

## ANALYSIS OF PUBLIC SATISFACTION WITH THE APPLICATION OF RAPID POPULATION AND CIVIL REGISTRATION SERVICES (PACEDUKCAPIL) KOTA JAYAPURA DURING THE PANDEMIC COVID-19

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### Abstract

Article Info	Abstract
Received : 11/11/22	<p>This research was motivated by the occurrence of the Corona Virus Disease 2019 attack or abbreviated as COVID-19 which made the Government of Indonesia take policies and strategic steps by lockdown and <i>social distancing</i> in order to break the chain of spread of COVID-19. In the dimension of public services, some offices limit their service operating hours, implement health protocols such as the obligation to use gloves, Masks, <i>hand sanitizers</i> to maintain distance between employees and the community, some are even forced to furlough their employees and close temporarily. The type of research used in this country is descriptive research, According to Notoatmodjo (2012), descriptive research is a research method carried out with the main aim of making an objective picture or description of a situation. This research was carried out at the Office of the Population and Civil Registration Office of Kota Jayapura which is very much in the office and Balai Kota, Entrop, South Jayapura, Kota Jayapura. Where the population or unit of analysis in this study is the entire community that uses the rapid population and civil registration service (PACEDUKCAPIL) Kota Jayapura on the time of August 2, 2021 (awal the use of the applicationlikasi) until August 2, 2022 which berjumlah 53.070 Orang. Sampling was carried out using <i>proportionate stratified random sampling</i> techniques using formulas from Krejcie and Morgan, resulting in 381 responden. The results of this study show a Community Satisfaction Index (IKM) score with an Index number of: 82.00, it can be concluded that the performance of the Population and Civil Registration Office that performs services to the community using the population and civil registration fast service application (PACEDUKCAPIL) is in service quality B with the GOOD category, because it is in the conversion interval value of Community Satisfaction Index 76.61 - 88.30.</p>
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### 1. INTRODUCTION

Corona Virus Disease 2019 or abbreviated as COVID-19 began to be detected in the Unitary State of the Republic of Indonesia on March 2, 2020 where there were 2 people confirmed to be infected Japanese citizen, then on April 9, 2020 COVID-19 outbreak spread to almost all provinces in Indonesia.

Papua Province is also not spared from the attack of the COVID-19 outbreak, where the first confirmed case occurred in Papua Province, namely on March 22, 2020, which came from Merauke Regency and continues to increase.

In order to break the chain of the spread of COVID-19, the Government of Indonesia has taken strategic policies and steps by lockdown and social distancing in various regions, in Jayapura City, the policy taken is Tightened and Expanded Social Restrictions or abbreviated as PSDD which began to be implemented since May 18, 2020 where community activities began to be limited from 14.00 WIT to

06.00 WIT and also the installation of barricades on some roads so that people cannot cross the area. The policy of implementing PSDD by the Government indirectly also results in disruptions in various dimensions, be it political, social, legal or economic.

In the dimension of public services, some offices limit their service operating hours, implement health protocols such as the obligation to use gloves, masks, *hand sanitizers* to maintain distance between employees and the community, some are even forced to furlough their employees and close temporarily.

In addition, in order to break the chain of the spread of COVID-19, the Government of Indonesia began to run the COVID-19 vaccination program, which was marked by the division of the President of the Republic of Indonesia, Mr. Ir. H. Joko Widodo along with several religious leaders, officials, representatives of professional organizations and representatives of the community on January 13, 2021. Meanwhile, in Cenderawasih itself, the COVID-19 vaccination program was carried out. The first volunteer to be vaccinated was the Head of Disease Prevention and Control (Kabid P2P) of the Papua Provincial Health Office, dr. Aaron Rumanum.

Vaccinations that continue to be carried out *massively* and *aggressively* in order to achieve herd immunity in the community immediately provide a definite picture of the imminent end of the COVID-19 pandemic in Indonesia. Still, bad news must again be accepted by all Indonesian people where on May 3, 2021 the Ministry of Health (KEMENKES) confirmed that the double mutation variant B.1.617 or known as the delta variant of COVID-19 originating from India, had been found in Indonesia where this variant is six times more contagious when compared to previous variants.

Since the discovery of the double mutation variant of COVID-19 B.1.617 or known as the delta variant of COVID-19 in Indonesia on May 3, 2021, there has been a very large spike in infected cases in Indonesia with the highest number of infected occurring on July 16, 2021 where there were 54,000 people infected on that day. although in the end, the COVID-19 virus has never really disappeared from Indonesia and we are still haunted by other COVID-19 variants such as B.1.351 or known as the Beta variant of COVID-19, originating from South Africa and B.1.1.529 or known as the omicron variant of COVID-19 which is much more contagious than the delta variant.

