



Analysis of public service quality in the Minute Count Service System (SI PAHIT) in the Population and Civil Registration Service of Samarinda City

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Abstract

This study aims to analyze the quality of public services through the implementation of the Minute Count Service System (SI PAHIT) at the Population and Civil Registration Service of Samarinda City. The approach used is a qualitative descriptive method by collecting data from various sources such as interviews, official documents, and field observations. The results of the study indicate that the implementation of SI PAHIT can increase the speed, efficiency, and ease of access to population administration services, such as the processing of Identity Cards, birth certificates, and family cards. Although this system is highly appreciated by the public, several obstacles are still found, such as limited technological infrastructure, network disruptions, and lack of public understanding of this application. User data privacy has been guaranteed through an adequate security system, and the responsiveness of officers in providing services is considered by public expectations. However, obstacles such as limited human resources and coordination with related agencies are still challenges. This study recommends increasing server capacity, regular officer training, socialization with the public, and routine supervision and evaluation to ensure the sustainability and improvement of the quality of public services through SI PAHIT.

Keywords:

Public Service Quality, Minute Service System (Si PAHIT), Population and Civil Registration Service of Samarinda City.

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1. INTRODUCTION

Since the implementation of Law of the Republic of Indonesia Number 25 of 2009 concerning Public Services, as a technical basis, it is expected that public services in Indonesia will continue to improve towards a comprehensive and interrelated implementation of one policy with another in the field of public services. Development in the field of public services in ministries, institutions, and local governments aims to accelerate the process of bureaucratic reform in Indonesia.

The development and challenges of implementing public administration carried out by government agencies in planning, implementing, and supervising policies that are continued in the form of certain programs for the benefit of public services in the community is a complex and hierarchical bureaucratic structure.

When compared to the past government with a complex and hierarchical bureaucratic structure, the current government system with the development of its bureaucratic services is increasingly adequate and heading in a better direction. However, all of that is not yet perfect because many obstacles hinder the achievement of the bureaucratic reform target. Improvement in public services is part of the government's task to fulfill the rights and needs of the community in general. As stated in the Decree of the Minister of Empowerment of State Apparatus and Bureaucratic Reform of the Republic of Indonesia Number 63 of 2003, the Public Service procedures are as follows: (1) standardized service procedures for service providers and recipients including complaints; (2) completion time determined from the time of submission of the application until the completion of the service including complaints; (3) service costs/rates including details determined in the service provision process; (4) service products/results to be received by the provisions that have been determined; (5) provision of adequate service facilities and infrastructure by public service providers; and (6) the competence of service providers must be determined appropriately based on the knowledge, expertise, skills, attitudes, and behavior required. Then in the Decree of the Minister of Empowerment of State Apparatus and Bureaucratic Reform of the Republic of Indonesia Number 63 of 2004, public services are divided into three types of services, namely: goods services, service services, and administrative services.

In the current era of digital transformation, many parties must work together to improve the quality of public services. The Ministry of State Apparatus Empowerment and Bureaucratic Reform (PANRB) is making every effort to adapt to rapid changes through the digitalization of public services, especially in basic public services. Public services must be easily accessible anytime and anywhere by service users, by utilizing available technology. This digital transformation will enable the government to meet the needs of the community more effectively and efficiently. By using information technology, digital transformation is carried out using e-government. This is the result of the Indonesian government's efforts to organize the management system and government work procedures, including coordination between agencies and the provision of public services.

The Population and Civil Registration Service of Samarinda City is one of the Regional Government organizations that is responsible for implementing digital transformation in the innovation and development of its public services. Population and civil registration documents are very important documents for the community, from birth to death, they need

these documents, either in the form of Birth Certificates, Child Identity Cards (KIA), Population Cards (KTP), to Death Certificates.

To take care of the documents above, the people of Samarinda City are required to come directly to the Population and Civil Registration Service of Samarinda City Office by bringing supporting documents/files, this is what causes every day there is build-up and long queues of people who deal with it. The phenomenon of the many queues of people like that and the long service process, makes people feel uncomfortable, some people are even reluctant to take care of a document directly at the Samarinda City Disdukcapil, and some people ask for help from brokers to take care of their population documents so that they can be processed faster even though they have to pay additional costs.

