The quality of public services for birth certificate outreach is highly dependent on the quality of human resources, an efficient administration system, accessibility of services, and active community participation (Ramadani & Oktariyanda, 2024). With attention to these factors, the birth certificate outreach program can provide better, more effective, and more efficient services, as well as make it easier for the community to obtain their basic rights. Continuous evaluation and improvement are also very important to ensure that services remain in accordance with expected standards and are able to increase community satisfaction (Sofian & Syafrizal, 2024).

The government needs to optimize the system and procedures to simplify and speed up the process. The use of information technology in the registration and reporting of birth certificate data, as well as optimizing the faster birth certificate printing system, will increase public trust (Suryawati & Aji, 2024). People tend to worry or hesitate if they do not know clearly about the procedures and costs involved in processing birth certificates. With transparency, people will feel safer and believe that the process they are undergoing is legitimate and does not incur additional unwanted costs.

Increasing public trust in the birth certificate outreach program is highly dependent on the quality of services provided. This program can be successful if supported by speed, transparency, accessibility, HR competence, and clear communication (Marfiati & Reviandani, 2023). In this case, the government must actively educate, provide easily accessible services, and continuously conduct evaluations and supervision to ensure that the quality of service remains optimal. By improving the quality of service, public trust in this program will increase, which in turn will contribute to achieving the goal of inclusive and equitable public service (Aksa, 2024).

In Bone Regency, one of the main challenges faced in implementing the quality of birth certificate outreach services is the lack of information reaching the community about the existence and procedures of this service. Communities in this area may not fully understand the benefits, objectives, and how to access outreach services, which in turn has an impact on their low level of participation in managing birth certificates (Lokabora & Fithriana, 2019). This lack of information also has the potential to reduce the quality of public services that should make it easier for people to obtain birth certificates for their children.

The quality of public services covers various aspects, from speed, accessibility, transparency, to public satisfaction with the services provided. If the public does not have enough information about the birth certificate outreach service, then this program will not succeed in achieving its goal, which is to provide easy and equal access for all citizens to have a birth certificate (Putri, 2023). One of the main causes of the lack of information is the low level of socialization and counseling carried out by the local government.

Information about the birth certificate outreach service often does not reach people in more remote areas or in villages far from the city center.

The government may only rely on traditional information channels that have limited reach, such as direct announcements at village offices or via billboards that are sometimes not visible enough to the general public (Mukmin et al., 2022). Rural communities may not have adequate access to electronic media or the internet, so information through these channels does not reach them. Access to information also depends heavily on geographic location. Urban communities may have an easier time getting information about outreach services because of the greater number of resources and communication channels available. Conversely, rural or remote communities in Bone Regency may face obstacles in terms of access to information, either due to limited means of communication or due to a lack of direct socialization (Aprillia et al., 2025).

Lack of information regarding the birth certificate outreach service in Bone Regency has a direct impact on low community participation in managing birth certificates. The impact is the inequality in the distribution of birth certificates, decreased public satisfaction with public services, and public ignorance about the importance of birth certificates themselves. To improve the quality of this public service, the government needs to increase socialization, information transparency, and optimize the use of technology and the role of community leaders in bringing services closer to residents (Rafi et al., 2024). In this way, it is hoped that public trust in the birth certificate outreach service can increase and this program can run more effectively and efficiently

IV. CONCLUSION

The quality of Public Service for Birth Certificate Pick-up refers to the quality of service provided by the government in facilitating the process of making birth certificates for the community, using a pick-up approach. Based on the results obtained, the Public Service for Birth Certificate Pick-up in Bone Regency is still in the low category because there is still a lack of information and public understanding related to birth certificate registration and the difficulty of the local government in reaching community data in Bone Regency due to inadequate facilities and infrastructure.

ACKNOWLEDGMENT

I would like to thank all parties who helped in completing this article.

REFERENCES

- [1] Aksa, N. (2024). Kualitas Pelayanan Publik Pada Bidang Kesehatan Di Puskesmas Pauh Kota Padang: The Quality Of Public Services In The Health Sector At Pauh Community Health Center, Padang City. *Pencerah Publik*, 11(1), Article 1. <https://doi.org/10.33084/Pencerah.V11i1.5312>
- [2] Aprillia, U., Thaha, R., & Irwan, A. L. (2025). Evaluasi Efektivitas Pelayanan Jemput Bola Penerbitan Akta Kelahiran Di Kabupaten Bone Studi Kasus Dinas Kependudukan Dan Pencatatan Sipil. *Journal Of Innovation Research And Knowledge*, 4(8), Article 8.
- [3] Arman, A. (2017). Sistem Informasi Pengolahan Data Penduduk Nagari Tanjung Lolo, Kecamatan Tanjung Gadang, Kabupaten Sijunjung Berbasis Web. *Jurnal Edik Informatika Penelitian Bidang Komputer Sains Dan Pendidikan Informatika*, 2(2), Article 2. <https://doi.org/10.22202/Ei.2016.V2i2.1459>
- [4] Brianda, W. O., & Hasan, A. (2022). Efektifitas Pelayanan Jemput Bola Kartu Identitas Anak (Kia) Dinas Kependudukan Dan Pencatatan Sipil Kota Payakumbuh. *Jurnal Ekonomika Dan Bisnis*, 2(2), Article 2. <https://doi.org/10.47233/Jebs.V2i1.122>
- [5] Dirkareshza, R., Ardiantor, A., & Pradana, R. (2021). Penafsiran Hukum (Legal Interpretations) Terhadap Undang-Undang Nomor 25 Tahun 2009 Tentang Pelayanan Publik Demi Masyarakat Yang Sejahtera, Adil, Dan Makmur (Welfare State) (Standpoint Usul Perubahan Terhadap Uu Pelayanan Publik): Legal Interpretations Against Act No. 25 Of 2009 On Public Service Demi Prosperous Communities, Fair, And Prosperous (Welfare State) (Standpoint For Proposed Amendments To The Public Service Law). *Reformasi Hukum*, 25(2), Article 2. <https://doi.org/10.46257/Jrh.V25i2.202>