After the various damages caused by COVID-19, both the Alpha, Delta, Beta and omicron variants later, one question arises then is when the COVID-19 pandemic will actually end.

Whether we realize it or not, COVID-19 has changed Indonesian consumer behaviour to a different model than before. As a result of social restrictions, people have become accustomed to carrying out various activities from home without having to travel, ranging from working, studying, playing games and others. This means that people become accustomed to carrying out their activities at home by utilizing technology.

This identifies that in the future public services in Jayapura City must innovate and begin to familiarize the use of digital platforms in every aspect of public services provided by the Jayapura City Government to its people.

On the other hand, it can be seen that the Jayapura City Government is very aware of this by making various efforts in order to realize the use of digital platforms in every aspect of its public services, one of which is the Population and Civil Registration Fast Service Application (Pacedukcapil) introduced by the Population and Civil Registration Office of Jayapura City which is an online population document registration application, where by using the application the community can take care of Family Card documents, Identity Cards (KTP el), Child Identity Cards (KIA), moving letters coming, and synchronize or update data where data is not readable in other institutions such as BPJS, taxes, banks, deposit, vaccines and others. In addition, people can also register for a temporary residence certificate in Jayapura City for 6 (six) months and can register for birth certificates, death certificates, marriage certificates, divorce certificates, certificate correction, child endorsement and child adoption.

Even the use of the population and civil registration fast service application or abbreviated as pacedukcapil was initiated before the COVID-19 outbreak, even though the use of the pacedukcapil application was officially only used on Monday, August 2, 2021. This is like what the Head of the Population and Civil Registration Office conveyed, Raymond J. W. Mandibondibo.

Implementing *pacedukcapil* is beneficial in breaking the chain of spread of COVID-19 in Jayapura, especially for people who want to carry out population and civil registration management because they no longer have to queue at the Population and Civil Registration Office of Jayapura.

The problem that arises from the shift of public services that were initially manually to the use of digital platforms is the adaptability of the community in understanding the technical use of the digital platforms used, for example, the habits of the community who have prepared to complete the requirements and form *hardcopy* but now the community must adapt because if they use *ap Pacedukcapil*, then all the completeness of the requirements must be uploaded to in-app *pacedukcapil*, which means no longer have to prepare the completeness of requirements in the form of *hard copy* but *soft copy*.

The lack of adaptability resulted in people delaying the management of population administration and civil registration and some asking for help from third parties to manage online.

The above problem seems to be very well understood by the Population and Civil Registration Office of Jayapura, where in order to solve the problem, the Population and Civil Registration Office of Jayapura has provided guidelines for the use of the *pacedukcapil* application both in e-books As well as guidelines that can be directly seen in the *pacedukcapil* application, even though there are still no tutorials on using the application in the form of videos.

In terms of completion time, sometimes it is not in accordance with what was promised in the *Pacedukcapil* application at the time of registration. When registering, it was said that it would be completed within a certain period, but the promised time had not been completed.

When viewed in terms of products and service specifications, the *Pacedukcapil* application is very good. This can be seen from the results of the services provided and received in accordance with the provisions that have been set.

## 2. LITERATURE REVIEW

### 1) KCommunity satisfaction.

Based on the Regulation of the Minister of State Apparatus Empowerment and Bureaucratic Reform of the Republic of Indonesia Number 14 of 2017, public satisfaction results from public opinion and assessment of the performance of services provided to public service providers.

The regulation also explains that there are factors or aspects in the implementation of services to the community that can be used as variables in preparing community satisfaction surveys to determine the performance of service units in a public organizing unit which is then called the service element, which consists of:

- a. Requirement  
Requirements are conditions that must be met in managing a type of service, both technical and administrative requirements.
- b. Systems, Mechanisms, and Procedures  
Procedures are standardized service procedures for service givers and recipients, including complaints.
- c. Turnaround Time  
Turnaround Time is the period of time required to complete the entire service process of any type of service.
- d. Fees/Rates  
Fees/Tariffs are costs charged to service recipients in managing and/or obtaining services from the organizer, the amount of which is determined based on an agreement between the operator and the community.
- e. Product Specification Type of Service  
Product specification type of service is the result of services provided and received in accordance with predetermined conditions. This service product is the result of each service type specification.
- f. Competence of Implementers

Executor Competence is the ability that must be possessed by the executor including knowledge, expertise, skills, and experience.

g. Executor Behavior

Executive behavior is the attitude of officers in providing services.

h. Handling of Complaints, Suggestions and Feedback

Handling complaints, suggestions and inputs, is a procedure for implementing complaint handling and follow-up.

