

HUMAN RIGHTS-BASED PUBLIC SERVICE FOR ONLINE BIRTH CERTIFICATE ISSUANCE DURING THE COVID-19 PANDEMIC (A CASE STUDY IN SEMARANG CITY)

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ABSTRACT

Since the implementation of regional autonomy, public service has become a subject of intense discussion, as it is one of the key variables for measuring the success of regional autonomy. If the public services provided by local governments are of high quality, the implementation of regional autonomy can be considered successful. Public service is a fundamental responsibility of civil servants, who serve both the state and the community. This duty is clearly outlined in the fourth paragraph of the 1945 Constitution, which encompasses four essential aspects of public service: protecting all of Indonesia and its territory, advancing the general welfare, educating the nation, and promoting world order based on independence, eternal peace, and social justice.

Keywords: Public services based on human rights (HR), focusing on the provision of birth certificates, within the context of the COVID-19 pandemic.

INTRODUCTION

Every organization and institution undergoes various stages of development. Only organizations and institutions that are resilient and quick to respond to environmental, technological, and scientific changes will endure. This is evident in the case of the Semarang City Government, a non-profit government institution that continuously strives to advance, grow, and remain responsive to changes by improving the administration of city governance through various policies, strategies, and quality activities for the public. Since the implementation of regional autonomy, public services have been a major topic of discussion, as public service is a key indicator of the success of regional autonomy. If public services provided by local governments are good and of high quality, the implementation of regional autonomy can be considered successful.

Public service is a fundamental duty of government apparatus as state and public servants. This role is clearly outlined in the preamble of the 1945 Constitution of Indonesia, particularly in its fourth paragraph, which includes four essential aspects of public service: protecting all the people of Indonesia and the entire Indonesian territory, advancing public welfare, educating the nation's life, and promoting world order based on freedom, perpetual peace, and social justice. These principles are further clarified in the Decree of the Minister for Administrative Reform No. 17 of 2017, which outlines general guidelines for public service administration. Service, as a process of fulfilling needs through direct activities performed by others, is a concept that remains relevant across various institutional domains. It is not limited to business organizations but has expanded within the framework of government organizations.

The main challenge faced in implementing Law No. 32 of 2004 on Regional Government by public administration in the 21st century is the increasing limitation of data sources used to meet the needs of the public. Society demands not only more efficient and satisfactory public services but also expects public administration to be more responsive and reflective of fairness, balance, ethics, and good judgment (Kasim, 2002: 6 in T. Yuningsih, 2018).

Regional autonomy has brought implications for democratization, including in the execution of public services. The public has become more critical and discerning about the type of service provided. There is a growing demand for public services that are effective, efficient, and satisfying from government employees as public servants. This is closely related to the development of society's increasing and evolving needs, desires, and expectations. As service recipients, the public no longer accepts convoluted, slow, and high-risk services due to long bureaucratic chains. The public desires fresh, prompt services that are able to meet their needs and expectations within a relatively short time frame. These desires need to be addressed and fulfilled by agencies involved in service provision if they wish to maintain a good public image. Management must evaluate whether the services provided align with the needs and desires of the public or if there is still a gap between the service provided and what the public expects. Such a gap indicates suboptimal service quality, potentially lowering the overall performance of the institution.

Online birth certificate services, viewed from the legal and human rights aspects, ensure that children are legally entitled to the protection of their citizenship rights. These rights include access to education, healthcare, housing, and social protection systems. Under international human rights law, the right to citizenship is a fundamental human right. The Universal Declaration of Human Rights (UDHR) in Article 15(a) states that everyone has the right to a nationality. The International Covenant on Civil and Political Rights also addresses the right to citizenship in Article 24(3). As every child born must be registered to establish proof of citizenship, the Convention on the Rights of the Child, which specifically addresses children's needs, serves as the legal reference for analyzing this issue. Article 7 of the Convention on the Rights of the Child states that a child shall be registered immediately after birth and has the right to acquire a nationality. Further, Article 8 emphasizes that states respect the child's right to their nationality.

RESEARCH METHOD

This study employs a qualitative approach. According to the definition, qualitative research is a type of study that yields findings that cannot be obtained through static procedures or quantitative methods.

