

Effectiveness of the Integrated Administrative Information System (PATEN) in Public Service

Yeni Pariyatin^{1*}, Eri Satria², Dini Destiani SF³, Rina Kurniawati⁴

^{1,2,3,4}Institut Teknologi Garut, Indonesia

*E-mail: yeni.pariyatin@itg.ac.id

ARTICLE INFO

Keywords: Population; services; PATEN; website

How to cite:

Pariyatin, Y., Satria, E., SF., D.D., & Kurniawati, R. (2024). Effectiveness of the Integrated Administrative Information System (PATEN) in Public Service. JAKPP (Jurnal Analisis Kebijakan dan Pelayanan Publik), 10(2), 114-131

DOI:

<https://doi.org/10.31947/jakpp.v10i2.30869>

Copyright: © 2024 Yeni Pariyatin, Eri Satria, Dini Destiani SF, Rina Kurniawati.

This work is licensed under CC BY-NC 4.0. To view a copy of this license, visit <https://creativecommons.org/licenses/by-nc/4.0/>

ABSTRACT

Problems related to population administration and civil registration, such as identity falsification and duplicate data due to lack of accurate details of population data documents, the process of obtaining a Population Identity Card and issuing a civil registration certificate still takes a long time because the data input process is still done manually. In this regard, the Garut Regency government, in this case the Tarogong Kaler District, is trying to collect valid population data so that it can develop mapping to overcome this problem. Currently there is an information system that makes it easier to provide services for creating and issuing resident document certificates, namely by implementing a website-based integrated administration service system or PATENT. This research aims to analyze Effectiveness of the Integrated Administrative Information System (PATEN) in Public Service. This research uses a qualitative descriptive type of research with four informants. Data collection techniques start from direct observation, interviews, and documentation. The data analysis techniques used are data collection, data reduction, data presentation and drawing conclusions and verification. The results of the research show that the community can enjoy the quality of services provided in Tarogong Kaler District. This can be seen from several things. The reliability dimension can be seen from the district operators who are reliable in providing services to the community. The responsiveness dimension related to the ability to respond is said to be good if the PATENT system has immediate disruption. can be overcome by not reducing services to the community. The obstacles are that the availability of human resources is still insufficient, as well as the need for socialization to the community about understanding the system.

Introduction

As enshrined in the Act, the government has an essential responsibility to provide primary public services to all its citizens. Article 1 of Law No. 25 of 2009 on Public Service defines public service as the activity or set of activities carried out by the public service organizer to meet the needs of service for each citizen and resident

in accordance with the provisions of the laws and regulations. Examples of public services in the form of administrative services are the manufacture of KTP (Population Sign Card) and SKCK (Police Records Letter), services in form of goods such as payment of taxes for the construction of state infrastructure such as bridges and toll roads, and services in a form of services such as post offices and banks. (Yayat Rukayat, 2017).

Primary public service, also called high-quality service, is the one that best meets the standard of service quality. Service standards are measures used as guidelines for maintenance of services and benchmarks for assessing the quality of services as obligations and promises of service providers to the public in order to provide quality, fast, easy, affordable, and measurable services. The service standard component, according to the Ministry of State Appliances Disclosure and Bureaucratic Reform of the Republic of Indonesia Regulations No. 15 of 2014, includes terms, procedures, service duration, fees or tariffs, service products, and complaint handling. If governments and other institutions are able to meet such quality standards, then governments have provided good quality services. (Silfiah & Nabila, 2021).

In public service, where a dynamic relationship is created between users and service providers, both service and human, the ability, responsiveness, timeliness, and means of service available are crucial. If the service meets the customer's wishes, then the service is of high quality. On the contrary, if the service does not meet the expectations of the user, then the service is of low quality. Compared to the view of service providers, poor service quality is based on consumer perceptions and organizational standards of service quality. (Silfiah & Nabila, 2021).

Administrative mal is an example of a public service problem that often occurs because there is direct contact between the service provider and the user of the service. For example, people face challenges when applying for CTP in government agencies, such as charging extra fees to get faster services and time uncertainty leading to poor services, In addition, there are problems associated with inadequate facilities and supplies, including physical and other support facilities; a lack of waiting places for those in need of services, which causes people to wait in queues. By eliminating communication between service providers and users, administrative malfunctions can be avoided. (Silfiah & Nabila, 2021).

The advancement of information technology as a result of literacy of technology has undergone a very rapid development, so its use is widely used by today's human beings with everything it offers (Martadala et al., 2021). With the advancement of information technology, the public demands that the government in carrying out its governmental duties to be more effective, efficient, and open and able to access information easily especially in relation to governmental services, today the concept is known as good governance or Good Governance (Rahmadi, 2021). The government is trying to establish good communication with various parties through the use of web-based information technology or named E-Government. As the legal basis, the government issued Inpres No. 3 of 2003 on Electronic Government Strategy and National Policy. Electronic Government aims

to create an electronic-based government in providing services to the public (Rahmadi, 2021).

