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IMPLEMENTATION OF STANDARD OPERATING PROCEDURES FOR FAMILY CARD DATA UPDATE SERVICES AT THE OFFICE OF POPULATION AND CIVIL REGISTRATION OF BIAK NUMFOR REGENCY

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Abstract

This study aims to analyze the implementation of the Standard Operating Procedure (SOP) for Family Card (KK) data updating services at the Population and Civil Registration Office of Biak Numfor Regency. The background of this study is the importance of accurate population data in supporting efficient and targeted public services. The method used in this study is a qualitative approach with data collection techniques through interviews, observation, and documentation. The results show that the implementation of the SOP has been carried out systematically and in accordance with regulations. The service process includes nine main stages, starting from taking a queue number to submitting the updated KK document. Statistical data shows that the KK ownership rate in Biak Numfor Regency reaches 98.15%. The implementation of the SOP meets the indicators of ease, efficiency, regulatory compliance, measurability, dynamism, and public service orientation. This study recommends strengthening the digital system and expanding outreach to remote areas.

Keywords: Implementation, Data Updates, Public Services.

INTRODUCTION

In the digital era, accurate and up-to-date population data is crucial to support effective and efficient public services. The Family Card (KK), as a basic citizen administrative document, plays a crucial role in various services such as issuing ID cards, birth certificates, and social assistance. However, in Biak Numfor Regency, residents are still found to have not updated their KK data despite significant changes such as births, deaths, or changes of domicile.

This leads to data discrepancies that impact public services. Law Number 24 of 2013 requires reporting data changes within 30 days of the event. This non-compliance creates an imbalance between field data and the administrative system. The government has issued Minister of Home Affairs Regulations No. 108 of 2019 and No. 102 of 2019 as the legal basis and supporting system through SIAK, to support data updating. The Biak Numfor Population and

Civil Registration Office (Disdukcapil) has a strategic responsibility in this service. The implementation of clear Standard Operating Procedures (SOPs) is essential for the updating process to be effective, efficient, and understandable to the public. This study aims to analyze the effectiveness of SOPs and identify obstacles in their implementation, in order to improve the quality of responsive and accurate population administration services. This research is supported by various previous studies relevant to understanding the implementation of Standard Operating Procedures (SOPs) in population administration services, particularly Family Card data updates. Alham Rahmad (2023) in his study on optimizing website-based voter data updates in Surakarta City, emphasized the importance of digital systems in continuously updating data. Dwi Andayani (2022) highlighted the urgency of one data Indonesia in addressing the issue of voter data validity in the election administration. The Wajo Regency Population and Civil Registration Office (2021) published an SOP document that guides the technical aspects of data recording and Family Card issuance as an administrative reference. Meanwhile, the Medan City Population and Civil Registration Office (2023) prepared a 2021–2026 strategic plan that includes evaluating and strengthening the implementation of SOPs, including in the issuance of Child Identity Cards (KIA).

Another study by Andi Darniyanti (2024) at the Population and Civil Registration Office (Disdukcapil) of Polewali Mandar Regency showed that the SOP had been implemented well, although technical obstacles remained. Ririn Yulianti, Yani Hendayaningsih, and Yesi Nur Asyah (2022) discussed the quality of public services in issuing Family Cards in Cidolog District, Ciamis Regency, focusing on conveying administrative rights to the public. Meanwhile, Novi Rismayanti (2018) in her study in Gowa Regency emphasized the importance of transparency, accountability, and legal compliance in the implementation of SOPs for population services. All of these studies serve as an important foundation for strengthening the analysis and discussion in this research. Implementation is the process of implementing a policy, plan, or decision into concrete actions to achieve predetermined goals. This process encompasses strategy, resource management, supervision, and evaluation, and is highly dependent on effective coordination between the parties involved. In the context of public administration, implementation is often understood as the government's or organization's efforts to implement policies to provide direct benefits to the public. Experts such as Van Meter and Van Horn, Widodo, Mulyadi, and Tachjan emphasize that implementation is not merely about running a program, but also involves adaptation, interaction, and optimal use of resources. Meanwhile, in public services, according to Sinambela, Mahmudi, and Pasolong, implementation is key to meeting community needs while adhering to the principles of transparency, accountability, fairness, and convenience. Therefore, implementation serves as a bridge between planning and expected results and is crucial for the success of a policy or public service.

