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Application of Population Administration Service Principles at the Population and Civil Registration Office of Luwu Regency

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ABSTRACT

Population administration services are essential for creating an orderly and well-organized society and for ensuring legal certainty. Therefore, their implementation must be based on applicable regulations, particularly regulations governing population administration. This study aims to determine the application of population administration service principles at the Population and Civil Registration Office of Luwu Regency. This research employed a qualitative descriptive approach, with data collected through interviews, direct observation, and document analysis. Accordingly, a qualitative approach was used to provide a clearer picture of the realities or conditions observed. The results show that the application of population administration service principles at the Population and Civil Registration Office of Luwu Regency has been implemented well. This is reflected in several aspects. The principle of simplicity is demonstrated through the ease of services provided to older persons and persons with disabilities, although improvements are still needed in supporting facilities and infrastructure. The principle of accountability is realized through routine supervision and reporting systems aimed at maintaining service quality and preventing violations. The participatory principle is reflected in community involvement through suggestions, complaints, and supervision of service processes. Meanwhile, the principle of fairness is demonstrated by the provision of two Public Service Malls (MPP), which facilitate access to services for communities in remote areas and those with low incomes. Overall, the application of these principles shows that the Population and Civil Registration Office Luwu Regency has sought to provide services that are open, fair, and accessible to all segments of society.

Keywords: administrative services, population and civil registration office, public service principles

INTRODUCTION

Population administration in Indonesia is a fundamental aspect of government governance and public service delivery. The existence of a sound administrative system is an important prerequisite for the state to provide efficient public services, guarantee the civil rights of residents, and support data-based national development (AS & Sh, 2024; Raharjo, 2022). In this context, population administration is regulated by (concerning Population Administration, 2013). The regulation emphasizes that every citizen has the right and obligation to possess valid population documents, such as Identity Cards (KTP), Family Cards (KK), Birth Certificates, and Death Certificates. These documents serve not only as personal identification but also as primary requirements for accessing basic services, such as education, healthcare, social assistance, and political rights in elections.

Population administration has strategic value in supporting the creation of public services that are transparent, effective, and free from illegal charges (Hajar & Emelia, 2025). More than merely serving as identification tools, accurate population data function as a basis for national development planning, resource allocation, and the formulation of people-oriented policies

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(Nasution et al., 2026; Wijaya, 2025). This is consistent with (Cristianingsih, 2020) who emphasizes that "population administration activities are not limited to issuing documents but also involve the utilization of such data for government development planning and policy formulation." Along with rapid technological development, the government is required to establish information systems that are modern, integrated, and capable of reaching all segments of society. The implementation of a reliable population administration information system is an important step in promoting work efficiency and increasing public satisfaction with public services (Munandar, et al., 2026; Yusman, et al., 2024) .

According to (Irfan, 2021) "population administration policy concerns population registration, civil registration, and the management of population information, which must be implemented synergistically between central and local governments." With well-directed and targeted management, the population administration system will become a strong foundation for building government that is accountable, inclusive, and responsive to community needs. Therefore, increasing public awareness of the importance of population documents, as well as strengthening institutional capacity in terms of infrastructure, human resources, and information technology systems, is essential to ensure the successful implementation of population administration throughout Indonesia (Amanda, 2025; Putri, et al., 2024; Syafitri, et al., 2025).

The Population and Civil Registration Office of Luwu Regency is a regional government agency responsible for administering government affairs in the fields of population administration and civil registration. This institution plays an important role in ensuring that every resident has valid legal identity and in maintaining orderly population registration in Population and Civil Registration Office Luwu Regency. The services provided by Population and Civil Registration Office include population registration, recording of significant events (such as births, deaths, marriages, and divorces), and management of population information, which serves as a basis for formulating local public policies. According to (Akib, et al., 2024) "the quality of services at the Population and Civil Registration Office can be measured through the effectiveness of information delivery to the community and the competence of the human resources possessed by the institution." As a public service institution, the success of Population and Civil Registration Office is largely determined by the quality of the administrative system implemented and the competence of its human resources. Nevertheless, in carrying out its duties, the Population and Civil Registration Office of Luwu Regency still faces several obstacles that affect the effectiveness of services to the community.