Population data management is one example of a public service that utilizes web-based information technology. Indonesia is a developing country with a very large population, with 270 million people. To address population problems at the regional, provincial, or national level, appropriate population data is required. Programs to control population, growth, and degradation are based on population data. Districts and towns are responsible for managing the population registration, which starts at the village or village level. This is done to ensure that every person is administratively registered as an Indonesian Citizen in accordance with the provisions of the Constitution of the Republic of Indonesia of 1945 and the Law of Indonesia No. 23 of 2006 on the Administration of Occupation. In 1996, the government launched the Population Management Information System (SIMDUK) program to handle various tasks related to the administration of populations. (Jaya et al., 2021).

The government replaced it with a new policy to meet the increasingly complex demographic data needs with the advancement of the times and the support of information technology (SIAK). SIAK is a web-based information system that aims to organize population administrative data in order to administer and help officers at the level of the Regional Government (District/City), especially the Population and Civil Records Service, provide population services to the public quickly. The policy issued in relation to the SIAK is expected to minimize the problems of administrative occupation and civil registration such as invalidity of identity and data breaches due to inaccurate data on the position, the process of creation and issuance of the KTP and the civilian registration document takes a long time since the data entry process is still done manually. (Jaya et al., 2021).

Research results show that computerized population administration information systems or websites can be efficient and efficient in the processing and service of population data. It's also faster and more accurate. (Satya et al., 2021). The shortcomings in the long-standing data management can be fixed by applying online management, such as identity forgery, duplication of data, and inaccurate identity documents. In addition, the disadvantage is that when entering data is done in a conventional manner so that the process of creating a CTP or a civil registration document takes a long time. (Jaya et al., 2021). This is in line with Dian Anisa Martadala, Neneng, Erliyan, and Priest's research, who found that people can feel satisfaction in public service if population administration services are computerized (Martadala et al., 2021). It is in line with what Panji Afandi and Ghina Fitri say in their study that people are entitled to good public service and clear policies. With the awareness that everyone is entitled to public service, the demand for public service continues to rise. (Afandi & Susilo, 2021). The right alternative to troubleshooting is the implementation of the Population Administration Information System.

Implementation of the Population Administration Information System in Garut district is based on Perda No. 12 of 2009. The legal path for the maintenance

of SIAK was formulated in the Act No.23 of 2006 and its interpretation was contained in the PP No.37 of 2007 and updated again with the issue of PP No.102 of 2012 (Mantiri et al., 2019). The latest, relating to the procedures and completeness of registration of occupation and its registration is regulated in PP No.96 of 2018. The Government has also issued a new policy in this regard Ministry of the Interior namely with the existence of Permendagri RI No.7 in 2019 where the administrative services of the population can be done online or Web-based. With the presence of the Regulations of the Minister, it can be efficient and efficient in the management of data and services provided to the public since it has been integrated between the centres, the local government to the level of urgency (Widya et al., 2016).

The Information and Public Administration System is integrated with the existing districts in Garut district, the only district in Tarogong Kaler district. The administrative system of the population is based on the web in the tarogong district and is named after the Patent system or the integrated administrative service information system of Garut. The district provides services to the community from the submission of applications to the issuance of other important letters. As for the type of service such can be seen in the following table.

Table 1. Types of Integrated Administrative Services in Tarogong Kaler District

| No. | Type of Service | Standard Operating Procedure (SOP) |
|-----|--|------------------------------------|
| 1. | Transfers between Villages, Prefectures, Districts and Provinces | ✓ |
| 2. | KTP-EL | ✓ |
| 3. | Family Card | ✓ |
| 4. | Child Identity Card (KIA) | ✓ |
| 5. | Letter of Arrival between Villages, Prefectures, Districts and Provinces | ✓ |
| 6. | Birth certificate | ✓ |
| 7. | Death certificate | ✓ |
| 8. | Non-Muslim marriage | ✓ |
| 9. | Update Data | ✓ |

Source: Annual Report on Patent Implementation (2022)

Based on the results of an interview with Ms. Hj. Lina’s Tarogong General Service Agency, he stated that by implementing an integrated administrative system from the central level until the end of the crisis, it becomes easier, more effective and more practical for people not to visit the service office because they can register online. Documents are more practical in the sense that they can be printed in writing and can also be stored in file form so there is a backup document. The government has also instructed the public who will submit letters of occupation not to be subject to any charge or charge whatsoever. However, some of the obstacles were also found because the web-based computer-wide system is not free

from the support of the suggestions and objectives of the Internet, signals, and networks. When a disturbance is occurring from the district of Garut, it will automatically interfere with the service of the occupation administration at the emergency. Then the next problem is the provision of computer facilities that still lack even staff who bring their own laptop from home and the need to upgrade the computer applications because the existing computers have been too long to slow down in providing services to the public. Socialization and training of managers/operators needs to be done intensely and more regularly. There were only two officers of the security officers, and one of them was an officer of the district officers.