- [6] Gans-Morse, J., Kalgin, A., Klimenko, A. V., & Yakovlev, A. A. (2017). *Motivations For Public Service In Corrupt States: Evidence From Post-Soviet Russia* (Ssrn Scholarly Paper 3072181). Social Science Research Network. <https://doi.org/10.2139/ssrn.3072181>
- [7] Hardati, P. (2013). Pertumbuhan Penduduk Dan Struktur Lapangan Pekerjaan Di Jawa Tengah. *Forum Ilmu Sosial*, 40(2), Article 2. <https://doi.org/10.15294/fis.v40i2.5363>
- [8] Hastuti, I. W., & Sulandari, S. (2018). Analisis Inovasi Pelayanan Perizinan Jemput Bola Di Dinas Penanaman Modal Dan Pelayanan Terpadu Satu Pintu (Dpmptsp) Kabupaten Semarang. *Journal Of Public Policy And Management Review*, 7(4), Article 4. <https://doi.org/10.14710/jppmr.v7i4.21555>
- [9] Hiver, P., Al-Hoorie, A. H., Vitta, J. P., & Wu, J. (2024). Engagement In Language Learning: A Systematic Review Of 20 Years Of Research Methods And Definitions. *Language Teaching Research*, 28(1), 201–230. <https://doi.org/10.1177/13621688211001289>
- [10] Huda, K. (2014). Pertanggungjawaban Hukum Tindakan Mal-Administrasi Dalam Pelayanan Publik. *Jurnal Heritage*, 2(2), Article 2. <https://doi.org/10.35891/heritage.v2i2.828>
- [11] Lokabora, M. Y., & Fithriana, N. (2019). Inovasi Jemput Bola Administrasi Kependudukan (Jebol Anduk) Dalam Meningkatkan Kualitas Pelayanan Publik. *Jurnal Ilmu Sosial Dan Ilmu Politik (Jisip)*, 7(3), 1–10. <https://doi.org/10.33366/jisip.v7i3.1410>
- [12] Marfiati, R., & Reviandani, O. (2023). Kualitas Pelayanan Program Jemput Bola Terpadu Oleh Dinas Kependudukan Dan Pencatatan Sipil Kabupaten Sidoarjo. *Publika : Jurnal Ilmu Administrasi Publik*, 9(2), 204–210. <https://doi.org/10.25299/jiap.2023.13533>
- [13] Mayer, B. (2025). Request For An Advisory Opinion Submitted By The Commission Of Small Island States On Climate Change And International Law. *American Journal Of International Law*, 119(1), 153–160. <https://doi.org/10.1017/ajil.2024.63>
- [14] Metasari, A. L., & Prathama, A. (2023). Efektivitas Pelayanan Jemput Bola Cetak Akta Duduk Langsung Jadi (Cak Duladi). *Societas : Jurnal Ilmu Administrasi Dan Sosial*, 12(2), Article 2. <https://doi.org/10.35724/sjias.v12i2.5114>
- [15] Mukmin, Utha, A., & Gunawan. (2022). Inovasi Pelayanan Publik Pada Kantor Pertanahan Kabupaten Kolaka. *Publika : Jurnal Administrasi Pembangunan Dan Kebijakan Publik*, 13(1), Article 1.
- [16] Nurmalasari, I., Afifuddin, A., & Abidin, A. Z. (2019). Kualitas Inovasi Pelayanan Program Jemput Bola Administrasi Kependudukan (Jebol Anduk) (Studi Kasus Pada Dinas Kependudukan Dan Pencatatan Sipil Kabupaten Malang). *Respon Publik*, 13(4), Article 4.
- [17] Nurmansyah, N. (2016). Penerapan Undang-Undang Administrasi Kependudukan Terhadap Penerbitan Akta Kelahiran Di Kota Tanjungpinang. *Journal Of Law And Policy Transformation*, 1(2), 226–241.
- [18] Piranda, A., & Zulkifli, Z. (2019). Studi Pelayanan Jemput Bola Akta Kelahiran Dinas Kependudukan Dan Pencatatan Sipil Kabupaten Lingga. *Publika : Jurnal Ilmu Administrasi Publik*, 5(2), 233–243. [https://doi.org/10.25299/jiap.2019.vol5\(2\).4348](https://doi.org/10.25299/jiap.2019.vol5(2).4348)
- [19] Putri, A. S. B. (2023). Inovasi Pelayanan Jemput Bola Administrasi Kependudukan (Adminduk) Melalui Balai Rw Di Kelurahan Bongkaran. *Jurnal Ilmiah Wahana Pendidikan*, 9(18), Article 18. <https://doi.org/10.5281/zenodo.8310382>
- [20] Rafi, M., Rahmawati, R., & Purnamasari, I. (2024). Kualitas Pelayanan Program Jemput Bola Pada Pembuatan Akta Kelahiran Di Dinas Kependudukan Dan Pencatatan Sipil Kabupaten Bogor | Karimah Tauhid. *Karimah Tauhid*, 2(6), 3203–3212. <https://doi.org/10.30997/karimahtauhid.v2i6.11301>