DISCUSSION

Overview of Semarang City

Semarang is the capital city of Central Java Province, established on May 2, 1547. As the administrative center of Central Java, Semarang covers an area of 373.70 km². The city is directly bordered by Kendal Regency to the west, Semarang Regency to the south, Demak Regency to the east, and the Java Sea to the north, with a coastline extending approximately 13.6 km. The geographic conditions of Semarang can be seen in Figure 4.1 below:

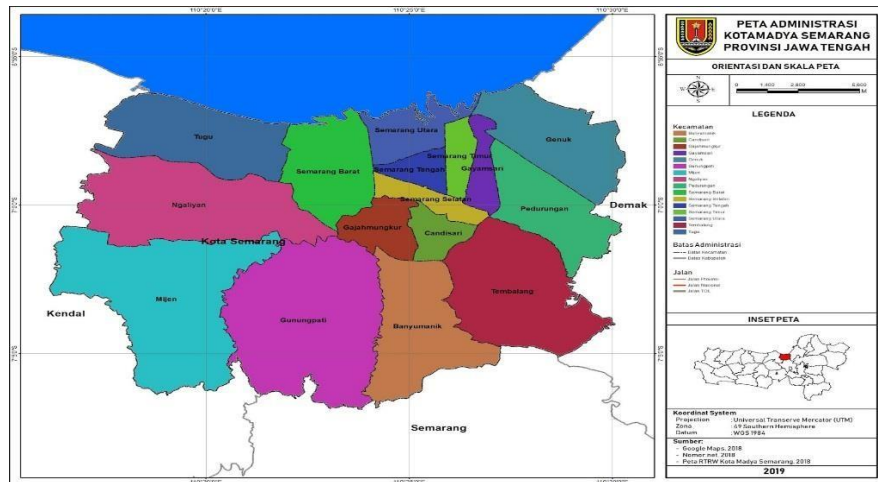


Figure 4.1 Administrative Map of Semarang City
Source: BPS Semarang City, 2021

The geographic location and conditions of Semarang city are defined by its astronomical position between 6°50' – 7°10' South Latitude and 109°35' – 110°50' East Longitude. Semarang holds a geostrategic position due to its location along Java's economic transit route. It is part of Central Java's development corridor, consisting of four key gateways: the North Coast Corridor; the Southern Corridor, which leads to dynamic cities such as Magelang and Surakarta, known as the Merapi-Merbabu Corridor; the Eastern Corridor towards Demak/Grobogan districts; and the Western Corridor towards Kendal. Semarang plays a crucial role in Central Java's growth, particularly with its port, land transportation network (including rail and road routes), and air transport, making it a key regional transportation hub for Central Java and a significant transit city. Another important aspect is its direct connection to areas outside Java, positioning it as a central national hub in the region.

Topographically, Semarang consists of hilly areas, lowlands, and coastal regions, resulting in varied slopes and elevations. The coastal area, which covers 65.22% of the city, is mostly flat with a slope of 25%, while 37.78% is hilly terrain with a slope ranging from 15% to 40%. The land slope in Semarang is categorized into four types: Slope I (0-2%) includes the districts of Genuk, Pedurungan, Gayamsari, Semarang Timur, Semarang Utara, and Tugu, as well as parts of Tembalang, Banyumanik, and Mijen. Slope II (2-5%) covers Semarang Barat, Semarang Selatan, Candisari, Gajahmungkur, Gunungpati, and Ngaliyan. Slope III (15-40%) includes areas around Kaligarang and Kali Kreo (Gunungpati), parts of Mijen (Wonoplumbon), and parts of Banyumanik and Candisari. Slope IV (>50%) covers parts of Banyumanik (southeast) and Gunungpati, particularly near Kali Garang and Kali Kripi.

Semarang's lowland areas are predominantly composed of sand and clay. These areas are mainly utilized for roads, residential areas, buildings, industrial zones, fish ponds, and rice fields. The lowlands serve as the center for government, commerce, industry, education, culture, transportation, and fisheries. In contrast, the hill regions, or Upper City, have a geological structure primarily composed of igneous rock. Semarang's elevation ranges from 0 to 348 meters above sea level, with coastal, lowland, and hill regions defining the city's landscape. The hilly areas range from 90.56 to 348 meters above sea level, with notable high points in Jatingaleh, Gombel, Semarang Selatan, Tugu, Mijen, and Gunungpati, while the lowlands are at an elevation of 0.75 meters above sea level.