i. Facilities and infrastructure

Means are everything that can be used as a tool in achieving goals and objectives. Infrastructure is everything that is the main support for the implementation of a process (business, development, project). Means are used for moving objects (computers, machines) and infrastructure for immovable objects (buildings)

The penelitian terdahulu which is used as a reference material for penelitian there are as follows:

- 1) Research conducted by Luh Dea Damayanti, Kadek Rai Suwena and Iyus Akhmad Haris (2019) with the research title "Analysis of Community Satisfaction with Public Services Based on the Community Satisfaction Index (IKM) of the Sawan District Office, Buleleng Regency". The results of this study explain that public perception of the services of the Sawan District Office of Buleleng Regency is measured based on community satisfaction using the Community Satisfaction Index in terms of administrative services in total from 14 service indicators in the category of service quality and good service performance. This illustrates that public perception of the overall service indicators has been in accordance with community expectations so far, but in terms of facilities for complaints from people who are dissatisfied or there are complaints in getting services, there is no such thing as a suggestion box. Meanwhile, public satisfaction with the services of the Sawan District Office of Buleleng Regency is measured based on community satisfaction using the Community Satisfaction Index (IKM) in terms of administrative services in total from 14 service indicators in the range of IKM values 2.51-3.25 with IKM conversion values in the range of 62.51-81.25 which are in the category of good service quality and service performance. This illustrates that the community is satisfied with the services provided with the quality of service and good service performance.
- 2) Research conducted by Herlinawati, Lilis Banowati and Devi Revilia (2021) with the research title "Level of Public Satisfaction with Online Registration on JKN Mobile Application". The results of this study explained that most participants were satisfied with the online registration of BPJS Kesehatan on the JKN Mobile application during the Covid-19 pandemic. Dissatisfied participants are caused by still stuttering technology, do not understand its use and features are still considered incomplete to meet the needs of participants. Based on the results of research from 100 respondents, the results were obtained that most respondents (73%) were satisfied with the online registration of BPJS Kesehatan on the JKN Mobile application during the Covid-19 pandemic. Respondents who were mostly satisfied were made possible because of the increasingly intense socialization provided by BPJS Kesehatan on the use of the JKN Mobile application. There are 27% of respondents who are not satisfied and find it easier to come directly to the BPJS office to register *offline*. Respondents were dissatisfied with the online registration of BPJS Kesehatan on the JKN Mobile application during the Covid-19 pandemic due to technology stuttering, lack of understanding of application use, there are still many NIK that have not been online with Disdukcapil, participants are required to come to Disdukcapil to update the NIK and can only be registered online on the JKN Mobile application. Another cause of signal from the internet, so that participants assume the obstacle lies in the application and to the delay of the admin in serving participants. Some argue that there is a lack of socialization from the government and BPJS Kesehatan about the use of the JKN Mobile application, while the people

- of Cirebon Regency are still mostly unfamiliar with the use of mobile or internet-based applications.
- 3) Research conducted by Ahmad Zaky Maulana and Dewi Siska (201: 8) with the research title "Study of the Level of Public Satisfaction with Online Public Information Services in Banjarmasin City Government". The results of this study explain that the public satisfaction index for online-based public information services within the scope of the Banjarmasin City Government is 71.66 in the category of less satisfied. This condition is caused by some users experiencing technical problems when accessing the website. User satisfaction with information updates, 64% are less satisfied, 35% are satisfied, and 1% are not satisfied. User satisfaction with access speed, 79% less satisfied, 14% satisfied, and 7% dissatisfied. Satisfaction with regulatory availability, 80% less satisfied, 10% satisfied, and 10% dissatisfied. User satisfaction with the appearance of the website, 58% satisfied, 41% less satisfied, and 1% dissatisfied. Users generally use the website 45% for data / information update needs, 24% research needs and 15% for work or tasks. The fields most often accessed by website users, 45% related to regulation / government, 25% in education, 11% in social society, 9% in health, 1% in environment and economy, 6% in other fields.

### Research Road Map

Based on the description of the literature review above, the flow of this research road map can be described as follows:

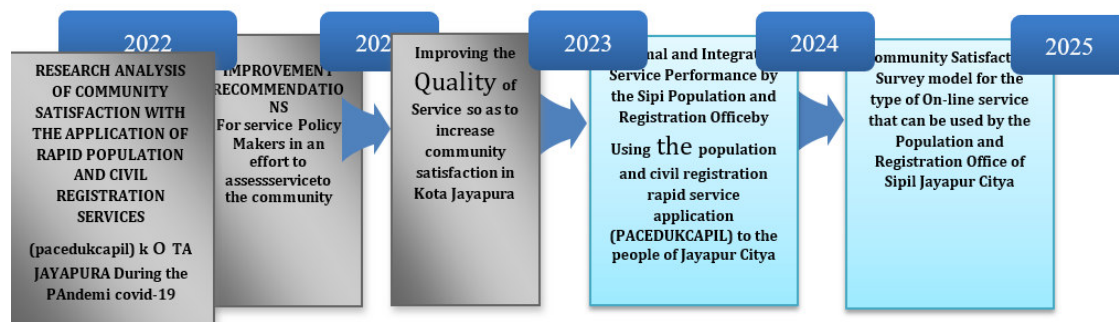


Figure 1 Research Road Map

### 3. METHODS

Based on the research objectives described above, the type of research used in this country is descriptive research. According to Notoatmodjo (2012), descriptive research is a research method carried out with the main aim of making an objective picture or description of a situation.

Meanwhile, according to Sugiyono (2009: 206), descriptive analysis is a statistic used to analyze data by describing or describing the data that has been collected as it is without intending to make conclusions that apply to the general or generalization.

Descriptive research is a study used with the aim of knowing the value of an independent variable, whether it consists of one or more variables without the aim of finding relationships between a variable and other variables.

This research is a survey research model using a questionnaire instrument. The survey research method was conducted to obtain individual respondent opinion data (Hartono, 2008: 2).

This research was carried out at the Office of the Population and Civil Registration Office of Kota Jayapura which is very much in the office and Balai Kota, Entr o p, South Jayapura, Kota Jayapura.

Sugiyono (2003: 68), population is a generalization consisting of objects or subjects that have a certain number and characteristics determined by researchers to be studied and then drawn conclusions. The population or unit of analysis in this study is all communities that use the rapid population and civil



registration service (PACEDUKCAPIL) Kota Jayapura on the time of August 2, 2021 (awa l the use of the applicationlikasi) until August 2, 2022 which isFriday l ah 53,070 O rang.

Sugiyono (2003: 69), the sample is part of the number and characteristics owned by the population. Sampling is carried out by the technique of "probability sampling" which is a drawing technique that provides equal opportunities for each element of the population to be selected as a member of the sample using the technique of "*proportionate stratified random sampling*". To determine the sample size to be used in this study, a sample table from Krejcie and Morgan is used or calculated using the formula:

$$S = \{ \lambda^2 \cdot N \cdot P \cdot Q \} / \{ d^2 (N-1) + \lambda^2 \cdot P \cdot Q \}$$

Information:

S= number of samples

$\lambda^2$ = lambda (multiplier factor) with dk=1,

The error rate can be 1%, 5%, 10%

N= population

P (normal spread population) = Q = 0.5

d = 0.0

So:

$$S = \{ \lambda^2 \cdot N \cdot P \cdot Q \} / \{ d^2 (N-1) + \lambda^2 \cdot P \cdot Q \}$$

$$S = \{ 3.841 \times 53.070 \times 0.5 \times 0.5 \} / \{ 0.05^2 \times (53.070-1) + 3.841^2 \times 0.5 \times 0.5 \}$$

$$S = 381 \text{ Responden.}$$

Primary data are specifically collected by researchers to answer research questions. Thus, primary data in this study were obtained through questionnaire results. While the secondary data is data from the internal party of the Population and Civil Registration Office of Jayapura.

Research variables and indicators as described above can be seen on tabel below :

Table 1. Research Variables and Indicators

Variable	Indicators
<b>Community Satisfaction</b>	Requirement
	Systems, Mechanisms, and Procedures
	Turnaround Time
	Using the application/website can save costs
	Product Specification Type of Service
	Security informasi
	The application/website is easy to understand
	Handling of Complaints, Suggestions and Feedback
	Facilities and infrastructure

(Source: Permenpan RB Number 14 of 2017)

### Variable Measurement

The measurement of variables in this study uses the number measures that havebeen determined and the Regulation of the Minister of State Apparatus Empowerment and Bureaucratic Reform of the Republic of Indonesia Number 14 of 2017, chapter IV point C. Where the form of questionnaire question answer choices is qualitative to reflect the level of service quality, the distribution of answers is divided into 4 (four) categories, namely:

Table 2. Variable Measurement

No.	Answer	Value
1.	Not Good (TB)	1
2.	Not Good (KB)	2
3.	Good (B)	3
4.	Very good (SB)	4

(Source: Permenpan RB Number 14 of 2017)

### Data Analysis Methods

This research uses the method of data analysis based on the Regulation of the Minister of State Apparatus Empowerment and Bureaucratic Reform of the Republic of Indonesia Number 14 of 2017, chapter V. Where each survey question of each element will be given nilai, where the value is calculated using a weighted average value set using the following formula:

$$\text{Bobot nilai rata-rata tertimbang} = \frac{\text{Jumlah Bobot}}{\text{Jumlah Unsur}} = \frac{1}{X} = N$$