Based on background and previous research, research aimed at improving the quality of public service should be carried out. The study will focus on web-based location data management, namely PATEN, which is integrated with the location information system in Disdukcapil district of Garut. It is hoped that the implementation of this patent will speed up the service to the public, especially to the inhabitants of Tarogng Kaler district. It will also make the population administration more orderly, reduce the loss and damage of population files, and make the process of making important letters easier.

Literature Review

Previous research is used as a basis for future research. The findings of previous research are compiled and outlined in short literature to show similarities and added value to previous research. In this study, literature on Quality of Population Service is examined.

Research by Rossa Ilma Silfiah and Adinda Nabila (2021) with the title "Quality of Public Service in the Process of Making KTPs in the Office of Kelurahan Ledug Prefecture Prigen District of Pasuruan". As a result of the research, government services do not meet the standards of quality that people expect, comfort becomes one of the inputs or complaints of the community relating to the service. People have had difficulties when applying for the submission of the KTP unless there are additional charges given then the process of making KTP is quickly completed. In addition, service users complain about time uncertainty, resulting in poor service. It is the responsibility of the government to provide a primary service to the public, which is why the government must continue to improve the quality of its services. (Silfiah & Nabila, 2021).

Research Dasep Dodi Hidayah (2020) with the title "Quality of Public Service" (Studi Pelayanan Administrasi Kependudukan Di Kecamatan Cipatujah Kabupaten Tasikmalaya). This research shows that many people still don't know what to prepare for the demographic administrative requirements such as KTP, Family Card, etc. It's inhibiting the manufacturing process. The next issue is the cost; there are regulations stating that the cost is not collected during the process of making the administrative settlements; however, in fact, they have to pay, although it is not clear how much. (Hidayah, 2020).

Zamroni Research, Afifuddin, dkk (2019) with the title "Quality of Public Service on Population Services and Civil Records at Dinoyo Kelurahan Office at Lowokwaru Kota Malang" (Studi Kasus Pada Kantor Kelurahan Dinoyo kecamatan Lowokwaru Kota Malang). This research shows that in the population administration and civil records services, there are some problems with the quality of public services, including inadequate facilities and supplies, physical facilities, and other support facilities. Not enough waiting places for the people who will receive the service, so the people have to wait. (Zamroni et al., 2019).

A study by Auralia Althooffany Wahyudi, dkk (2022) entitled "Applications of E-Government in Public Service Innovation: Case Studies in Yogyakarta." This study points out that with the help of technology and information, the government has an opportunity to improve its performance on public criticism and complaints. One way to do this is by updating the system of service to increase public satisfaction and public confidence. (Wahyudi et al., 2022).

Research Rizal Pauzi, dkk (2021) with the title "Innovation of Foot Trader Design in Maros District." This research shows that due to the complexity of the problem and the ability of some regions to make breakthroughs through various innovations, there is awareness to improve regulation related to innovation. Refreshment refers to any kind of change in the operation of local government that follows the following principles: increased efficiency, effectiveness, and quality of service; no conflict of interest; conducted openly; oriented to the general interest; meeting the values of consistency; and accountable for the outcome (Pauzi & Tikson, 2021).

If compared to the five previous studies above, there are many differences that can be derived from the additional materials and information used in the preparation of this study. The most distinctive is the subject and location of the research. This research is carried out on data or population administration through the use of web-based information system managed by the Civil Population and Registration Service (Disdukcapil), which is responsible for each district or city. Whereas the author is carefully focused on the Integrated District Administration Service Information System (PATEN), integrated with the Population Information System of Garut District.

Public Service

In terms of service, quality is crucial so that the purpose of the provider and recipient of the service can be reached through one type of service whose quality can be identified from the written level of customer satisfaction. Maximum service is vital to the satisfaction of the customer, and all needs that need to be met are optimized well through individuals and organizations, because of the way the service given reflects the quality of a person or organization that provides good government services (Hidayah, 2020). Hardiansyah defines service as "activity given" to contribute, prepare, and take care of goods or services from one side to the other (Hardiyansyah, 2018). Service is a series of activities, so it takes place regularly and continuously, covering every aspect of the life of a community organization. The expected process has been carried out in relation to the correspondence of needs

between the recipient and the provider (Hidayah, 2020). As Kotler explains in Lijan, any action is beneficial in a unit or group, and provides satisfaction regardless of the fact that the result is not bound to a physical good (Lijan, 2006).

Many experts have made a definition of what a public service is. One of them, Gronroos defines services as a series of inaccurate actions that arise as a result of there being communication between a customer and an employee or other goods offered by a service provider organization intended to address a customer's problem. According to the Law No. 25 of 2009 on Public Service, for example, any form of activity is defined as public service in the context of the establishment, training, and training, provision of facilities, services, and other goods carried out by the government in an effort to meet the needs of the public in accordance with the regulations in force (Zamroni et al., 2019). According to Moenir, "Common service is an effort made by a group, individual, or bureaucracy to help a society to a specific goal (Moenir, 2010). The term "service" arose because public service is not independent of issues of general public interest, as proposed by professionals. One that Dwiyanto found about public service consists of a series of actions taken by the bureaucracy to meet the needs of the client community (Dwiyanto, 2006).