One prominent problem is the limited availability of electronic Identity Card (KTP-el) blanks supplied by the central government, so when supplies run out, residents have to wait until the next distribution. In addition, duplicate applicant data are still found, preventing KTP-el issuance from being processed immediately. Another problem is incomplete application documents submitted by the public, which hinder the smoothness of the administrative process. These problems make it important to examine more deeply the application of population administration service principles at the Population and Civil Registration Office of Luwu Regency.

METHODS

This study used a qualitative approach because the data were collected through various methods, namely interviews, direct observation, and document analysis. The type of research applied was descriptive research, which is a form of research focused on describing phenomena observed by the researcher based on available evidence.

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This study focused on the application of population administration principles, including efforts to ensure that all public service processes involving population information management and population registration operate optimally and according to community needs, using several assessment indicators: simplicity, accountability, participation, and fairness. The research stages consisted of the description (orientation) stage, reduction stage, and selection stage. The informants in this study consisted of five people: one secretary, one civil registration service officer, and three members of the community.

This study required data sources capable of providing information relevant to the research. Two types of data sources were used: primary data, obtained directly from the source, and secondary data, obtained indirectly by the researcher to support or complement the data already collected. The research instruments were tools used to organize and obtain the data required for the study. In qualitative research, the researcher serves as the main instrument and as the collector of data and information. To collect this data and information, the researcher used supporting tools such as interview guides, cameras, voice recorders, and others.

As a complement to the research instruments, field notes were used to record in writing what was observed during the process of collecting data and information. The data collection techniques and procedures included observation, interviews, and documentation. The data analysis techniques applied included data reduction, namely the process of filtering, focusing attention, abstracting, and formulating all data obtained from field research. Data display involved organizing research findings into matrices or category lists presented narratively. Finally, conclusion drawing and verification involved drawing conclusions from all findings obtained through the research.

RESULT AND DISCUSSION

To obtain an overview of how the principles of population administration services are applied at the Population and Civil Registration Office of Luwu Regency, it was necessary to process and present the data collected during the research. The data were presented according to the data collection techniques, namely observation, interviews, and documentation.

This study was conducted at the Population and Civil Registration Office of Luwu Regency and involved five informants as primary data sources. They consisted of one secretary of Population and Civil Registration Office Luwu, one service staff member of Population and Civil Registration Office Luwu, and three members of the community. These informants provided accurate information regarding the application of population administration principles, particularly in the service section of Population and Civil Registration Office. The analysis of data obtained from the research at Population and Civil Registration Office Luwu is described as follows:

Simplicity

Simplicity is the initial step in developing population administration service principles. This stage is not merely about providing information but also about building awareness among Population and Civil Registration Office staff, particularly service personnel, regarding the importance of ensuring that procedures continue to operate properly. The simplicity principle can be observed in how concise, accessible, understandable, and measurable the services are, including cost transparency and compliance with standard operating procedures (SOPs). This assessment can be strengthened by public satisfaction survey data, internal evaluations, or direct observation of the service process.

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Services at the Population and Civil Registration Office of Luwu Regency have implemented the principle of simplicity in practice, demonstrating a commitment to facilitating access to services for all members of the community, including vulnerable groups. Interviews with five informants indicated that the application of the simplicity principle in population administration and civil registration had been implemented optimally and in accordance with applicable regulations. Services at Population and Civil Registration Office Luwu demonstrate concern for simplicity and inclusiveness by providing direct assistance to residents who have difficulty understanding procedures, including those who are unable to read or write.

Officers provide services patiently and courteously and give priority to older persons and persons with disabilities. However, physical supporting facilities, such as wheelchair access and visual or audio assistance, still need improvement. Service innovations, such as mobile services and online service systems, have helped facilitate access to population documents. Nevertheless, equal distribution of services remains a challenge, particularly due to geographical constraints and limited digital literacy in some areas. Although all services are provided free of charge, a more proactive and responsive approach is still needed to ensure that all segments of society, particularly economically disadvantaged groups and residents in remote areas, can enjoy their civil rights fairly and equally.

