

# The Implementation Of Issuance Service Of Birth And Death Certificates Indepartment Of Population And Civil Registrar Of Merauke District

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**ABSTRACT:** The purpose of this study was to know and describe (1) implementation of service policy of birth certificate, (2) implementation of service policy of death certificate (3) constraints in the implementation of service policy in Department of Population and Civil Registrar Merauke. This study used a qualitative approach with data collecting techniques with a focus on both birth and death certificates service. Data collection techniques used in this research is interviews and documents and literature. The results of study found that the implementation of service policies of birth and death certificates in providing routine service quality based on community satisfaction index showed good results, but there are some elements of service needs to be improved is the speed of service, discipline officers and service schedule certainty. Variables encountered in the implementation of birth and death certificates issuance as follows: human resources, communications, disposition, bureaucratic structures and various obstacles in the field, facilities and infrastructure as service operational support, geographical circum stances that are difficult to reach, lack of socialization, and still in awareness of peoples.

**Keywords:** *Implementation, Services, Birth Certificate, Death Certificate*

## 1 INTRODUCTION

In providing protection, recognition, determination of personal and legal status of each population affair and vital events experienced by Indonesian and Indonesian citizen residing outside the territory of the Republic of Indonesia, is necessary to regulate on Population Administration where settings can only bed one if it is supported by professional service and increase awareness of population, including Indonesian citizens residing abroad and legislation regarding the Population Administration that is no longer compatible with the demands of the Population Administration services are orderly and non-discriminatory so that the necessary arrangements as a whole to be a guide for all state officials associated with the population. A policy program must be implemented in order to have the desired impact and purpose. To understand the policy implementation there are some of the best views of presenting theoretical or conceptual discussion among other Hill and Hupe (2002)[1], and Pulzl and Treib (2007)[2] made a classification in three generations of policy implementation i e top-down model, which is based on the rational model, in principle a prescriptive theory in Taylor is and scientific management. Implementation of policy as actions taken by policy makers to implement by executor. The government in improving population administration services and civil registrar continue to increase ranging from registration of total population and civil registrar in which to provide legal identity and legitimacy of legal certainty of population document, protection of civil rights status of population and get the latest data, correct and complete.

Population administration service in its implementation began from Provincial, District/City refers to the central government regulations. Merauke district with local autonomy in this case the Department of Population and Civil Registrar organize the birth and death certificates according to local regulations (PERDA) has been determined. The role of the Department of Population and Civil Registrar perform service functions and citizens setting. To implement these functions the government performs service activity, regulation, guidance, coordination and development in various fields. Services are provided at various government institutions with officials as the service provider directly to the public. An increasingly complex of society life demands amore quality service, which in this case the government as a provider has to more intensive to take account of service. Department of Population and Civil Registrar is fully set up and serve residents administration in Merauke district, in which recorded population data base in the data of Population Administration Information System consists of 20 district or sub-district, 160 villages and 8 village with a population in 2012 of 246 852, 60.406 of Family Certificate, and 116 923 of population is compulsory with Residence Identification Card distributed in various regions of Merauke, Muting, Okaba, Kimam, Semangga, Tanah Miring, Jagebob, Sota, Ullin, Elikobel, Kurik, Naukenjeray, Kaptel, Tubang, Ngguti, Tambonji, Waan, Ilwayab, Malind, Animha. With a fairly broad area and geography are quite difficult, demanded to get the amount of data accurately and fulfill the right of every people to get personal identity service. Civil registrar is known as the registration of important events that occur in the community such as: first, birth certificate is an important document in which a child or a person experiencing the process of birth and official recognition of parents to their children and the State as well as birth certificates also have significance for a child's self ,about the child's legal certainty, a birth certificate is a certificate of civil registration as a registration result of birth events, there are three birth certificates, as follow:

a. Common Birth Certificate, it is obtained prior to the deadline for reporting the birth. Reporting deadline is 60(sixty) working days after the birth, except for foreigners is 10(ten) working days after the birth.

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- b. Special Birth Certificate, a certificate issued specifically for people who since had previously required to make the Civil Registry, which at this time of late registration (already past the deadline specified), i.e for Indonesian citizen of foreign heredity (Except Indian and Arabic heredities) and foreigners. The issuance way of their birth certificate through Court. Based on the determination of the District Court was issued the Special Birth Certificate by the Civil Registry Office.
- c. Dispensation Birth Certificate, it is obtained through the dispensation of the Minister of Domestic. Which meant this dispensation is the completion of a birth certificate that was too late for Indonesian born and not have a birth certificate until the deadline of December 31, 1985.