Overview of the Semarang City Population and Civil Registration Office



Area: 373.7 km²

Population: 1,629,691 people

Households: 539,401 households

The administrative region consists of 16 sub-districts, 177 villages, 1,390 neighborhood units (RW), and 9,165 community units (RT).

Figure 4.2 Distribution of Population Administration Service Areas in Semarang City

Vision and Mission

Legal Basis: Regional Regulation of Semarang City Number 14 of 2016 on the Organization and Work Procedures of the Local Government of Semarang City.

Vision: To achieve orderly population administration through excellent service, leading to a high-quality population.

Mission: To achieve this vision, the following missions have been established:

1. Develop policies and systems, and implement population registration and civil registration to gather population data, issue identification, and validate status changes in order to achieve orderly population administration.
2. Develop and integrate policies for managing information from population registration and civil registration to provide complete, accurate data and information that meets public interests and supports development.
3. Develop legal frameworks, institutional structures, and community participation to support the processes of population registration, civil registration, and population data management, ensuring legal certainty and protection of citizens' rights.
4. Prepare population planning as a foundation for national and regional development planning, focusing on the improvement of the population's welfare. Gambaran Umum Informan

Informant 1 (Tini)

Full Name: Juwartini, SH., MKn

Nickname: Tini

Place/Date of Birth: Semarang, 02-01-1973

Occupation: Notary

Parent's Names:

Father: Basuki

Mother: Rodhiyah

Tini processed the birth certificate for her child, who is about to enter high school in Semarang. She mentioned that the authorities at the Semarang City Department of Population and Civil Registration have been utilizing the Si D'nok application. This system has made it easier for people to avoid overcrowding while queuing, especially in light of the COVID-19 pandemic in Semarang.

Informant 2 (Muhsin)

Full Name: Muhamad Muhsin

Nickname: Muhsin

Place/Date of Birth: Kebumen, 02-02-1964

Occupation: Private Sector

Parent's Names:

Father: M. Djumadi

Mother: Siti Sakinah

Muhsin processed his child's birth certificate under the name Desca Nurul Chaerani, but there was an error in the name, which was written as "Muksin." This required a correction. The service was provided at the Pudakpayung Sub-district office in Semarang, where the staff directed him to access the Si D'nok application. During the COVID-19 pandemic, the service was offered online, ensuring that users could complete the process quickly and have their rights recognized.

Informant 3 (Kus)

Full Name: Kuslani
Nickname: Kus
Place/Date of Birth: Semarang, 18-03-1967
Occupation: Laborer
Parent's Names:
Father: Slamet
Mother: Wagiyem

Kus processed the birth certificate for his newborn child at the Gedawang Sub-district. An IT staff member instructed him on how to enter the Si D'nok application. The staff explained that during the COVID-19 pandemic, services were conducted online, ensuring the protection of human rights at the Gedawang Sub-district.

Informant 4 (Nusi)

Full Name: Noersamsi Loekyono, S.H
Nickname: Nusi
Place/Date of Birth: Yogyakarta, 29-11-1975
Occupation: House Manager
Parent's Names:
Father: Drs. Imam Loekyono
Mother: Siti Nurhidayati

Nusi processed the birth certificate for her child due to an error in the place of birth, which was written as "S3marang" instead of Semarang. She noted that the service provided by the authorities was strict yet efficient, with ease of access to services. During the COVID-19 pandemic, services were conducted online.

Informant 5

Name: Rubiyantiningsih, S.Sos., M.AP
Position: Head of Service Innovation, Disduk Capil, Semarang City

Informant 6

Name: Tri Purwiyati, S.H
Position: Head of Birth Services, Disduk Capil, Semarang City

Overview of the Birth Certificate

A birth certificate is an authentic identity document that attests to an individual's status and serves as proof of their nationality.