Information:

N = value weight per element

After getting the weighted average value, then find the SKM value, where the value is calculated using the weighted average value approach using the following formula:

$$\text{SKM} = \frac{\text{Total dari Nilai Persepsi Per Unsur}}{\text{Total Unsur yang Terisi}} \times \text{Nilai Penimbang}$$

In order to facilitate the interpretation of the SKM value, the assessment results mentioned above are converted to a base value of 25, using the following formula:

$$\text{SKM Unit pelayanan} \times 25$$

The calculation results are then categorized according to the perception value, interval value, conversion interval value, service quality and service unit performance as can be seen on the el tab below:

Table 3. Variable Measurement Perception value, interval value, conversion interval value, Service Quality and Service Unit Performance

NILAI PERSEPSI	NILAI INTERVAL (NI)	NILAI INTERVAL KONVERSI (NIK)	MUTU PELAYANAN (x)	KINERJA UNIT PELAYANAN (y)
1	1,00 – 2,5996	25,00 – 64,99	D	Tidak baik
2	2,60 – 3,064	65,00 – 76,60	C	Kurang baik
3	3,0644 – 3,532	76,61 – 88,30	B	Baik
4	3,5324 – 4,00	88,31 – 100,00	A	Sangat baik

## 4. RESULTS AND DISCUSSION

### Characteristics of Respondents

In this sub-chapter, the author will describe the data obtained from the results of the distribution of questionnaires to respondents, the respondents' characteristic data is divided into several characteristics, namely gender, last education and occupation. The description of each characteristic is presented below:

### 1) Characteristics of respondents by gender

The characteristics of research respondents by sex can be seen in Table 6.1 below.

Table 4 Characteristics of respondents by gender

No	Gender	Frequency	Percentage (%)
1	Man	231	61%
2	Woman	150	39%
<b>Total</b>		<b>381</b>	<b>100%</b>

Based on the table above, it can be seen that the number of respondents with male sex amounted to 231 people with a percentage of 61% more than female respondents totaling 150 people with a percentage of 39% of the total respondents. Thus, the group of respondents with male sex is the dominant group involved in this study.

### 2) Characteristics of respondents based on recent education

The characteristics of research respondents based on Recent Education can be seen in Table 6.2 below.

Table 5 Characteristics of respondents based on recent education

No	Recent Education	Frequency	Percentage (%)
1	SMA	95	25%
2	DIPLOMA	26	7%
3	S1	161	42%
4	S2	86	23%
5	S3	13	3%
<b>Total</b>		<b>381</b>	<b>100%</b>

Based on the table above, it can be seen that the number of respondents with the last education of upper middle school amounted to 95 people with a percentage of 25%, the last education of diplomas amounted to 26 people with a percentage of 7%, the last education of bachelors amounted to 161 people with a percentage of 42%, the last education of masters amounted to 86 people with a percentage of 23% and the last education of doctors amounted to 13 People with a percentage of 3%, so it can be said that respondents based on recent education who participated more in this study were respondents with the last undergraduate education.

### 3) Characteristics of respondents by occupation

The characteristics of research respondents based on Occupation can be seen in Table 6.3 below.

Table 6 Characteristics of Respondents by Occupation

No	Recent Education	Frequency	Percentage (%)
1	Civil servants	97	25%
2	PRIVATE	157	41%
3	ENTREPRENEURIAL	17	4%
4	OTHER	110	29%
<b>Total</b>		<b>381</b>	<b>100%</b>

Based on the table above, it can be seen that the number of respondents with civil servant jobs amounted to 97 people with a percentage of 25%, private jobs amounted to 157 people with a percentage of 41%, entrepreneurial work amounted to 17 people with a percentage of 4%, other jobs amounted to 110 people with a percentage of 29%.



110 people with a percentage of 2.9%, so it can be said that respondents based on occupation Those who participated more in this study were respondents with private jobs.