A Standard Operating Procedure (SOP) is a written guideline containing systematic work steps to ensure consistent, efficient, and organizational-standard task execution. According to Tanjung and Subagjo, SOPs are assessed based on indicators such as ease, efficiency, alignment, measurability, dynamism, user orientation, and legal certainty and compliance. Experts such as Hasibuan, Pasolong, and Gaspersz state that SOPs function as work control tools, preventing errors, clarifying responsibilities, and supporting performance evaluation. Effective SOP implementation must

address consistency, efficiency, a well-organized work plan, and the ability to resolve internal issues. In conclusion, a good SOP should be easy to understand, flexible for updating, clearly documented, and capable of improving service quality and efficiency.

Public service is any form of service provided by the government to meet the needs and welfare of the community, covering sectors such as administration, health, education, and social services. Sinambela (2016) emphasizes that public service must be transparent, accountable, participatory, and fair. Mahmudi (2010) states that public service is the fulfillment of public needs in accordance with regulations. Kurniawan (2005) emphasizes compliance with norms and laws in service. Ratminto and Winarsih (2007) and Pasolong (2010) define public service as services provided by the government to citizens. Denhardt & Denhardt (2003) and Dwiyanto (2006) highlight the importance of public participation, transparency, and accountability in service. Kotler (2002) adds that public service must be oriented towards public satisfaction. In general, ideal public service is efficient, effective, transparent, and able to provide satisfaction while upholding the principles of good governance.

The Family Card (KK) is an official population document that records the composition, relationships, and identities of members within a family, and is mandatory for every family in Indonesia as the basis for administering various public services such as ID cards, birth certificates, and social security (Minister of Home Affairs Regulation No. 118 of 2017; Mashfiyah et al., 2019). The KK includes important data such as the National Identity Number (NIK), name, place and date of birth, gender, marital status, and legally valid address (Nugroho, 2014). Santoso (2015) emphasized that the KK plays a crucial role in ensuring the validity of family members' identities and serves as the basis for government administrative services. Therefore, any changes to family data must be updated in a timely manner to support the accuracy of population data and data-based public policies.

RESEARCH METHODS

This research was conducted at the Population and Civil Registration Office (Disdukcapil) of Biak Numfor Regency. This study used a qualitative approach. This approach aims to describe and analyze the implementation of standard operating procedures (SOPs) for updating family card data in order to improve the quality of public services at the Population and Civil Registration Office of Biak Numfor Regency in depth. Data collection techniques in this study were carried out through observation, interviews, and documentation studies. This study used qualitative data analysis techniques according to Miles and Huberman (1994), which include:

1. Data Reduction: Summarizing and simplifying data obtained from interviews, observations, and documentation.
2. Data Presentation: Present data in narrative, table, or diagram form to facilitate interpretation.
3. Drawing Conclusions: Drawing conclusions from data that has been analyzed to answer the problem formulation.

RESEARCH RESULTS AND DISCUSSION

A. Implementation of Standard Operating Procedures for

Family Card Data Update Services

To provide a clearer picture of the stages in the Family Card data updating process carried out at the Biak Numfor Regency Population and Civil Registration Office, the chart above shows the service steps, from obtaining a queue number to submitting the updated Family Card documents.

1. Taking a Queue Number

Service applicants must first take a queue number at the designated counter. This is to ensure orderly and efficient service.

2. Verification of Required Files

After being summoned, officers will inspect and verify the completeness and validity of the required documents submitted by the applicant. If the files are deemed complete, the process can proceed to the next stage.

3. Data Entry to Database

The officer enters the applicant's data into the population database system. The updated data can include changes to data elements such as name, status, address, or the addition or removal of family members.

4. Submission of Electronic KK Verification

After the data is entered, the officer submits an electronic verification request via the population administration information system (SIAK) to ensure the validity of the data that has been inputted.

5. Electronic KK Verification

Verification is carried out by authorized officials tasked with double-checking the accuracy and completeness of the data submitted electronically. This process determines whether the data is eligible for approval.

6. Data Approval

If the data passes verification, the process continues with approval from the authorized official. This approval serves as the legal basis for issuing the new Family Card (KK) document.