Requirements for Obtaining a Birth Certificate Online:

- a. Birth certificate letter from the local sub-district office (Kelurahan).
- b. Original and photocopy of the birth certificate issued by a doctor, midwife, birth attendant, ship captain, or airplane pilot, with the original document presented for verification.
- c. Marriage certificate or parents' marriage certificate (Akta Perkawinan).
- d. Photocopies of the Family Card (KK) and the parents' Identity Cards (KTP).

Ministerial Regulation on Public Service Performance Assessment

Ministerial Regulation of the Republic of Indonesia No. 17 of 2017 on the Guidelines for Public Service Unit Performance Assessment.

Article 7, paragraph (3) letter c of Law No. 25 of 2009 concerning Public Services states that the Minister responsible for the utilization of state apparatus is tasked with formulating national policies regarding public services, as well as conducting monitoring and evaluation of public service performance. This regulation mandates the Minister of State Apparatus Utilization and Bureaucratic Reform (Ministry of PANRB) to announce national policies regarding public services, monitor and evaluate performance outcomes, as well as results from coordination efforts. It also includes the establishment of performance rankings for service units periodically, along with granting awards to the providers in accordance with the relevant laws.

In compliance with this law, the Ministry of Administrative and Bureaucratic Reform (Ministry of PANRB) carries out monitoring and evaluation of public service performance, aiming to gain insight into the current performance conditions in order to implement improvements and enhance service quality. Furthermore, a ranking system based on the performance evaluation results has been implemented, enabling service units to identify corrective actions for future improvements. This process is intended to achieve excellent public services as expected by society.

To ensure that the monitoring, evaluation, and ranking of public service performance are legally grounded, this guideline has been established as a reference for the public service performance assessment activities. The purpose of these guidelines is to ensure that performance evaluations of public service units are carried out in an objective, transparent, and accountable manner. The objective of the guidelines is to produce rankings that serve as a basis for improving the quality of public service delivery.

Kindly inform me if any further modifications or adjustments are required! Service Information

In accordance with the Decree of the Head of the Department of Population and Civil Registration No. 470/0928/2014, it is stated: "We, the leadership and employees of the Department of Population and Civil Registration of Semarang City, are committed to providing Population Administration services in accordance with the established Public Service Standards, ensuring Prime Service that is Fast, with Integrity, Transparency, Responsiveness, and Accountability (CITRA)."

CONCLUSION AND SUGGESTION

Conclusion

Based on the research findings, the following conclusions can be drawn:

- 1. Public Service Based on Human Rights in the Online Birth Certificate Creation During the COVID-19 Pandemic.**
It can be concluded that individuals wishing to create a birth certificate online must use the Si D'nok application. Due to the restrictions on gatherings during the COVID-19 pandemic, the Department of Population and Civil Registration is always ready to assist with expediting the process for community members, while also acknowledging that some individuals lack Android phones, which can pose challenges in obtaining a birth certificate. The Department prioritizes the needs of the community regarding population issues, always respecting Human Rights, and providing patient service.
- 2. Obstacles to Public Service Based on Human Rights in the Online Birth Certificate Creation During the COVID-19 Pandemic in Semarang.**
One of the challenges is that the public lacks understanding and faces difficulties in registering via the application. Additionally, there are issues with service officers being less innovative, less creative, and less responsive. Specifically, officers at the sub-district level should respect Human Rights and assist in the registration process. Before the pandemic, the process was perceived as being simpler.
- 3. Efforts to Improve Public Service Based on Human Rights in the Online Birth Certificate Creation During the COVID-19 Pandemic in Semarang.**
Public services are managed by both non-ASN and ASN staff who have undergone training provided by the Semarang Department of Population and Civil Registration. These staff members, who have an Informatics background, are able to assist and guide individuals in creating birth certificates via the application, a process necessitated by the COVID-19 pandemic. The efforts include providing adequate facilities and infrastructure, and ensuring that the human resources are professional. By offering accurate and professional information, the community will find it easier to access the service.

Suggestion

The recommendation in this study is as follows: In the creation of online birth certificates based on Human Rights (HR), it is expected that officers will be able to assist the public in registering their birth certificates. Moreover, better infrastructure should be provided. The public is also encouraged to independently complete the registration forms using the application provided by the Semarang City Office of Population and Civil Registration, utilizing an Android device.

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