Based on these phenomena and situations, the Population and Civil Registration Service of Samarinda City took the initiative to accelerate services with innovations that adapt to developments by releasing the Minute Count Service System or SI PAHIT. SI PAHIT is supported by an information system and server that aims to provide fast services to the people of Samarinda City using digital methods. With the right service improvements, the implementation of SI PAHIT in Samarinda City is expected to be a significant step towards more efficient and effective population administration services in an integrated manner using digitalization technology, improving the quality of services to the community and the effectiveness of government administration.

Although SI PAHIT has been implemented to accelerate the service process, the extent to which the public feels the benefits of this system has not been widely studied, especially those related to human resources, technological infrastructure, and organizational culture at the Samarinda City Population and Civil Registration Service. The success of public services is often influenced by the readiness and ability of employees to adapt to new technologies. Therefore, analysis of employee training and competency development is crucial in this study.

The purpose of this study was to determine the quality of public services in the Minute Count Service System (SI PAHIT) and to analyze the supporting and inhibiting factors in the quality of public services in the minute count service system (SI PAHIT) at the Population and Civil Registration Service of Samarinda City.

2. RESEARCH METHODS

2.1. Place and Type of Research

The research was conducted at the Population and Civil Registration Service of Samarinda using a qualitative descriptive method to explain various problems that occur. Descriptive research aims to obtain information about the status of a symptom, or the state of the symptom when the research is conducted (Arikunto, 2002). Descriptive research collects data in words, pictures, or other forms rather than numbers (Moleong, 2007). Bogdan and S.J. quoted by Ayu & Lahmi (2020) stated that qualitative research presents descriptive data in the form of written or spoken words, as well as behavioral patterns that can be studied. Qualitative research analyzes field situations to determine the subjects and objects of research (Samsu, 2017).

2.2. Data Sources

The data sources that will be used and analyzed are as follows:

1. Primary data refers to information collected directly from the source and then analyzed by the Researcher. This data can come from three types of informants, namely: (a) Key Informants are individuals who have been selected by the Author because they have a deep understanding of the issues being studied, consisting of the Head of Data Utilization and Service Innovation, and the Head of Population Service and Registration; (b) supporting informants consist of: Staff of Data Utilization and Service Innovation; Staff of Population Service and Registration; Population Registration Service Section; and (c) (c) people who visit the Population and Civil Registration Service of Samarinda City.
2. Secondary data comes from official documents and data that are relevant to the research issue, including all types of activities related to innovation services (SI PAHIT).

2.3. Data Collection Techniques

Researchers implement several techniques in the process of obtaining data and information, namely: (1) library research, and (2) field research through observation, interviews, and documentation activities.

2.4. Data Validity

According to Iskandar (2009), data validity is an important concept of authenticity (validation) and reliability. According to Sugiyono (2007), the validity check is based on: credibility, transferability, dependability, and confirmability.

2.5. Data Analysis Techniques

The data analysis includes collecting data, data reduction, data display, and conclusion drawing. Data analysis uses an interactive model described by Miles, Huberman, and Saldana (2014) which is qualitative descriptive data.

3. RESULTS AND DISCUSSION

3.1 General Description of Samarinda City

Samarinda City is the capital of East Kalimantan Province with an area of 718.00 km², its area is surrounded by Kutai Kartanegara Regency. Samarinda City is one of 10 (ten) Cities and Regencies in East Kalimantan Province (source: <https://samarindakota.go.id/>).

Samarinda City currently consists of 10 Districts, 59 Villages, and 1.975 Neighborhood Associations. Based on population administration data, the population of Samarinda City in 2023 was 850,628 people consisting of 432,637 men and 417,991 women, the population growth rate of Samarinda City was an average of 1.43. Based on age, the largest population of Samarinda City is the 20-24 year age group, while the smallest population is the age group > 70 years. Population distribution and density in Samarinda City in 2023 reached 1,200.39 people/km. The population density is quite diverse or uneven (Data from the Central Statistics Agency of Samarinda City 2024).