7. Family Card Printing

After the data is approved, the officer prints a new Family Card that has been updated according to the changes in the data submitted.

8. Family Card Registration

The printed KK documents are then registered into the system for administrative recording and digital archiving, as well as being part of the national population database.

9. Submission of Family Card (Completed).

The updated Family Card is handed over to the applicant, thus completing the data update process.

Although still in the high range, several districts have relatively lower levels of family card ownership compared to other areas:

1. Andey: 96.63%
2. Bondifuar: 96.27%
3. North Biak: 97.30%
4. Yawosi: 97.26%

These areas may face challenges such as difficult geographic

access, lack of information or education for the community, and the fact that some communities have not updated or recorded their data. The districts with the largest number of families are:

1. Biak City: 14,130 families (98.31% already have a family card)
2. Samofa: 11,736 families (98.25% already have a family card)

These two districts are the main activity centers in Biak Numfor, so it is not surprising that the number of households (KK) is high. The KK ownership rate in Biak Numfor Regency is generally very good (98.15%). However, there are still areas with a high number of undocumented KKS that require more attention from the Population and Civil Registration Office. Steps such as proactive outreach, outreach, and service digitization could be strategies to achieve the target of 100% KK ownership. Presented by district/sub-district in Biak Numfor Regency.

1. Total Heads of Families (KK): 46,364
2. Already Have a Family Card: 45,503 families (around 98.15%)
3. Don't have a family card yet: 861 families (around 1.85%)

This shows that most families in Biak Numfor already have KK documents, with only a few who do not have them. The majority of heads of families are men (67.4%) Female heads of families are around 32.6%, indicating that the role of women as heads of families is quite significant, possibly due to socio-economic factors such as widows, independent single women, or the role of a husband's substitute. The areas with the Most Heads of Families are Biak City: 14,544 KK, Samofa: 11,960 KK. These two districts are the most densely populated areas, being the center of government and economy in Biak Numfor. The areas with the Highest Number of People Without KK are Biak City: 266 KK Samofa: 201 KK. Despite having the largest population, Biak City and Samofa still have a number of residents who do not have KK. This could be caused by:

1. Service congestion (long queues)
2. High population mobility
3. Haven't had time to update data (e.g. change in family status, moving in).

Some districts have a very small number of families who do not have a family card, such as:

1. Poiru: only 6 families do not have a family card yet
2. Bruyadori: 7 families
3. East Numfor: 8 families
4. West Numfor: 9 families

This demonstrates the effectiveness of population administration services in these areas, or the coverage of smaller, more accessible communities. Yendidori and Warsa also have a relatively large number of households and high rates of family card ownership. Smaller districts like Bondifuar and Orkeri have a low number of households, but most have them, indicating near-university administrative coverage. The family card ownership rate in Biak Numfor Regency is excellent (over 98%).

Largely populated areas like Biak City and Samofa still require extra attention to complete the data collection process for those

without a Family Card (KK). Areas with easier access and smaller populations tend to have already completed KK services.

CONCLUSION

Based on the results of field research, interviews, and statistical data analysis, it can be concluded that the implementation of the Standard Operating Procedure (SOP) for Family Card (KK) data updating services at the Population and Civil Registration Service (Disdukcapil) of Biak Numfor Regency has generally run well and in accordance with applicable regulations. The implementation of the SOP reflects:

1. Ease and clarity in procedures that are easy for the public to understand, supported by available information and direct assistance from officers.
2. Efficiency and effectiveness of service, characterized by speed of processing (1–3 working days) and high level of KK ownership (98.15%).
3. Alignment with regulations, especially Home Affairs Ministerial Regulation Number 102 of 2019 and internal SOPs, as well as consistent implementation even in remote areas.
4. Measurability, because service achievements can be measured quantitatively through household distribution data per district.
5. Dynamic nature in the implementation of SOPs that are able to adapt to community needs, including services for vulnerable groups and outreach systems.
6. Public Service Orientation that emphasizes comfort and affordability, reflects inclusive services for all levels of society.
7. Legal Compliance, because the entire process is carried out according to regulations without extortion.
8. Legal certainty, because the issued KK provides formal legality and public access to various other public services.

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