Basics, Standards and Types of Public Service

Service maintenance must comply with the principles of service in order to provide a customer-satisfactory service. Lijan Poltak Sinambela stated that the foundations of public service are reflected in:

1. Transparency
2. Accountability
3. Conditional
4. Participatory
5. Security of Rights
6. Balance of Rights and Obligations

Basically, public service will be effective if the following principles are met: transparency, accountability, involvement, balance of rights and obligations, professionalism, facilities, timeliness, and convenience. (Lijan, 2006).

According to the Decree of the Minister of State No. 63/KEP/M.PAN/7/2003, minimum standards of public service are followed:

1. Correctional procedures
2. Date of completion
3. Fees for services
4. Product of services
5. Facilities and facilities
6. Service officer involvement

According to the Hardiansyah, there are three categories of public services provided by the government, namely:

1. Administrative services
2. Goods service
3. Services

Types of services in Tarogong District Kaler included in the category of administrative services (Hardiyansyah, 2018).

Quality of Public Service

The ever-changing condition that affects the ideal product, service, people, process, and environment is defined as the quality of service. Quality of service can be defined by an effort to meet the wishes and needs of customers and their accuracy in delivering so as to balance customer needs. If the customer's perspective on the service they receive as a result of the actual service they expect to meet expectations, the quality of the service is recognized and satisfying. (Zamroni et al., 2019).

One of the most popular theories about the quality of service is the theory that the consumer consumes or does not take a service or good influenced by a number of variables between his perceptions of the different quality of good service. In other words, the poor quality of the service offered by the service provider depends on the opinion of the customer or service offered. The statement indicates a strong relationship between "customer satisfaction" and service levels. (Pasolong, 2008).

There are measurement indicators that can be used to determine the quality of service perceived by customers. Customer satisfaction lies in five dimensions of quality of service according to customer response, the hypothesis According to Pasolong, there are five dimension of quality. This includes the following services:

1. The ability to prove its existence to others, also known as physical proof (Tangible). which means that the means and capabilities and physical means and environmental conditions are clear evidence and service provided.
2. Reliability, also known as reliability, is the ability to provide services in accordance with promises accurately and reliably.
3. Responsiveness, or response, is the desire to help and provide service in a timely and prompt manner to a group of people by providing information that is easy to understand.
4. Assurance is the knowledge, wisdom, and ability of the employee to increase confidence in the client. Consists of a few of them are communication, trust, security, capacity and decency.
5. Giving genuine and direct attention to the person given to the consumer through an effort to understand the wishes of the client (Emphaty). (Hidayah, 2020).

Public services are closely related to the capabilities, responsiveness, timeliness, and means of delivery available, which create a dynamic relationship between users and service providers, both services and humans. If the service provided is in accordance with the expectations of the user of the service, then it can be said that the service is a quality service (Silfiah & Nabila, 2021).

Integrated Administrative Services Information System (PATEN)

The web-based administrative system of the population in Tarogong Kaler district of Garut has been named with a PATEN or Integrated Information Service System of the district, which provides services to the public from the submission of applications to the issuance of other important letters. For licensing services such as IMB (Building Permission), Disruption and Peace Permission, Citizens' Movement Statement between villages, districts and provinces. As for the most convenient administrative services, such as the creation of residents' movements, KTP-El, Family Cards, Children's Identity Cards (KIAs), Residents' Arrivals, Births and Deaths, Non-Muslim Marriage Cards as well as carrying out data updates. (Kasi Pelayanan Kecamatan Tarogong Kaler, 2022).

Research Methods

This research uses a type of qualitative research, which is based on a postpositivist or interpretative philosophy. Used to study the condition of natural objects, with the researcher as its primary tool. Data collected is usually qualitative, and data analysis is performed inductively or qualitatively. The result of this research is a better understanding of a meaning (Sugiyono, 2022). The informants used in this study consist of four people, namely the Key Informant, who are experts, have an understanding, and are able to explain matters related to the research. The key informant in this research is the Department of Service in Tarogong Kaler district, Mother of Hj. Lina Marlina. He is an informant who understands and knows the intricacies of providing administrative services to the public, an additional informant, is the people who are found at the research site, can help provide additional information related to the problems in the research 1 operator and 2 people of the community who have performed services or are performing services in Tarogong Kaler Prefecture, with a critical record of those who understand and have experience so accurate in providing the information required by researchers related to application of PATEN in improving the service of population.

The data collection techniques used in this research are observations, interviews and documentation. The author uses the data analysis techniques of the interactive analysis model of Miles, Huberman & Saldaña with the following quotation: *"The data analysis technique used refers to the interactive analysis model from Miles, Huberman & Saldaña (Milles et al., 2014), which was quoted from the journal (La Ode Muhammad Elwan et al., 2022), namely The data is analyzed using several steps, namely analyzing the data with three steps: data condensation, presenting data (data display), and drawing conclusions or verification (conclusion drawing*

and verification). Data condensation refers to the process of selecting, focusing, simplifying, abstracting, and transforming data".