### Analysis Ddescription

Measurement of satisfaction variables is carried out using 9 indicators described in 9 statement items in the questionnaire. The frequency distribution of satisfaction variables is presented in the following table:

Table 7 Variable Frequency Distribution of Community Satisfaction

Items	TB		KB		B		SB		Average
	F	%	F	%	F	%	F	%	
U1	-	-	-	-	145	38,1	236	61,9	3,62
U2	1	0,3	6	1,6	213	55,9	161	42,3	3,40
U3	-	-	36	9,4	173	45,4	172	45,1	3,36
U4	1	0,3	6	1,6	202	53,0	172	45,1	3,43
U5	-	-	22	5,8	182	47,8	177	46,5	3,41
U6	-	-	5	1,3	155	40,7	221	58,0	3,57
U7	-	-	8	2,1	197	51,7	176	46,2	3,44
U8	164	43,0	81	21,3	81	21,3	55	14,4	2,07
U9	1	0,3	61	16,0	170	44,6	149	39,1	3,23

In table 7 about the frequency distribution of community satisfaction variables above, it can be seen that from 381 respondents studied, in general respondents' perceptions of satisfaction variables are in good areas. The indicator that received the highest response was the first indicator with an average score of 3.62%. While the question indicator item that received the lowest response was the eighth indicator item with an average score of 2.07%. In general, respondents tend to choose answer option 4 which falls into the satisfactory category. This indicates that most respondents tend to be satisfied with the indicators studied.

### Community Satisfaction Level Measurement

The measurement of the level of public satisfaction with the application of the rapid population and civil registration service (PACEDUKCAPIL) Kota Jayapura during the pandemic covid-19 was obtained from the processed results of a questionnaire prepared based on the Regulation of the Minister of State Apparatus Empowerment and Bureaucratic Reform of the Republic of Indonesia Number 14 In 2017, as a reference measure.

Table 8. Perception Value, Interval Value, Conversion Interval Value, Quality Service and Performance of Service Units

VALUE PERCEPTION	INTERVAL VALUE(NI)	CONVERSION INTERVAL VALUE (NIK)	SERVICE QUALITY (X)	SERVICE UNIT PERFORMANC E (Y)
1	1,00 – 2,5996	25,00 – 64,99	D	Bad
2	2,60 – 3,064	65,00 – 76,60	C	Not good
3	3,0644 – 3,532	76,61 – 88,30	B	good
4	3,5324 – 4,00	88,31 – 100,00	A	Excellent

Source: Permenpan RB Number 14 of 2017

Each survey question of each element will be given nilai, and the value is calculated using a weighted average value set using the following formula:

$$\text{Weighted average value} = \frac{\text{Jumlah Bobot}}{\text{Jumlah Unsur}} = N$$

Where in accordance with the Regulation of the Minister of State Apparatus Empowerment and Bureaucratic Reform of the Republic of Indonesia Number 14 of 2017 which regulates there are 9 elements of public satisfaction surveys, then:

$$\text{Weighted average value} = \frac{1}{9} = 0.11$$

If the weighted average value is obtained, then there is a way to find the SKM value of the service unit using the weighted average value approach, which can be found using the following formula:

$$\text{SKM} = \frac{\text{Total dari Nilai Persepsi Per Unsur}}{\text{Total Unsur yang Terisi}} \times N_{\text{Weight}}$$

Then the level of community satisfaction will be obtained as follows:

Table 8. Calculation of Community Satisfaction Level								
No	Var	Answer Score				$\sum \text{Value} / \text{Element}$	NRR / ELEMENTS	NRR TTB / ELEMENT
		SB	B	KB	TB			
1	U.1	236	145	-	-	1379	3,62	0,40
2	U.2	161	213	6	1	1296	3,40	0,38
3	U.3	172	173	36	-	1279	3,36	0,37
4	U.4	172	202	6	1	1307	3,43	0,38
5	U.5	177	182	22	-	1298	3,41	0,38
6	U.6	221	155	5	-	1359	3,57	0,40
7	U.7	176	197	8	-	1311	3,44	0,38
8	U.8	55	81	81	164	789	2,07	0,23
9	U.9	149	170	61	1	1229	3,23	0,36
							*)	3,28
							**)	82,00

Information:

U1 to U9 = Service elements

$\sum \text{Value} / \text{Element}$  = Total of perceptual values per element

Obtained from the answer score (SB\*4)+(B\*3)+(KB\*2)+(TB\*1)

NRR / Element = Average value per element

Obtained from the answer score  $\sum \text{Value per Element} / \text{Number of filled contents oner}$

NRR TTB / Element = Average value per element

Obtained from NRR / Element X Weighted average value

\*)= Weighted amount of IKM NRR

Obtained from total penjumlahan NRR / Element

\*\*) = Community Satisfaction Index

Obtained from Weighted NRR Sum x 25

Based on table 6. 6 regarding the calculation of the level of community satisfaction above, the results of the Community Satisfaction Index (IKM) score with an Index number of: 82.00 can be concluded that the performance of the Population and Civil Registration Office that performs services to the community using the rapid population and civil registration service application (PACEDUKCAPIL) is in service quality B with the GOOD category, because it is in the conversion interval value of Community Satisfaction Index 76.61 - 88.30.