3.2. Population and Civil Registration Service of Samarinda City

The organization and work procedures of the Population and Civil Registration Service of Samarinda City are arranged based on Samarinda City Regional Regulation Number 4 of 2016 concerning the Formation and Composition of Samarinda City Regional Apparatus, which is further regulated by Samarinda Mayor Regulation Number 35 of 2016 concerning the Organizational Structure and Work Procedures of the Population and Civil Registration Service of Samarinda City.

Based on Samarinda Mayor Regulation Number 35 of 2016 on Samarinda City Civil Registration. The Population and Civil Registration Service is an implementing element of regional autonomy which has the following main tasks:

1. Assist the Mayor in formulating and implementing regional policies in the field of population administration and civil registration which are the authority of the Regional Government.
2. Carry out assistance tasks by the provisions of laws and regulations.

The Population and Civil Registration Service is an implementing element that carries out government affairs and is the authority of the Regional Government in the field of population and civil registration based on the principle of autonomy and the task of forming in formulating operational planning policies for program activities, determining policies, facilitation, socialization, technical guidance, advocacy, supervision and consultation, coordination of implementation, services, monitoring and evaluation, coaching and development of human resources, management and supervision of population registration, civil registration, management of population administration, development and population planning by applicable norms, standards and procedures.

The Population and Civil Registration Service of Samarinda City has aims, objectives, and activities. These aims consist of: (1) providing professional services to the community, (2) optimizing population administration and civil registration to the community, (3) providing protection and legal certainty for population documents and civil registration, (4) availability of accurate population data and civil registration, and (5) population data can be used as a reference for development in all fields.

The intended objectives consist of: (1) fulfilling community satisfaction in obtaining services, (2) fast and accurate services, (3) availability of accurate population data, (4) the community has complete population documents, and (5) population data can be used as a reference for development.

The activities of the Samarinda City Population and Civil Registration Service consist of: (1) office administration services, (2) improvement of facilities and apparatus, (3) improvement of apparatus discipline, (4) implementation of population systems, (5) improvement of the quality of public services, (6) development and harmony of population policies, (7) provision of water and electricity resource communication services, (8) provision of stationery, (9) provision of printed goods and procurement, (10) provision of electrical installation components for lighting office buildings, (11) provision of office equipment and supplies, (12) coordination meetings and consultations on the provision of office administration services, (13) routine and periodic maintenance of official/operational vehicles, (14) routine and periodic maintenance of office equipment and supplies, (15) procurement of official clothing and equipment by building, updating and maintaining, (16)

development of population database, (17) monitoring, evaluation and reporting, (18) improvement of services and orderly civil registration documents, (19) marriage counseling for non-Muslim religions, (20) making birth certificates, Population Identification Cards and Family Cards free of charge, (21) involving community participation in service functions, (22) presenting accurate and complete population data and information and improving regional regulations that regulate population development and dynamics, (23) evaluating the development of legal institutional policies regarding population administration information and population registration, (24) updating P4B data for regional elections, and (25) making bureaucratic efforts to eliminate obstacles to smooth service delivery.

The Regulation of the Mayor of Samarinda Number 35 of 2016 concerning the Organizational Structure and Work Procedures of the Population and Civil Registration Service of Samarinda City, it is regulated regarding the Organizational Structure of the Population and Civil Registration Service of Samarinda City which consists of the Service, the Population and Civil Registration Secretariat of Samarinda City. From the Organizational Structure of the Population and Civil Registration Service of Samarinda City, there are seven fields and 18 (eighteen) Sub-fields spread across seven fields. Fields that have their respective main tasks and functions, which work together with each other to achieve optimal service delivery to the Community.

In the implementation of the SI PAHIT System, two main areas coordinate to meet or achieve optimal public service targets, namely the Data Utilization and Service Innovation Sector and the Population Administration Information Management Sector, and supported by other fields. The Data Utilization and Service Innovation Sector and the Population Administration Information Management Sector are supported by three Sub-Sectors each, namely in the Data Utilization and Service Innovation Sector there is the Cooperation Sub-Sector, the Population Data and Document Utilization Sub-Sector, and the Service Innovation Sub-Sector. Then in the Population Administration Information Management Sector, it is supported by three Sub-Sectors each, namely the Population Administration Information Sub-Sector, the Data Processing and Presentation Sub-Sector, and the Governance and Human Resources Sub-Sector, Information and Communication Technology.