Further, the data collected with the interactive model is qualitatively analyzed continuously until the data is saturated. This process begins with data collection, data minimization, data submission, and conclusion-taking. The process of gathering, focusing research, simplifying, summarizing, and transforming data to find and analyze the use of PATEN to improve population service in Tarogong Kaler district of Garut is known as data condensation. (Tawai et al., 2023).

Results and Discussion

Quality of Positioning Services in Tarogong Kaler District

When we talk about service, the most important thing in it is about quality. The level of public satisfaction becomes a measure of quality or lack of service. (Hidayah, 2020). Service is a process of activity involving interaction between service provider and recipient (Zamroni et al., 2019). Service can also be understood as an effort to help prepare and take care of goods or in the form of services from one party to the other, this activity takes place continuously and sustainably (Hidayah, 2020). While quality indicates a condition to continuously improve the quality of goods, services, people, processes and the environment (Zamroni et al., 2019).

Public service is a service in any form, moving in goods and services where governments ranging from the central level to the district, government-owned companies and regional companies as their responsibility in order to meet the basic needs of citizens (Silfiah & Nabila, 2021). Public administration services can be demonstrated in the submission of Family Cards, Birth Certificates, KTP recordings. In the field of services such as PLN, PDAM and Banking, infrastructure support is well structured, disciplined, quick response and potentially affecting services to the public. Service is said to have quality if it can provide satisfaction to the community. The good of service depends on the judgment of the recipient of the service as well as the suitability of the officer performing his duties and duties with the policy in force in the agency (Silfiah & Nabila, 2021).

The services to the community that have been implemented in the Tarogong Kaler Garut are gradually improved and more optimized, adapted to the present time. To a fast, accurate, effective and efficient service of course needs to be supported by improving the quality of service to the community. The element or elements of the public service sector of the administration of the population of quality is seen from (Hidayah, 2020):

Reliability

Reliability is the ability to provide service facilities quickly as promised, for example, timely discipline, quick and careful in dealing with problems in service. To realize satisfaction to the community then what matters is capable or professional in fulfilling the service (Hidayah, 2020). From the results of data

analysis, an overview obtained by the application of integrated administrative services, can make it easier for emergency operators to serve the community reliably. Similar with the presentations of Mita Agnitia Lestari, Muhamad Tabrani and Surtika Ayumida, With the application of computerized occupation administration becoming more effective and efficient, giving satisfaction to both sides, both citizens and officials (Lestari et al., 2018).

From the results of the interviews carried out, every day the data that is already complete in accordance with the direct requirements can be entered into the system until the validation stage so that there is no term for the accumulation of documents. The findings that happen in the field, not all the society understands as well as technicians, there are some not knowing how to store digital documents, uploading documents, it requires speed or rigour of the operator to provide services. It is in accordance with the jurisprudence in its research that an operator or employee when processing the service must be careful and correct so as not to cause damage to the community. For that, the operators must work accordingly and understand the rules that apply in their workplaces (Abdussamad, 2019). This requires training of the staff to improve their competence and professionalism. Based on the results of interviews with Kasi Pelayanan, for the development of its human resources, the Tarogong Kaler emergency government, requires operators to follow technical guidance on a regular basis every six months in order to discuss jointly issues in the use of the system and its solutions.

As Mahendra Jaya stated, the use of system applications requires the quality of a man who is determined, mastery of computers can all be fulfilled through the implementation of socialization and technical training on a regular basis (Jaya et al., 2021).

Responsiveness

The responsiveness of the staff has an important role in serving the needs of the public as a reality of the organization's determination to respond to the challenges and expectations of the community (Yayat Rukayat, 2017). If there is damage or disruption when using the integrated administrative service information system then it can still be countered by not reducing the service to the public. According to an interview with an operator in the district of Tarogong Kaler, information technology will not be exempt from the demolition of a computer device to process data from processes, storage, communication and network connected with each other (Pariyatin, 2015).

The information system would work well if the three components were complete. In the field of obstacles faced computer devices have not been upgraded so that when the operator enters the data occurs loading, also sometimes the Internet connection is disrupted or people who do not understand the use of the system. Usually when that happens, the operator helps the community by gathering the necessary documents, after the documents are gathered and put in by the operator. In addition, the system also provides a call center, when the community is interrupted it can be sent in the feature or can be written and saved in the suggestion box (Zamroni et al., 2019).