The both of birth certificate is a document in which death has occurred or had died in one of the family member or someone who has died and then recorded or registered in the Department of Population and Civil Registrar Merauke, so as to obtain legal status and position. The requirements of issuance of death certificate in the Department of Population and Civil Registrar that is: Letter of Conveyance of neighborhood head to obtain a Letter of Statement of village chief/headman; Letter of Death of Doctor/paramedic; Letter of Conveyance of District; The original family certificate; Personal Identification Card of two witness 1 and 2; Letter of Statement (specifically for the Civil Servant, the Police of Republic of Indonesia or Indonesian National Army) Implementation of community service is very important because the government as a public servant, ready to serve and protect the public. This makes researchers interested in studying the focus and locus of this research the issue that became the focus of study are (1) how the implementation of issuance service policy of birth and death certificates in Department of Population and Civil Registration Merauke (2) the constraints that influence the implementation of certificate issuance services policy?

## 2. RESEARCH METHODS

This study uses descriptive and qualitative approach. Qualitative analysis was performed by classifying the data obtained in these aspects then explored in depth about the phenomena that occur as well as the underlying background. This study tried to find and describe a phenomena on the implementation of population administrative services in the issuance of birth death certificates according to local regulations (PERDA) in Merauke. In this study uses two types of data in the field was primary and secondary data. Primary data was obtained directly from the informants as field information, which includes the issuance of birth and death certificates issuance and secondary data obtained through document and literature studies. Data collection techniques used in this research is interviews and documents and literature. Interviews are in-structure conducted in data collecting and limited discussion about the research material with informant namely the executive bureaucracy in Department of Population and Civil Registration Merauke while documents and literature studies conducted at baseline, at the time of data collection and analysis and interpretation of data. Documents and literature at baseline are intended for data collection and information in order to formulate a concepts and research instruments, while documents and literature studies at the time of collection, analysis and interpretation of data is intended to supplement and

complement the data in order to obtain high-quality research results. Model of data analysis used was Miles and Huber(1992)[3] model in accordance with the stages that developed that is initial data collection or raw data, data reduction, data presentation, conclusions or verification.

## 3. RESULTS AND DISCUSSIONS

The results of this study discusses the various aspects related to the effort to answer there search questions as proposed previously and discuss the relevance of research results with the concepts and theories discussed in the previous on implementation of issuance services policy of birth and death certificates. Department of Population and Civil Registrar as part of the Implementing Agencies of government in implementing the administrative affairs of population with authority includes; obtaining the correct information and data on demographic events and important events are reported by residents, obtaining data on important events experienced by the population based on a judgment or court order, provide information on demographic events reports and important events for the sake of investigation and evidence for the judiciary, manage data and utilizing in formation of population registration result and civil registration for the sake of development. Objectives and targets to be achieved by Department of Population and Civil Registrar through vision is the realization of a good administrative records and complete and has population documents accurately while its mission of improving human resources in Merauke district and improve and organize community service procedures in an integrated manner that is transparent, effective, and efficient and can be accounted for(good and clean government). Potential or population data base with coverage of data ownership or residence documents, among others, people who have a registration number of population as 246.8S2, total Family Certificate of 49.762 (82.38%) and total Personal Identification Card of 97.714(58.54%). The coverage of data ownership of civil registration certificate is the child has a birth certificate as much as 40.997 in habitants, the family has a marriage certificate as many as 3,149 families, total divorce certificates family of 52 families, residents of validation certificate of child as much as 11.505 children, and people who have a death certificate of 2,088 people. Birth Certificate is a certificate issued by the competent authority, which is associated with the birth in order to acquire or obtain assurances as to the legal position of a person, then there needs to be evidence that the authentic which it can be guided to prove a person's legal position. From the contents of birth certificate, the child's birth certificate to prove valid on the following matters: Data of birth, citizenship(citizen or foreigner), birthplace, day, date, month and year of birth of the child's full name, child's gender, name of father and mother, relationship between father and mother, date, month and year of certificates issues, signature of authorized officer. In the implementation of service in issuance of Birth Certificate, the Department of Population and Civil Registration have the task to prepare material for recording and registration, researching and checking an issuance file of birth certificate. In doing registration every birth is based on reports received from residents with in a maximum period of 60(sixty) days from the date of birth. Birth registration over a period of time, carried out after obtaining approval from the Head Office of Population and Civil Registration for Indonesian citizens or obtain Court Decision for foreigners. In 2012,the service of birth certificate over its administration than