Accountability

The accountability principle refers more specifically to all service processes being carried out transparently, in accordance with procedures, accountable by service officers, and open to public supervision and complaints. According to the informants, population administration services at the Population and Civil Registration Office of Luwu Regency have been carried out in accordance with standard operating procedures (SOPs) and sound public service principles. Officers serve all members of the community fairly and without discrimination, including residents with limitations, while demonstrating a friendly, patient, and communicative attitude.

The population administration services provided are free of charge. However, if any individual requests compensation in any form, the public is encouraged to report it immediately as an effort to maintain service integrity. In this regard, education regarding citizens' rights and official service procedures is considered very important to prevent misunderstandings and illegal charges. Population and Civil Registration Office Luwu has also implemented an active and tiered supervision mechanism through daily supervision, routine evaluations, reporting systems, and direct supervision by leaders. The Secretary of Population and Civil Registration Office acts as an internal controller who ensures integration between policy and technical implementation in the field, while also assisting the Head of the Office in making decisions based on planning, financial, and performance data.

This is consistent with the results of observations, during which the Secretary of Population and Civil Registration Office Luwu Regency provided information and explanations regarding the application of population administration principles. Observation and documentation of service processes and staff performance were also conducted, demonstrating a strong commitment among all personnel to creating public services that are clean, transparent, accountable, and oriented toward public satisfaction.

Participation

The participatory stage in applying population administration and civil registration principles refers to public participation. In the context of population administration services at Population and Civil Registration Office Luwu Regency, this means that the community is

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actively involved in all service mechanisms, from preparation and implementation to supervision and evaluation of population administration services. This principle also emphasizes that public services are not solely the responsibility of the government but constitute a joint process between service providers and service beneficiaries (the community).

Based on observations and interviews, the implementation of the participatory principle at the Population and Civil Registration Office of Luwu Regency has shown positive development. The community is beginning to feel involved in the service process, and its voice is increasingly being considered as part of efforts to improve public services. However, to ensure that participation genuinely reaches all segments of society, Population and Civil Registration Office needs to consistently provide education, guidance, and information that is distributed evenly and easily accessible.

Active citizen involvement has the potential to promote services that are more responsive, transparent, and fair. Although obstacles remain, such as limited information and uneven levels of participation, these barriers can be overcome through appropriate and sustainable strategies. Thus, community participation can become a major force in creating population administration services that are good, inclusive, and aligned with the needs of all residents of Luwu Regency.

Fairness

Fairness in applying population administration and civil registration service principles in Luwu Regency refers to equal access and fair treatment for all residents in obtaining administrative services, without any form of discrimination. This includes fairness in terms of service, time, cost, treatment by officers, and the availability of facilities for vulnerable groups such as older persons, persons with disabilities, indigenous communities, and those living in remote areas. Based on this explanation, the application of population administration and civil registration service principles in Luwu Regency can be considered fair when this principle of fairness is implemented in accordance with procedures.

Based on observations and interviews with five informants, population administration services at the Population and Civil Registration Office of Luwu Regency continue to improve toward greater fairness and equal distribution. Although discriminatory experiences had occurred in the past, the community now increasingly perceives improvements in service quality, with services becoming more open, free of charge, and supported by clear and transparent procedures.

Nevertheless, the main challenge in realizing the principle of fairness lies in ensuring that all residents, including those living in remote areas or experiencing difficulties in understanding procedures, obtain equal access to services. Population and Civil Registration Office Luwu Regency has demonstrated its commitment through the development of two Public Service Malls (MPP) located strategically as an effort to expand service coverage and reduce the burden on the community. However, equal dissemination of information and the availability of easily accessible complaint and aspiration channels still need to be improved. This is important so that fairness in service can truly be experienced by all segments of society without exception.

CONCLUSION

Based on the analysis, it can be concluded that the application of population administration service principles at Population and Civil Registration Office Luwu Regency is generally good. This is reflected in the following aspects: the simplicity principle, whereby services are accessible to persons with disabilities and older persons, although some facilities still need

improvement; accountability, whereby Population and Civil Registration Office implements transparent and continuous supervision and evaluation systems; participation, whereby the community is involved in the service process through responsive aspiration and complaint systems; and fairness, whereby services have reached remote areas through the development of two Public Service Malls, while ensuring that services are free and equal for all residents. Overall, Population and Civil Registration Office Luwu has demonstrated a commitment to providing inclusive, transparent, and equitable services.

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