### Measurement of Community Satisfaction Level in 9 Service Elements

Based on the Regulation of the Minister of State Apparatus Empowerment and Bureaucratic Reform Number 14 of 2017 contains 9 elements of services that must be measured, namely:

- 1) Terms of Service
- 2) Service Procedure
- 3) Service Time
- 4) Fees/Rates
- 5) Service Products
- 6) Competence of Implementers
- 7) Executor Behavior
- 8) Complaint Handling, Suggestions and Feedback
- 9) Facilities and Infrastructure

Note:

\*) Element 4, can be replaced by other forms of questions, if in a law the cost is not charged to the recipient of the service (consumer). Example: making an ID card, the fee by law is declared free.

\*\*) Element 6 and Element 7, can be replaced with question forms

Else, if the type of service to be surveyed is website-based.

So the 9 elements of service measured in this study are as follows:

- 1) Terms of Service
- 2) Service Procedure
- 3) Service Time
- 4) Fees/Rates
- 5) Service Products
- 6) Security Informasi
- 7) Ease of understanding the application/website
- 8) Complaint Handling, Suggestions and Feedback
- 9) Facilities and Infrastructure

Based on table 6. 6 regarding the calculation of the level of community satisfaction above, the community satisfaction index (IKM) can be determined for 9 elements of service as follows:

Table 8. Average Value (NRR) and Community Satisfaction Index (IKM) 9 Service Elements

No	Service Element	NRR/ ELEMENT	Performance	Rank
1	Requirement	3,62	Excellent	1
2	Systems, Mechanisms, and Procedures	3,40	Good	6
3	Turnaround Time	3,36	Good	7
4	Using the application/website can save costs	3,43	Good	4
5	Product Specification Type of Service	3,41	Good	5
6	Security informasi	3,57	Excellent	2
7	The application/website is easy to understand	3,44	Good	3
8	Handling of Complaints, Suggestions and Feedback	2,07	Bad	9
9	Facilities and infrastructure	3,23	Good	8

In table 6. 9 about the Average Value (NRR) and Community Satisfaction Index (IKM) in the 9 service elements above, shows that the average public assessment of the Kota Jayapura Population and Civil Registration Fast Service Application (PACEDUKCAPIL) during the pandemic covid-19 is in good service quality.

The service element that obtained the highest rating was the first service element with an average score of 3.62%. While the service element item that obtained the lowest rank was the eighth service element with an average score of 2.07%.

## Discussion

### 1) Community Satisfaction with Terms of Service

Based on the results of research and data analysis conducted, it is known that the community is satisfied with the suitability of the requirements uploaded on the Population and Civil Registration Fast Service (PACEDUKCAPIL) applicationK o ta Jayapura during the covid-19 pandemic, this is evidenced by the results of the calculation of the level of community satisfaction where the service requirement element gets an Average Value (NRR) of 3.62 which means it is in service quality A with the VERY GOOD category, even the service requirement element is the element with the highest rank compared to the highest rank compared to the service requirements.

The community is satisfied with the requirements of service because the requirements that are required to be uploaded are considered to be in accordance with the type of service and also do not have this difference with the requirements requested when the management is still in the process of convention l (offline) dahulu.

Developments that continue to be carried out such as making a check menu l list requirements for registration are also felt to help the community so that it is easy to understand what requirements are needed before um ummel do registration.

### 2) Community Satisfaction with Service Procedures

Based on the results of research and data analysis conducted, it is known that the community is satisfied with the procedure for using the Population and Civil Registration Fast Service (PACEDUKCAPIL) websiteK o ta Jayapura during the covid-19 pandemic, this is evidenced by the results of the calculation of the level of community satisfaction where the service procedure element gets an Average Value (NRR) of 3.40 which means that it is in service quality B with the GOOD category and is ranked 6.

The community is satisfied with the procedures for using the *website* because they feel that there is ease and understanding every prosedur-procedure that exists when they do management using the Population and Civil Registration Fast Service (PACEDUKCAPIL) application, as long as it is the menu of the application. Ikasi is made into four main menus, namely a. Population b. Singkronization c. eWaniambey and d. The recording of SIPIL makes it easier for the public to understand the procedure for using the *website*.

Ha l l ainya that makes the public can quickly understand the procedure for using this website there is l ah provided guidance and l am form E-book which can be accessed on the *website* if it is per l ukan.

### 3) Community Satisfaction with Service Time

Based on the results of research and data analysis conducted, it is known that the community is satisfied with the service time when they do management using the Population and Civil Registration Fast Service (PACEDUKCAPIL) applicationK o ta Jayapura during the covid-19 pandemic, this is evidenced by the results calculation of the level of community satisfaction where the service time element gets an Average Value (NRR) of 3.36 which means it is in service quality B with the GOOD category and is ranked 7th.