3.3. Services of the Samarinda City Population and Civil Registration Service

The services provided by the Population and Civil Registration Service of Samarinda City are in the form of developing online services, services that are easily accessible to the public at a low cost, or even free of charge without any costs incurred by the general public.

The forms and names of services available at the Samarinda City Population and Civil Registration Service currently are for processing Population Identity Cards (KTP), Family Cards (KK), Child Identity Cards (KIA), Changes in Name and Status Data, Residents Moving/Arriving, Birth Certificates, Death Certificates, and Activation, which include legalization of family cards, birth and death certificates, and other services. All of the services currently available are attempted to be implemented effectively and efficiently, both for the community and for the Service itself.

3.4. Minute Count Service System (SI PAHIT)

The Minute Count Service System (SI PAHIT) was initiated with the good intention of providing easy access to public services in the field of Population Administration, the community is served well and quickly with the slogan "Dukcapil Serves a Happy Community". The purpose of the SI PAHIT service is: (1) no more long or crowded queues in processing Population Documents, (2) direct file verification at the front office service, with only one document verification and 13 counters opened, (3) special services for the Disabled, Elderly and Breastfeeding Mothers have been prepared with 2 separate counters, (4) with this system in place, the community no longer needs to use the services of an administrator/broker, (4) processing time can be reduced or shortened from one day to a matter of minutes, (5) all members of the community from any element can get sufficient explanation from the officers, (6) population document archiving is done digitally, (7) members of the community no longer need to come to the Population and Civil Registry Office many times, so they can save energy, time and money, (8) document processing can be done online and offline, (9) completed documents can be sent in PDF files to residents and printed independently, (10) residents who have limited time for completed documents can use the Disability delivery service. Who has collaborated with the Population and Civil Registration Service of Samarinda City.

In the SI PAHIT system service, there is also information on complaints from the public, so if there are complaints or something that the public wants to ask about the services of the Department of Population and Civil Registry, the public can use the media or channel.

3.5. Quality of Public Services in SI PAHIT at the Population and Civil Registration Office of Samarinda City

Based on information collected from key informants, supporting informants, and the community, the quality of public services in the SI PAHIT System can be seen from several main indicators, such as speed, efficiency, and ease of access. With this system, the community can take care of various population documents in a short time, which previously took longer.

In terms of service quality, it must also include other aspects such as convenience, openness of information, and effective communication. A fast process must be supported by clear and easily understood information by the community so as not to confuse using this system. The involvement of friendly and responsive officers also plays an important role in creating a positive experience for the community.

3.5.1. Efficiency

Efficiency is one of the key aspects in assessing the quality of public services in SI PAHIT, with the main objective of accelerating the population administration process. This time efficiency not only benefits the community but also increases the productivity and effectiveness of services from the government side. As a result, SI PAHIT creates faster services without reducing the quality of the documents issued. The dimensions of efficiency in the SI PAHIT system are improving the quality of public services, and more efficient service time and costs.

By using a digital-based system, the Population and Civil Registration Office of Samarinda City can minimize manual errors and accelerate the data verification process. This technology can save time and energy. The use of integrated digital applications or platforms also supports more efficient communication between officers and the community. Thus, efficiency in SI PAHIT is not only reflected in the speed of service but also in a system that supports the smoothness and effectiveness of operations in providing public services.

Population services using the SI PAHIT application program is a system that uses a wireless or online network for data input, where population data is in the data center/server, namely at the Population and Civil Registration Service so that data accuracy in each service can be met. In this case, the Population and Civil Registration Service has guaranteed data accuracy in every data input carried out by operators in each sub-district.

In line with Moenir's opinion (2014) that service is an activity carried out by a person or group of people with a certain basis where the level of satisfaction can only be felt by the person who serves or is served, depending on the ability of the service provider to meet user expectations. Furthermore, Sapni, et al. (2022) stated that the ability of employees to provide good service is by time standards, providing the same service to consumers, and understanding consumer needs for the desired service.