Assurance

These aspects include the guaranteed responsibility demonstrated by the employee's decent behaviour, comfort, both communication and insight and competence possessed to generate the confidence of the consumer or the public. (Zamroni et al., 2019). Tarogong Kaler Prefectural Office of Garut District as an authority entrusted to provide occupation services especially to the citizens of Tarogong Kaler. A lot of visitors to the shrine must have been serviced optimally, both inside and outside the building. For that, it is necessary to improve the quality of the service in which it is filled with a sense of security. Based on the results of the interviews, the respondents were of the following opinion: "For security it is safe enough because outside has been provided a large enough parking space along with the parking guard. Thus, the people do not need to be watchful when doing the service. According to the other sunber revealed the same thing, "it is safe, there has never been a crime like the loss of goods. (pencurian). Another respondent reaffirmed that "in the surroundings of the service room, there are security officers in addition to providing service-related information".

As a result of the observations carried out by the author, security assurances in the neighborhood of Tarogong Kaler are good. Positioning parking officers, participating inining the safety of the parking lot (Yayat Rukayat, 2017). Besides the certainty, the comfort of the environment which is another important consideration is the protection of the safety of the company as a consumer receiving benefits of the service, it is guaranteed by the courtesy, skill of the staff, insight, expertise and skill possessed (Yayat Rukayat, 2017). Service officers in Tarogong Kaler district are doing their best to perform their duties well when the service process is going on. If there are complaints from the community of the district with communication and polite attitude immediately follow up.

With the implementation of integrated administrative services to make it easier for the public to apply for the management of occupation letters no need to go to the emergency because it can be done anywhere and anytime and as long as the necessary data is complete in digital form to subsequently fill in some questions and upload the evidence of the documents. In line with the research carried out by Mahendra Jaya, online services provide ease of being accessible with indefinite time limits with smartpone/ android or PC media. The public who will submit a request for the management of population data can fill it in at home, submit the filing file through a special lock after the document can be printed independently or stored in the form of a digital document (Jaya et al., 2021). The documents are guaranteed confidentiality because they are protected by a password, no one can misuse them and no charges are charged (Zamroni et al., 2019).

Empathy

Empathy is a concern and attention to the needs of the community that needs service. Government has the authority to that attention of the officials who view the public interest as one of the factors supporting the realization of quality public service (Yayat Rukayat, 2017). From the results of data analysis, present a friendly attitude and attention shown by a service officer or operator that is able to convey

information clearly, a calm attitude, gentle smile and when there is a lack of willingness to receive input to improve the service even better. As a servant of the people:

“yes we want not want we have to be ready in serving and also help the community like explaining anything that has to be fulfilled in the construction of KK, KTP, and others, so there are no officers here who are unprepared”.

According to some of the respondents interviewed by the author, the readiness of the staff in the service is quite good. The emergency operators have served the community well, especially in the emergency Tarogong Kaler the administrative services of the population have been computerized many citizens who are still not familiar with the system. Officers in this case the operator patiently wants to give guidance and explanation even to make it easier sometimes the operator only asks the community who will submit the letters of position to complete its requirements only and who enters it into the system is done by the operator (Yulindaningtyas, 2015). The concern of officials to always give priority to the needs of the community will support the creation of the quality of public servants (Hidayah, 2020).

Tangibles

In order to create a quality service to the community, it is necessary to improve the service so that the community is satisfied with the service. Adequate infrastructure support affects the improvement of the quality of service to the community, can increase satisfaction and comfort (Yayat Rukayat, 2017). Such things can be realized in the form of adequate buildings or offices, facilities and supplies, technological devices such as tables, chairs, computers, printers, cabinets and so on as well as the importance of the appearance of the staff (Zamroni et al., 2019).

Regarding equipment and facilities, based on interviews, PATEN's infrastructure support is still poor. Can be seen from still a lack of the number of printers available. The number of printers in the service room is only one, whereas the number of computers is four. Two computers to provide population administration services directly to the public, one computer unit used by an operator to serve online population administration and another computer unit for administrative recording, all the means of which such computers are still in the old model, not upgraded so when the process of data input is often slow. For that, sometimes staff or operators carry their own laptops from home. In Gede Sastrawan's and Saptala Mandala's research, to take the lead in the implementation of a policy should be supported by modern means of processing starting with the ability to process data quickly and accurately, upgraded computer devices, printer equipment and smooth data communication networks over the Internet (Sastrawan & Mandala, 2019).

Effectiveness of Integrated Administrative Information System (PATEN) in Public Service in Tarogong Kaler

Implementation of Integrated Administrative Services (PATEN) at the district of Tarogong Kaler has a vision to realize quality services for achieving orderly

administration and public satisfaction, while its mission is to improve advice and services, improve the system of service procedures as well as improve the function of supervision and control of services (Kasi Pelayanan Kecamatan Tarogong Kaler, 2022).