The community is satisfied with the service time because they feel that the entire service process can be completed in a fast time when compared to when the management was still in the process of doing it in an operational manner l (off l ine) dahulu.

### 4) Community Satisfaction with Costs

Based on the results of research and data analysis conducted, it is known that the community is satisfied with the costs when managing using the Population and Civil Registration Fast Service (PACEDUKCAPIL) application K o ta Jayapura during the covid-19 pandemic, this is evidenced by the results calculation of the level of community satisfaction where the cost of getting an Average Value (NRR) of 3.43 which means that it is in the quality of service B with the GOOD category and is ranked 4.

The community is satisfied with the cost because using the PACEDUKCAPIL website can save on management costs where you don't have to pay for the cost of work to the officer the Population and Civil Registration Office because the management is done on a regular basis. line.

#### 5) Community Satisfaction with Service Products

Based on the results of research and data analysis conducted, it is known that people are satisfied with the service products they receive when using the K o ta Jayapura Population and Civil Registration Fast Service (PACEDUKCAPIL) application during the covid-19 pandemic, this is evidenced by the results calculation of the level of community satisfaction where the service product u nsur get an Average Value (NRR) of 3.41 which means it is in service quality B with the GOOD category and is ranked 5th.

The community is satisfied with the service products because the results of the services received are felt to be in accordance with the results with the provisions that have been set.

The development and innovation carried out by the Population and Civil Registration Office by applying digital signatures and *QR Code* on various results management files make it easy for the public to print the results management on various types of paper, ha l this lah that is felt to be very helpful to the community so that they become satisfied with the service products they receive when using the Kota Jayapura Population and Civil Registration Fast Service (PACEDUKCAPIL) application.

#### 6) Public Satisfaction with the Safety of InfOrmasi

Based on the results of research and data analysis conducted, it is known that the community is satisfied with the security of the information from the Population and Civil Registration Fast Service (PACEDUKCAPIL) K o ta Jayapura application during the covid-19 pandemic, this is evidenced by the results of the calculation of the level of community satisfaction where the security system of informasi gets an average value (NRR) of 3.57 which means it is in service quality A with the category VERY GOOD and is ranked 2.

The public is satisfied with the security of information information because the community feels that the personal information uploaded will definitely be safe and not misused.

#### 7) Community Satisfaction with the Ease of Understanding Applications / Websites

Based on the results of research and data analysis conducted, it is known that the community is satisfied with the ease of understanding the application of the K o ta Jayapura Population and Civil Registration Fast Service (PACEDUKCAPIL) during the covid-19 pandemic, this is evidenced by the results of the calculation of the level of community satisfaction where the element of ease of understanding the application gets an Average Value (NRR) of 3.4 which means it is in service quality B with the GOOD category and is ranked 3.

The public is satisfied with the ease of understanding the application because the Population and Civil Registration Fast Service (PACEDUKCAPIL) application is considered to have clear navigation so that it is easy to use.

#### 8) Community Satisfaction with Handling Complaints, Suggestions and Inputs

Based on the results of research and data analysis conducted, it is known that the community is dissatisfied with the handling of complaints, suggestions and inputs when they want to make complaints about the Population and Civil Registration Fast Service (PACEDUKCAPIL) K o ta Jayapura during the pandemic covid-19 this is evidenced by the results of the calculation of the level of community

satisfaction where the complaint handling element gets an Average Value (NRR) of 3.07 which means it is in the quality of service D with the NOT GOOD category, even the element of service requirements is the element with the lowest rank compared to de l apan usur lainnya.

The community is dissatisfied with the handling of complaints because if you see the Population and Civil Registration Fast Service (PACEDUKCAPIL) application it provides a menu or complaint from the application The Population and Civil Registration Fast Service (PACEDUKCAPIL) is without having to go to the office or the Population and Civil Registration Office.

#### 9) Community Satisfaction with Facilities and Infrastructure

Based on the results of research and data analysis carried out, it is known that the community is satisfied with supporting facilities and infrastructure, this is evidenced by the results of calculating the level of community satisfaction where elements of facilities and infrastructure get an Average Value (NRR) of 3.23 which means that it is in service quality B with the GOOD category and is ranked 8th.

#### CONCLUSION

Based on the research that has been done, it can be concluded that this penelitian shows a Community Satisfaction Index (IKM) score with an Index number of: 82.00, it can be concluded that the performance of the Population and Civil Registration Office that performs services to the community using The application of the rapid population and civil registration service (PACEDUKCAPIL) is in service quality B with the GOOD category, because it is in the conversion interval value of the Community Satisfaction Index 76.61 - 88.30.

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