From the results of the study, the services carried out at the Samarinda City Population and Civil Registration Service have provided services that are attempted to be carried out as effectively and efficiently as possible.

3.5.2. System Availability

System availability is one of the important factors in assessing the Quality of Public Services in the SI PAHIT System. The dimensions of system availability in SI PAHIT are systems that support the quality of public services and services are opened during office hours. In the context of SI PAHIT, system availability means that all devices and applications used to process population administration applications must always function properly and without interruption. When the system works well, the public can easily access services at any time without experiencing technical obstacles that can hinder the application process or document submission.

To improve system availability, the Samarinda City Population and Civil Registration Office has provided fast and responsive technical support to service users. Technical officers who are on standby at all times during service time to handle server problems or application system errors will be very helpful in maintaining the smooth operation of SI PAHIT so that it can continue to provide fast, efficient public services that can be easily accessed by the public.

As stated by Buchari (2016) the use of information technology systems in managing public services can improve the quality, efficiency, and effectiveness of public services. The service system in public institutions has been regulated in the Decree of the Minister of Administrative and Bureaucratic Reform Number 63 of 2003, namely the availability of adequate work facilities and infrastructure, work equipment, and other supporting facilities including the provision of telecommunications and information technology (telematics) in the provision of public services.

3.5.3. Fulfillment

Fulfillment in the SI PAHIT System is designed to ensure that all population administration requests, such as making ID cards, birth certificates, and family cards, can be completed in a short time, even in just minutes. The fulfillment dimension in the SI PAHIT system is the fulfillment of the system's ability to provide service results as promised, and the processing of population documents runs quickly, efficiently, and on time. The success of this fulfillment is highly dependent on the smooth operation of the system, from receiving applications to issuing documents. When applications can be processed quickly and accurately, the public feels satisfied because their administrative needs are met in an efficient time.

The SI PAHIT application focuses on speed, the fulfillment of service quality is not only measured by how quickly the service is provided, but the aspects of data accuracy and suitability are also important parts of service fulfillment. The technology-based SI PAHIT system must be easily accessible to people from various backgrounds, without causing difficulties. Service fulfillment includes the provision of officers who are ready to help, as well as clear guidelines for using the system. Fulfillment of this quality of service with the SI PAHIT system is not only efficient but also inclusive and accessible to all citizens without exception.

As stated by Parasuraman, Zeithaml, and Berry (2019) customer fulfillment or satisfaction is closely related to the accuracy and consistency in providing services as promised. They emphasize that service quality depends not only on what is delivered by the service provider but also on how consistently they meet customer expectations at every interaction. Reported by Homburg and Koschate (2015) that customer satisfaction is not only determined by the quality of the product or service received but also by how well the service provider can meet previously formed expectations.

Based on the results of the study, show that the fulfillment of service quality to the community has mostly met the expectations of the community being served, on the other hand, there are still a small number of community members whose service fulfillment does not meet their expectations, which is caused by obstacles such as network disruptions, servers, information materials, and the lack of socialization of applications/service systems from the Samarinda City Population and Civil Registry Office.

3.5.4. Privacy

Considering that SI PAHIT handles very important and sensitive data (personally) in the form of personal information of citizens, such as identity numbers, addresses, and population status, protection of such personal data must be a top priority. The privacy dimension in the SI PAHIT system is that personal data in the SI PAHIT service is connected to the Central Population Administration Information System, by using Private IP, the protection of personal data can be accounted for systematically. A good system must be able to ensure that all data entered by users is well protected from potential misuse or information leakage.

In this case, the Population and Civil Registration Service has prepared guidelines that regulate the collection, storage, and processing of personal data, and ensure that data is only used for legitimate and relevant purposes. Privacy policies can help people feel safer and

more comfortable in using SI PAHIT services so that they can access services with confidence that their data will be treated professionally and securely. As stated by Latumahina (2014) the principle of the right to privacy regarding personal data aims to protect human rights and individual dignity and to ensure that personal data is used ethically and honestly. Furthermore, Fadhilah et al. (2024) stated that the guarantee and empathy of service quality have a significant effect on customer loyalty. In the SI PAHIT System service, comfort and confidence are needed from service users that their data is safe. Considering the above, the Population and Civil Registration Service of Samarinda City has ensured that the SI PAHIT System is equipped with adequate security technology, such as data encryption and a strict authentication system, and is connected to the ministry's Population Administration Information System (SI AK) so that people's data remains safe.

