

Multi-Stakeholder Coordination Practices in Public Services (Study on Civil Registration of Children's Age in Bandar Lampung)

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Abstract

This study highlights the need to actualize the multi-stakeholder coordination process in a child civil registration service. The idea of multi-stakeholder coordination in a public service arises from taking one of the essences of the concept of collaborative governance. This research uses a qualitative approach with the locus located in Bandar Lampung City. Coordination-based public services were initiated by the Bandar Lampung Population and Civil Registration Service as an innovation to optimize civil registration for children. The results of this study show that coordinating public service has succeeded in having a good impact on the ownership of population administration at the age of the child. Criticism that the coordination context that needs to be actualized is present after showing that all children in Bandar Lampung have not yet had a population administration document sent as regulated by the Law of the Republic of Indonesia.

Keywords

public service; coordination;
civil registration; children



I. Introduction

Indonesia is a country with an area of 7.81 million km². As a country that has a large area, there is an inherent influence on a large population. Based on the results of the 2020 Population Census quoted from data from the Indonesian Ministry of Home Affairs, it is known that Indonesia's population reaches 273,879,750 people (as of February 2022). The government must provide population administration services (adminduk). The service is for the provision of population identity and civil records to all residents that applies nationally as an effort to protect and fulfill the constitutional rights of citizens. According to Article 4, Number 24 of 2013 concerning Amendments to Law Number 23 of 2006 concerning Population Administration, Population Administration (Adminduk) is a series of structuring and controlling activities in the issuance of population data documents through population registration, civil registration, management of population administration information and the results for public services and development of other sectors. The role of the population is as a subject and object in development. Therefore, the actual number of adminduk with the real condition of the population plays an important role, because almost all development activities are related to the population.

Population and civil registration services should be inclusive, equal, and professional for every resident. This means that the service can be open to anyone. That way, every resident, both children, and adults can have a residence document and civil registration. Another demand for the government is to provide excellent, effective, efficient administration services and remain in line with work procedures.

The city of Bandar Lampung in Lampung Province, Indonesia, 2017 has introduced a multi-stakeholder, coordinated population and civil registration policy to provide effective and efficient child-age administration services through Three in One (3 In 1) services. Services involving other stakeholders as a civil registration strategy in Bandar Lampung are direct practices that have been mandated by the laws of the Republic of Indonesia, as stated in the articles of Government Regulation Number 40 of 2019 concerning the Implementation of Law Number 23 of 2006 concerning Population Administration as has been amended by Law Number 24 of 2013 concerning Amendments to Law Number 23 of 2006 concerning Population Administration. It is written in the government regulations which include, among others, (1) Letter a paragraph 1 article 14 which reads socialization between government agencies and non-government institutions. (2) Letter c paragraph 1 article 14 which reads the need for cooperation with community organizations and higher education institutions. (3) Letter d paragraph 1 article 14 which reads socialization in the form of public service advertisements through print and electronic media. (4) Letter e paragraph 1 article 14 which reads the need for communication, information, and education of stakeholders and the public.

In the context of normative coordination, coordination is defined as the process of moving, harmonizing, and balancing specific and different activities so that everything is directed at achieving goals. Meanwhile, functional coordination is carried out to make work more effective. Each stakeholder collectively must work optimally to support government policies. While individually, each stakeholder must be interconnected in the context of participation (Palenca et al, 2015). The case of providing public services in the form of civil registration for children aged in Bandar Lampung is an example that shows that the process of fulfilling civil rights is now not only dominated by the government.

This paper tries to explain whether the prerequisites that are owned and needed for the creation of more complex coordination in terms of civil registration of children aged in Bandar Lampung already exist or not. Handayani et al. (2019) confides in several conditions for coordination, namely: (1) communication, (2) awareness of the importance of coordination, (3) participant competence, (4) agreement and commitment, and (5) continuity of planning. This theory was later used in this study as a tool for the analysis process. After that, this research will dissect because the civil registration of children aged children is still not optimal in Bandar Lampung even though the implementation of this policy involves the coordination of several stakeholders. Organization must have a goal to be achieved by the organizational members (Niati et al., 2021). The success of leadership is partly determined by the ability of leaders to develop their organizational culture. (Arif, 2019).

In this aspect, the involvement of the multi-stakeholders in public service practices is interesting to study. By limiting research on the service of recording child population documents in Bandar Lampung, the problem formulation detailed by the researcher consists of the following:

- (1) What is the form of multi-stakeholder coordination in the application of child civil registration services in Bandar Lampung;
- (2) What affects the coordination of the issuance of child population documents in Bandar Lampung; and
- (3) How to coordinate public service for child civil registration in the future: implementation and challenges.