Administratively, Tarogong Kaler has one Kelurahan and twelve villages. Based on the Regulations of the Garut District Board No. 76 of 2016 on the Functional Tasks and the Working System of Garut County, Camat:

1. Secretariat
2. Field of Government
3. Public welfare
4. Community and village empowerment
5. Peace and public order
6. Service field
7. Functional Department Group

Patent Tarogong Kaler is a service to the community organized in the district from the process of submission to the publication of documents. Camat appointed the Chief of the Service Section to technically organize the emergency administrative service, so the Service is responsible to Camat. The executive/patent administrator is:

1. Head of the department. (Camat)
2. Sekmat (Sekretaris Kecamatan)
3. Service speed (Kasi Pelayanan Kecamatan Tarogong Kaler, 2022)

Integrated administrative services based on information systems in Tarogong Kaler district, for dashboard display is as follows:



Figure 1. Dashboard



Figure 2. Display Menu

As for the types of services served in Tarogong Kaler district are (Kasi Pelayanan Kecamatan Tarogong Kaler, 2022):

1. E-KTP recording
2. Family Card Printing
3. Creation of a child's identity card (KIA)
4. Transfers between villages, districts, counties and provinces
5. Letter of Arrival between Villages, Prefectures, Districts and Provinces

6. Creation and repair of birth certificates
7. Drawing up a death certificate
8. Non-Muslim marriage certificate
9. Data Updating

People who want to apply for the creation of positions letters such as the making of a Family Card or will do an E-KTP recording stay to see the production process and any requirements that must be brought can be seen on the announcement board that is at the place of service. Through the implementation of the integrated administrative services of the municipality on-line (PATEN) integrated with the system of the Civil Registration and Population Service of Garut district can improve the quality of services to the public in particular with regard to the administration of the locality.

Conclusion

The administrative system of the population based on the web in Tarogong Kaler district of Garut has been named with a PATEN which provides facilities of service to the community from the filing of applications to the publication of other important letters. Generally, the Integrated Administrative Service at Tarogong Kaler District (PATEN) has met the standard of service even though it is still considered not optimal. By implementing a system of PATEN administration integrated with SIAK in the Department of Occupation and Civil Registration of Garut district until this incident has been further improved its quality. It can be seen from:

1. Reliability is the ability to provide service facilities quickly as promised. An operator or officer in the Tarogong Kaler department has been good at providing services. The people who want to apply for the creation of the letters of occupation are dealt with quickly in accordance with the time stipulated.
2. Responsiveness is related to the speed of staff responding to the importance of service to the community. In practice, the field faces little network-related barriers and sometimes interrupted signals. Nevertheless, operators can quickly anticipate such constraints without reducing the service provided to the public.
3. The Assurance Dimension and the Physical Evidence Dimension are demonstrated by the decent behavior of the security officers, the sense of security, comfort, and communication. For this dimension has been running well, can be seen from the building or building very adequate, large parking lot, service location quite convenient.
4. The dimension of empathy is expressed by a sense of concern for the needs of the community. Officers in service are good enough. A lot of citizens still don't understand the system. Officers in this case the operator is patiently willing to give guidance and explanation or ask the community who will submit the letters of occupation to complete its requirements only and who enters it into the system is done by the operator.

References

- Abdussamad, J. (2019). Kualitas Pelayanan Publik Di Kantor Dinas Kependudukan Dan Catatan Sipil Kabupaten Gorontalo. *Jurnal PUBLIK: Jurnal Manajemen Sumber Daya Manusia, Administrasi Dan Pelayanan Publik*, 6(2), 73–82.
- Afandi, P., & Susilo, G. F. A. (2021). Analisis Efektivitas Sistem Informasi Manajemen Penerimaan Pengelolaan Permohonan Administrasi Kependudukan (SIMP3AK) Pada Dinas Pencatatan Sipil Kota Magelang. *Jurnal KRISNA*, 12(2), 288–296.
- Dwiyanto, A. (2006). *Mewujudkan Good Governance Melayani Publik*. Gadjah Mada University.
- Hardiyansyah, H. (2018). *Kualitas Pelayanan Publik: Konsep, Dimensi, Indikator dan Implementasinya*. Gava Media.
- Hidayah, D. D. (2020). Kualitas Pelayanan Publik (Studi Pelayanan Administrasi Kependudukan Di Kecamatan Cipatujah KabupatenTasikmalaya). *Jurnal Ilmiah Ilmu Administrasi Negara*, 7(1), 28–34.
- Jaya, M., Rinaldi, H., & Heriyanto. (2021). Efektivitas Sistem Informasi Administrasi Kependudukan (SIK) Dalam Rangka Optimalisasi Pelayanan Publik Di Kota Pontianak. *Dinamika : Jurnal Ilmiah Ilmu Administrasi Negara*, 8(3), 396–412.
- Kasi Pelayanan Kecamatan Tarogong Kaler. (2022). *Laporan Pelaksanaan Pelayanan Administrasi Terpadu Tingkat Kecamatan (PATEN) Tarogong Kaler*.
- Lestari, M. A., Tabrani, M., & Ayumida, S. (2018). Sistem Informasi Pengolahan Data Administrasi Kependudukan Pada Kantor Desa Pucung Karawang. *Jurnal Interkom*, 13(3), 14–21.
- Lijan, S. P. (2006). *Reformasi Pelayanan Publik-Teori, Kebijakan, Dan Implementasi*. Bumi Aksara.
- Mantiri, J., Dilapanga, A. R., & Mongi, C. (2019). Evaluasi Pengelolaan Sistem Informasi Administrasi pada Dinas Kependudukan dan Pencatatan Sipil Kota Tomohon. *Jurnal Kajian Kebijakan Dan Ilmu Adminiatrasi Negara (JURNAL ADMINISTRISTRO)*, 1(2), 7–16.
- Martadala, D. A., Neneng, Susanto, E. R., & Ahmad, I. (2021). Model Desa Cerdas Dalam Pelayanan Administrasi (Studi Kasus Desa Kota Baru Barat Kecamatan Martapura Kabupaten Oku Timur). *Teknologi Dan Sistem Informasi (JTISI)*, 2(2), 40–51.
- Moenir, A. S. (2010). *Manajemen pelayanan umum di Indonesia*. Bumi Aksara.
- Pariyatin, Y. (2015). Pengaruh Penerapan Teknologi Informasi Terhadap Kualitas Pelayanan Di Kampung Samipreun Resort & SPA. *Jurnal Algoritma*, 12(2), 457–469.
- Pasolong, H. (2008). *Teori Administrasi Publik*. Alfabeta.
- Pauzi, R., & Tikson, D. T. (2021). Inovasi Penataan Pedagang Kaki Lima di Kabupaten Maros. *JAKPP*, 7(1), 51–64.
- Rahmadi, A. N. (2021). Implementasi Aplikasi Layanan Cepat Administrasi Kependudukan (LAPAK) Desa Ambulu Kecamatan Sumberasih . *Intelektual Administrasi Publik Dan Ilmu Komunikasi*, 7(1), 1–7.