3.5.5. Responsiveness

Responsiveness refers to how quickly and effectively the system responds to the needs and problems faced by the community. The responsiveness dimension in the SI PAHIT system is to provide fast and efficient service, reduce waiting time, and ensure that every administrative process is carried out responsively according to the needs of residents and officers every day who control complaints both on social media or direct complaints to be responded to immediately.

In the context of SI PAHIT, responsiveness not only includes the speed in processing population administration applications, but also the ability to provide answers or solutions to questions, complaints, or problems arising from the community.

Responsiveness is also one of the service indicators related to the responsiveness of the apparatus to the needs of the community who require services as regulated in the legislation. Responsiveness shows the alignment between service programs and activities with the needs of the community. Responsiveness is also seen in how officers respond to questions or requests from the community, both through direct and digital communication channels. In the SI PAHIT system, the existence of easily accessible communication channels, such as telephone numbers, emails, and social media accounts, is very important in increasing responsiveness. As stated by Sugiandi quoted by Herdini & Widiyarta (2020) responsiveness is a concept that concerns the ability of state apparatus to face and anticipate new aspirations, new developments, new demands, and new knowledge, so that a bureaucracy must respond quickly so as not to be left behind in carrying out its duties and functions as a service provider. Responsiveness in the implementation of the SI PAHIT System is in line with what was stated by Sapni et al. (2022) that in the implementation of services, what is needed is the ability of employees to understand consumer needs for the desired service and there are conditions for providing services according to the needs of these consumers.

Responsiveness in the SI PAHIT system has been seen and felt by residents who use the service, the existence of easily accessible communication channels, such as telephone numbers, emails, and social media accounts, in increasing responsiveness has been stated by the Samarinda City Population and Civil Registry Office and Samarinda residents.

3.5.6. Compensation

Although SI PAHIT aims to provide fast and efficient services, sometimes technical errors, system disruptions, or delays in document delivery can occur, which have the potential to cause dissatisfaction in the community. The compensation dimension in the SI PAHIT system is the provision of rewards for the community who receive services, namely providing a resolution or replacement if there is a discrepancy in the service and providing additional services or solutions that benefit the community if there are obstacles or technical problems that hinder the document processing process.

The Population and Civil Registration Service provides appropriate compensation as a form of responsibility for less-than-optimal services. This compensation can be in the form of additional services at no cost or priority problem-solving to ensure that the community still feels appreciated even though there are obstacles in the service. As stated by Ivanna, et al. (2021), it is necessary to follow up on public complaints regarding complaints/suggestions/opinions related to the implementation of services provided, and compensation required in services to the public, a priority scale is needed for people affected by suboptimal services, such as internet network disruptions, limited staff or officers, and other things that can affect the quality of services provided to the public.

In addition to compensation for service providers provided to the community, compensation is also needed for staff/employees who excel in providing services. According to Handoko (2014), compensation is important for employees as individuals because the amount of compensation reflects the value of their work among the employees themselves, their families, and the community. Then the compensation program is also important for institutions or organizations because it reflects the organization's efforts to present human resources who have high loyalty and commitment to their institutions. In implementing compensation in the SI PAHIT service, the compensation provided must be proportional to the level of discomfort experienced by the service applicant and must be implemented with efficient procedures so as not to add to the burden on the community that has been harmed. The compensation provided by the Samarinda City Population and Civil Registry Office for the SI PAHIT service to date is in the form of giving priority after there has been repair due to service disruption.

3.5.7. Contact

Contact is an important element in assessing the Quality of Public Service in the SI PAHIT System, the availability of clear and easily accessible communication channels by the public greatly supports smooth service. The contact dimension in SI PAHIT is to provide several contact channels, either directly in the office, by telephone, or through a digital platform to make it easier for the public to get the information or assistance they need, and a responsive contact system, so that the public can quickly obtain related information.