- [21] Ramadani, E. P., & Oktariyanda, T. A. (2024). Inovasi Pelayanan Sahaja Prima Dispendukcapil Kabupaten Kediri (Studi Di Rumah Sakit Toeloengredjo Pare). *Publika*, 252–267. <https://doi.org/10.26740/publika.v12n1.p252-267>
- [22] Rodding, B. (2017). Keputusan Fiktif Negatif Dan Fiktif Positif Dalam Peningkatan Kualitas Pelayanan Publik. *Tanjungpura Law Journal*, 1(1), Article 1. <https://doi.org/10.26418/tlj.v1i1.18328>
- [23] Sadding, A. K. A., & Arif, L. (2023). Pelayanan Jemput Bola Dalam Program Kawasan Lingkungan Masyarakat Sadar Administrasi Kependudukan (Kalimasada) Di Kota Surabaya. *Dedikasi: Jurnal Pengabdian Kepada Masyarakat*, 3(2), Article 2. <https://doi.org/10.46368/dpkm.v3i2.1208>
- [24] Sofian, S., & Syafrizal, S. (2024). Sosialisasi Kesadaran Hukum Dan Pentingnya Dokumen Kependudukan Serta Sertifikasi Halal Untuk Umkm Berdaya Saing. *Jurnal Pengabdian Harapan Bangsa*, 2(2), Article 2. <https://doi.org/10.56854/jphb.v2i2.202>
- [25] Suryawati, R., & Aji, A. P. (2024). Implementasi Strategi Mencapai Target Kepemilikan Akta Kelahiran Anak (Studi Di Dinas Kependudukan Dan Pencatatan Sipil Kota Surakarta). *Jurnal Mahasiswa Wacana Publik*, 4(2), Article 2. <https://doi.org/10.20961/wp.v4i2.94910>
- [26] Svetlana, Z., & Anna, C. (2015). Legal Regulation Of Civil Servants In Russia And Germany Receiving Gifts. *Russian Law Journal*, 3(3), Article 3.
- [27] Tumbel, G. H., Siwij, D. S. R., Rantung, M. I. R., Polii, E. H., & Mokodompit, F. (2023). *Implementation Of Child Identity Card (Kia) Policy In The Population And Civil Registration Service Of Bolaang Mongondow Timur Regency*. 1985–1993. https://doi.org/10.2991/978-2-494069-35-0_238
- [28] Wahyudianto, H. (2021). Analisis Inovasi Perdesaan Sebagai Upaya Meningkatkan Kesehatan Masyarakat. *Jurnal Studi Inovasi*, 1(2), 77–91. <https://doi.org/10.52000/jsi.v1i2.32>
- [29] Windyani, A. R., Hubeis, A. V. S., & Fahmi, I. (2014). Analisis Kepuasan Masyarakat Terhadap Pembuatan Akta Kelahiran Di Depok, Jawa Barat. *Jurnal Aplikasi Manajemen*, 12(1), 32–40.
- [30] Wiranti*, N. E., & Frinaldi, A. (2023). Meningkatkan Efisiensi Pelayanan Publik Dengan Teknologi Di Era Digital. *Jim: Jurnal Ilmiah Mahasiswa Pendidikan Sejarah*, 8(2), Article 2. <https://doi.org/10.24815/jimps.v8i2.24833>
- [31] Zhang, Y., Pandiselvam, R., & Liu, Y. (2024). Understanding The Factors Affecting The Surface Chemical Composition Of Dairy Powders: A Systematic Review. *Critical Reviews In Food Science And Nutrition*, 64(2), 241–255. <https://doi.org/10.1080/10408398.2022.2105803>
- [32] Zuhri, W., Haris, A., & Mukhlis, S. (2024). Community Participation In Preparing Public Service Standards In Samataring Village, East Sinjai District. *Citizen And Government Review*, 1(3), Article 3.