60 days or one year to go through the courts, so that people fear will not even make a birth certificate if it is not urgent. In applying for a birth certificate, the people or resident must meet all the requirements. Birth Certificate service procedures are recorded in the Department of Population and Civil Registration as implementer the place of birth registration, namely Letter of Conveyance from Neighborhood head, Letter of Application is known by village chief, Letter of Conveyance from District, Marriage Certificate from the biological parents, Birth Certificate of hospitals, health centers, midwife/doctor who delivered (original), Family Certificate and Personal Identification Card of parents, witness 1 and 2, fill the form of witness 1 and 2, attach statement letter on 6000 post stamp for application whose birth in 1970, 1980, and 1990. The issuance of a birth certificate based on birth certificate ownership by using a Birth Certificate Information Systems in Merauke district and based on annual reports of Department of Population and Civil Registration in the issuance service of birth certificates, as follow:

- a. New issuance of birth certificates or general (aged less than 1 year) of 1,050 (43%) from target of 2,500 children
- b. Late issuance of birth certificates (more than 1 year) of 1,534 (45%) from target of 3,500 children
- c. The issuance of II citation of birth certificates were 19 children
- d. The issuance of birth certificate of 133 children
- e. The coverage of birth certificate ownership recorded of 45 261 (98%) from target of 341 certificates

The benefits of a birth certificate almost every affairs, we need a birth certificate as one of the existing recording system in a country, the registration of birth certificate is universal and basically as a State recognition of civil status of a person. A birth certificate is the presence of a new family member who should be immediately reported and the ownership of family certificate as a form of fulfillment of obligations and responsibilities of parents for children. So the benefit is as a form of state recognition about the status of individual, civil status, and citizenship; as a documents/valid evidence about person identity; as reference material in the determination of identity in other documents, such as Diploma; School Registration of Kindergarten through college; applying for jobs, including being a member of the Indonesian National Army and Police of the Republic of Indonesia; making Personal Identification Card, Family Certificate and Registration Identity of Citizenship; Making Driving License; Making the passport; Administering of family benefits; in inheritance; scholarship; pensions for employees; marriages registration; pilgrimage; death; divorce; child recognition; adoption. The problems in Papua, especially in Merauke is very complicated, which the community or population is still low with information about the importance of having a birth certificate. Papuans who live far from the town of Merauke on average only a church marriage. When people who only hold a church marriage in obtaining birth certificates to children who complete the name of his father and his mother parents are not there, but the names of parents who are listed only her other name alone. This is because in adoptive mother who conceived and gave birth to her. To motivate the people who live in villages and far geography. Department of Population and Civil Registration in collaboration with the assignment of the Indonesian Armed Forces, Police, District, community leaders and religious leaders to assist the maintenance of population administration

(marriage certificate). Retribution of public services in local regulation (PERDA) regulate tariff structures, the retribution set as a replacement of birth certificate printing costs are:

- a. Birth of Indonesian citizen and Foreigners reported and registered in the General Birth registration no later than 60 (sixty) days is not charged retribution;
- b. Birth of Indonesian citizen and Foreigners reported and registered in the registration over deadline 60 (sixty) days to 1 (one) year is charged Rp 40.000 retribution and Rp 40.000 penalty;
- c. Birth of Indonesian citizen reported and registered in the registration over deadline 1 (one) year is charged Rp 50.000 retribution and Rp 50.000 penalty;
- d. Foreigners birth reported and registered in the registration over deadline 60 (sixty) days to 1 (one) year is charged Rp 100.000 retribution and Rp 25.000 penalty;
- e. Foreigners birth reported and registered in the registration over deadline 1 (one) year is charged Rp 200.000 retribution and Rp 50.000 penalty;

Until now there are many people in Merauke who do not have the birth certificates, especially the children. Where as the population administration is very important for residents who do not have birth certificates or family certificate will have problems, especially children who will enroll or attend school or obtain a scholarship or to get any service. Today, birth certificate, marriage certificate or document of this citizenship is needed and this will affect the community itself. Society will become victims because they do not get the service because they do not have these documents. Every citizen who died is compulsory reported by the family or the family representing the implementing agencies no later than 30 days from the date of death. Based on these reports, the civil registration officials note don't the death certificate registers. Issuing death certificate citation and death registration is done based on a death certificate from the authorities in accordance with local regulations (PERDA). Death registration is listed as a resident who died in Merauke, and died out side Merauke based on death letter information from the place of death as hospital or health center. Concerning the death certificate, there is still many people who do not know the use fullness of having a death certificate for each family who had died. The use fullness of death certificate are: as requirements to administer an inheritance for wife or husband and children; for widows or widowers (especially for public servant) required as a requirement to marry again; needed to administer retirement for his heirs; a requirement to administer mourning expense; accident; TASPEN, insurance and so on; For the determination as permanent voters in the general election; To plan; health programs, disease control; For security program; society, prevention of accidents; crime; To study the death of maternal and child, disease outbreaks; For demographic research; elderly. Based on the results of death certificate issuance services in the Department of Population and Civil Registrar are issuance a new death certificate or general and late in the sub mission as many as 293 people (73%) from target of 400 people and the number of death certificates recorded of 2.388 people. Structure regulatory and tariff of death certificate retribution are: Indonesian citizen in accordance with the specified time of Rp. 10.000 and late fees of Rp. 15.000 while the foreign citizens in accordance with the specified time of Rp. 25.000 and late fees of Rp. 25.000. The variables of this study using Edwards (1980)[4] model in the

implementation of birth certificates service issuance and death certificates are:

1. Communication, a lack of communication links between the central and local governments so that the ability of policy makers to communicate to local and make the needs of local in order to implement the policy will be in line with the central government, a lot of government regulation that does not comply with the conditions of local so that local governments make policy through local regulations that facilitate communication between the government and local units in the field for an easy to understand and implement the policy implementation.
2. Lack of competence in human resources in their field, skilled and professional so that affects the communication between the implementer units as well as affect the socio-economic environment. Human resources are sufficient in number to the agency but still using temporary employees so that competence is lacking professional is min carrying out policy implementation. Besides, facilities and infrastructure is still very low in the implementation of services in accordance with the duties and functions effectively, efficiently and timeliness of service.
3. Disposition, the behavior of policy implementers must be committed and honest to realize the implementation of policy in accordance with the vision and mission of Department of Population and Civil Registration Merauke. Implementer lead to the level of honesty in every implementation of program will make a high commitment to the lower-level implementers in accordance with the duties, authority and responsibilities as policies created. Still there is only power and attitude of implementer is less good in making policy decisions perceived by implementers.
4. Bureaucracy structure is a rule that is made to be adhered to and implemented in accordance with the prevailing structure and staffing in accordance with the field and expertise. Arrangement the bureaucratic organizational structure in it s implementation in accordance with the Standard Operation Procedure (SOP) are governed by local regulations (PERDA). But in policy implementation are still using the service flow created by Department of Population and Civil Registration Merauke.

Based on the results of study and discussion on the implementation of issuance service of birth and death certificates are still less effective and efficient. Where the formulation of policies do not conflict with the living values or growing in the community so the implementation of policy is properly implemented or accepted by society. Communication at the implementer level is well-implemented and in support of human resources and disposition carried out with skill and responsiveness ability in providing services to the public in accordance with the optimal bureaucratic structure, it will determine the successful implementation of program policies.

#### 4. CONCLUSIONS

1. The population data base in SIAK data need to update through coordination and cooperation with the Central Bureau of Statistics Merauke, Regional Development Planning Agency Merauke, as well as the involvement of district governments, village, to the level of Neighborhood and Pillars of Citizens with the support of local government, so we get a more accurate population data. Through this cooperation will generate the same data between the

source data from the Department of Population and Civil Registration with the Central Bureau of Statistics.

2. The service of marriage registration and the issuance of birth certificates are still very low with a variety of problems and constraints that exist, both from peoples and limited range of services, as well as the provisions of existing law are: There are many families who live in the marginal and villages who married in a religious or customary but not administer the marriage registration in the Department of Population and Civil Registry so that children born of the marriage cannot be issued child's birth certificate from father and mother as his parent. This will greatly affect and harm the child who needs birth certificate requirements for continuing education and get a job. To increase the range of services the child's birth certificate is necessary to break through the judicial activities as service around to issuance the child certificate is late and marriage registration massively in the district.
3. The issuance service of death certificate is still very low both in the recording and registration; this happens because of a lack of good communication between policy makers on regional implementation units in various villages. Even the lack of public awareness in reporting their family members who have died and for the people who administer for the issuance of death certificates usually have an interest in the control of the family in heritage.
4. The process of civil registration is influenced by various factors such as: a) the bureaucratic structure that is too long from the neighborhood level, district/sub-district to the Department of Population and Civil Registration. (b) The available sources such as personnel and facilities and infrastructure to support the operation of service is very limited in terms of quality and quantity(c). Implementation of cross-sector al coordination involving the relevant agencies such as Community Leaders and social institutions have not been implemented effectively and efficiently to distribute these programs is lack of support from various parties. (d) geographical conditions and the availability of infrastructure in Merauke affect the population and civil registration service isolated and lack of local infrastructure.
5. Alack of public understanding about the importance of population administration because they assume that they are far from urban and livelihood just get in and out of the jungle so what is the importance of identity. People who have an identity of only those who have an interest and who live close to the town of Merauke. Quality of population administration services should refer to the standards and optimal service procedures.
6. Socialization activities to raise public awareness about the importance of population administration in particular the rights and obligations in the field of citizen ship and civil records need to be increased to the level ranging from urban until village so that the ownership of document will be increase.
7. Routine service quality based on Community Satisfaction Index showed a good assessment, but for some elements of service needs to be improved such as: speed of service, officer's discipline, and service schedule certainty.

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