In SI PAHIT, contact can be realized in various forms, such as telephone numbers, email addresses, and official social media accounts. These channels make it easy for the public to ask questions, access information related to service procedures, or report problems faced in the population administration process. As stated by Lovelock and Wirtz (2011) in public services, the relationship between officers and the public plays a very crucial role in determining whether customers will be satisfied or not. Good contacts, such as

professionalism, communication skills, and ease of access, can shape public perceptions of the quality of service they receive. Furthermore, Parasuraman, Zeithaml, and Berry (2019) stated in their SERVQUAL model, which measures service quality, that dimensions such as reliability, responsiveness, and empathy are greatly influenced by direct interaction or contact with staff. In public services, timeliness, staff ability to solve problems, and a friendly attitude and attention to community needs affect the perception of the quality of service received. Good contact and effective communication increase the satisfaction of public service users. Having contact allows the public to get help quickly if they have difficulty using the system, for example, if there is a technical problem with the application or incorrect data entry, the public can immediately contact officers through the available channels to get a solution. Quick response and assistance provided with professionalism will increase public satisfaction and build trust in the SI PAHIT system.

3.6. Supporting and Inhibiting Factors in the Quality of Public Services in SI PAHIT

3.6.1. Supporting Factors

In the implementation and efforts to improve the Quality of Public Services of SI PAHIT at the Population and Civil Registration Office of Samarinda City, several supporting factors are:

(1) Adequate Technological Infrastructure

Adequate technological infrastructure plays an important role in supporting the quality of public services in SI PAHIT. The SI PAHIT system is designed to provide fast and efficient services, to minimize the waiting time for the public in taking care of population administration. To achieve this goal, reliable technological infrastructure is needed, starting from a fast and stable internet network to capable hardware. As stated by Chaffey (2015), adequate technological infrastructure, such as CRM (Customer Relationship Management) systems and other digital platforms, allows service providers to provide a better experience to customers. In the public sector, this technology can be used to facilitate access to public services and increase transparency and accountability. In the Decree of the Minister of Administrative and Bureaucratic Reform Number 63 of 2003, public services must pay attention to the place and location as well as adequate service facilities, easily accessible to the public, and can utilize telecommunications and informatics technology. With reliable and well-managed technological infrastructure, Samarinda City Population and Civil Registry Service can provide faster, more efficient, and more reliable services, which ultimately increases public satisfaction in accessing its public services.

(2) Competence and Professionalism of Service Officers

The competence and professionalism of service officers play a very important role in supporting the quality of public services in SI PAHIT. Officers must have adequate technical skills to operate the information system used, a good understanding of administrative procedures, and a professional attitude in working. As stated by Maani (2005) to improve the quality of public services is to improve the professionalism of public service officials. Several steps that need to be taken to improve the professionalism of service providers include: (1) conducting a study/analysis of functional technical training needs by the central government and regional governments that are applicable and practical; (2) determining the authority to organize functional technical training between the central government, provincial government

and district/city government; (3) seeking the development of functional positions in the field of public services; (4) conducting comparative studies on the public service delivery system; and (5) continuous training and competency development are important steps to ensure that officers can meet the expected service standards.

(3) Simple and Transparent Service Procedures

Simple and transparent service procedures play an important role in supporting the quality of public services in SI PAHIT. Clear and easy-to-understand procedures will make it easier for the public to follow the steps needed to get services. In the SI PAHIT system, the public does not need to wait long or be confused about what documents are needed, because each step has been explained in detail and is easily accessible. As stated by Parasuraman, Zeithaml, and Berry (2019) simple and transparent service procedures play an important role in increasing the reliability and responsiveness of service providers. When service procedures are clear and easy to understand, customers find it easier to access services without confusion, which in turn increases their satisfaction.

Simple procedures are in line with the contents of the Decree of the Minister of Administrative and Bureaucratic Reform Number 63 of 2003 that in carrying out public services, the principle of Simplicity is adopted: Public service procedures are not complicated, easy to understand, and easy to implement.