- Sastrawan, G., & Mandala, S. (2019). Implementasi Sistem Informasi Administrasi Kependudukan (SIAK) Pada Dinas Kependudukan Dan Catatan Sipil Kabupaten Buleleng Berdasarkan Peraturan Pemerintah Nomor 37 Tahun 2007. *Kertha Widya Jurnal Hukum*, 7(1), 90-94.
- Satya, J. B., Suhery, L., Sinlae, A. A. J., & Uliyatusisa. (2021). Pengembangan Sistem Pelayanan Publik Melalui Sistem Administrasi Kependudukan Menggunakan Metode Extreme Programming. *Jurnal Sistem Komputer Dan Informatika (JSON)*, 3(2), 87-93.
- Silfiah, R. I., & Nabila, A. (2021a). Kualitas Pelayanan Publik Dalam Proses Pembuatan KTP Di Kantor Kelurahan Ledug Kecamatan Prigen Kabupaten Pasuruan. *Jurnal Aplikasi Dan Inovasi Ipteks SOLIDITAS*, 4(1), 43-52.
- Silfiah, R. I., & Nabila, A. (2021b). Kualitas Pelayanan Publik Dalam Proses Pembuatan KTP Di Kantor Kelurahan Ledug Kecamatan Prigen Kabupaten Pasuruan. *Aplikasi Dan Inovasi Ipteks SOLIDITAS*, 4(1), 43-52.
- Sugiyono. (2022). *Metode Penelitian Kualitatif*. Alfabeta.
- Tawai, A., Amir, M., & Almaidah. (2023). Peningkatan Kualitas Pelayanan Publik Melalui Penerapan Good Governance Pada Badan Pendapatan Daerah Kota Kendari. *Journal Publicuho*, 6(1), 343-354.
- Wahyudi, A. A., Firdausy, B. M., & Sari, N. R. (2022). Aplikasi E-Government Dalam Inovasi Pelayanan Publik Studi Kasus di Yogyakarta. *JAKPP*, 8(1), 27-43.
- Widya, Moh. A. A., Agustiawan, Y., Fibrian, I. D., & Muttaqin, Z. (2016). Upaya Peningkatan Pelayanan Administrasi Kependudukan Menggunakan Teknologi Informasi: Rancang Bangun Sistem Informasi di Desa Sumbermulyo Kecamatan Jogoroto Kabupaten Jombang. *Teknologi Sistem Informasi*, 2(2), 51-59.
- Yayat Rukayat. (2017). Kualitas Pelayanan Publik Bidang Administrasi Kependudukan Di Kecamatan Pasirjambu. *Jurnal Ilmiah Magister Ilmu Administrasi (JIMIA)*, 2, 56-65.
- Yulindaningtyas, D. (2015). Kualitas Pelayanan Kependudukan Terhadap Kepuasan Masyarakat. *JISIP: Jurnal Ilmu Sosial Dan Ilmu Politik*, 4(2), 418-425.
- Zamroni, Afifuddin, P, R., & Widodo. (2019). Kualitas Pelayanan Publik Pada Pelayanan Kependudukan Dan Catatan Sipil Di Kantor Kelurahan Dinoyo Kecamatan Lowokwaru Kota Malang (Studi Kasus Pada Kantor Kelurahan Dinoyokecamatan Lowokwaru Kota Malang). *Jurnal Respon Publik*, 13(2), 75-82