(4) Involvement and Support of Related Parties

In the context of public services, Disdukcapil does not work alone. The SI PAHIT system requires close cooperation with various other government agencies that have a role in the data verification process, document validation, or validation of population information. Without good support from related institutions, the service process can experience obstacles, which ultimately slows down service time in the SI PAHIT system. Lovelock and Wirtz (2011) stated that employee involvement and managerial support are two important factors in improving service quality. Employees who are involved in a positive service culture tend to provide higher quality services and are responsive to customer needs. In addition, management must provide the necessary support, either in the form of training, motivation, or policies that support service quality.

Currently, the Population and Civil Registration Service of Samarinda City has collaborated with several agencies, namely the Communication and Information Service, Education Service, Health and Hospital Service, Social Service, Licensing Service, and others.

3.6.2. Inhibiting factors

Several factors inhibiting the improvement of the Quality of Public Services in the SI PAHIT System are as follows:

(1) Coordination with related agencies is still less than optimal

Coordination with related agencies is still less than optimal as one of the main inhibiting factors in the quality of public services in SI PAHIT. The SI PAHIT system relies on fast and accurate data flow between various agencies such as the Ministry of Home Affairs, and others. When coordination between agencies does not run smoothly, the data verification process or document processing can be hampered, resulting in delays in services

to the public. This cooperation and technical support still need to be improved, such as periodic joint evaluations and joint discussions if problems are found in the field.

Suboptimal cooperation between the Population and Civil Registration Service of Samarinda City and related agencies can be detrimental to the entire service system. Therefore, it is important to build and maintain effective communication channels between agencies involved in SI PAHIT.

(2) Limited Human Resources

Limited Human Resources (HR) is one of the inhibiting factors in the quality of public services in the SI PAHIT system. This is due to the limited number of officers compared to the number of service requests received each day. As a result, the targeted service time in the SI PAHIT system is not always achieved, because officers have difficulty meeting fast and efficient service standards.

The inability to balance the number of applicants with workforce capacity causes long queues and less than optimal service. Overall, in 2024 the population of Samarinda City will be 868,499 people, and the number of officers in serving population administration is 126 employees (with details of 65 employees and 61 honorary). Ideally, according to one of the leaders, the number of workers needed is 170 people with a population ratio of 868,499 people.

Apart from that, the limited skills and technical knowledge of officers in operating the information technology (IT) system used is also an obstacle, especially for new equipment.

(3) Lack of training and competency improvement of officers

Lack of training and competency of officers is the main inhibiting factor in improving the quality of public services in the SI PAHIT system. However, without adequate training, officers often have difficulty operating this system, which results in slow service processes and errors in data processing.

The success of a public service system is not only determined by the speed of the system but also by the ability of officers to provide information that is easily understood by the public. If officers do not have adequate communication skills, this can reduce the level of public satisfaction with the services provided. Therefore, improving training and developing officer competencies is very important to ensure the success of the implementation of SI PAHIT. As stated by Mozael (2015), training and development activities are very much needed in almost all organizations because they will lead to high performance in the required fields, this has a very significant influence on the success of a company through improving employee performance.

4. CONCLUSION

Based on the results of the research and discussion, it can be concluded, namely:

1. The Quality of Public Service through the Minutes Service System (SI PAHIT) at the Population and Civil Registration Service of Samarinda City, by looking at the seven dimensions of Electronic Service Quality (E-S-Qual) or e-Service Quality, which consists of dimensions of efficiency, system availability, fulfillment, privacy, responsiveness, compensation, and contact.

2. The implementation of the SI PAHIT system can increase the speed, efficiency, and ease of access to population administration services, such as processing of population identity cards, birth certificates, and family cards.
3. Supporting factors in the SI PAHIT system are the availability of adequate technological infrastructure, competence and professionalism of service officers, simple and transparent service procedures, and involvement and support from related parties.
4. Inhibiting factors in the SI PAHIT system are the lack of routine and periodic coordination with related agencies, limited human resources serving or application operators, and the continued existence of service disruptions caused by the network and limited server capacity at certain times.

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