II. Research Method

Ndraha (2011: 290) in his research mentions that coordination is defined as the authority to move, harmonize, harmonize and balance specific or different activities so that all can be directed towards the achievement or goals that have been prepared.

In Handayani's research, there are two forms of coordination, namely internal and external coordination. Then Pretty (1995) in Hermawan and Simon (2017) state that there are seven characteristics of the coordination typology which are sequentially closer to the ideal coordination condition, namely: (1) Passive or manipulative, (2) Informative, (3) Consultative (4) Incentive, (5) Functional, (6) Interactive and (7) Independent.

Then to measure coordination, Handayani in Noviana (2017:574) coordination can be measured in several indicators, namely (1) Communication (2) Awareness of the importance of coordination (3) Competence of participants (4) Agreement and commitment (5) Continuity of planning.

Multi-stakeholder coordination is needed in the context of public services. Coordination also encourages the involvement of many parties in optimizing the purpose of the service itself. Hasibuan (2006:87) found several goals of coordination, namely as follows: (1) To direct and unite all thoughtful actions towards the goal of achievement (2) To avoid confusion and deviation of goals (3) To integrate actions and utilization of management elements (man, money, material, machine, method, market) towards organizational goals. and (4) To avoid activities that overlap the target.

III. Research Method

The type of research used in this research is the descriptive type with a qualitative approach. Creswell in Hermawan (2020) states that qualitative research is the process of understanding phenomena in a social context by creating a comprehensive and complex picture and presenting by reporting detailed views of information sources.

In this qualitative research, several methods of data collection from observation, documentation, and interviews were applied. While the data analysis technique is directed to answer the problem formulation that has been set in this study. This study, used qualitative data analysis methods according to Milles and Huberman (1992) using three components of data analysis.

IV. Result and Discussion

In this study, there are five stakeholder elements used in the Three In One coordinating service in the civil registration process for children aged in Bandar Lampung, namely (1) the Bandar Lampung City Government which consists of the Population and Civil Registration Office, the Education Office and the Women's Empowerment Service and Child Protection, (2) private sector consisting of hospitals and maternity homes and malls in Bandar Lampung, (3) social groups, consisting of child protection institutions, child forums, orphanages and other pro-child forums in Bandar Lampung, (4) Academics, and (5) the media. The five stakeholders are elements that have been written down through the Decree of the Head of the Department of Population and Civil Registration Number 470/013/III.11/2019 regarding the program to accelerate the service of population documents for family cards, birth certificates and child identity cards for the Three In One (3In1) program. and derivative policies.

From the results of the research on multi-stakeholder coordination in public services for child civil registration in Three In One service, it takes the form of external coordination in the form of a diagonal with stakeholder involvement in the form of a Penta helix. The diagonal form is concluded from actors from each stakeholder group who have different positions or positions in the process of coordinating child civil registration. The form of the Penta helix is seen from the five stakeholder groups involved in the service, namely the government, the private sector, social groups, academia, and the media.

The coordination process has also achieved all elements in the indicators of coordination, such as communication, awareness of the importance of coordination, participant competence, agreement and commitment, and continuity of planning.

Coordinative services for child civil registration in Bandar Lampung are the answer to the basic needs of the population, namely civil registration. Because also all residents, both adults, and children have the right to be recognized. There is an increase in the number of printed population documents of child age in Bandar Lampung because of this service.

Year	Birth certificate prints	KIA prints	Family card
2020	20,381	25,009	Cannot be analyzed
2021	20,630	42,329	Cannot be analyzed

Source: Disdukcapil Bandar Lampung, 2022

Figure 1. Number of children's age population documents printed in Bandar Lampung

The increase in civil registration then also influences the ownership of child population administration documents in Bandar Lampung.

Year	Number of children	Ownership of Birth Certificate	Percentage in Number of Children
2020	345,440 people	241,715 souls	48 percent
2021	349,413 souls	345,918 souls	99 percent

Figure 2. Number of children with birth certificates in Bandar Lampung

	2020	2021
KK Ownership	345,440	349,413
KIA Ownership	275,377	298,457

Source: Disdukcapil Bandar Lampung, 2022

Figure 3. Ownership of Adminduk at the age of children in Bandar Lampung

From the results of the study, coordinating services for child civil registration in Bandar Lampung has had a good impact after an increase in child civil registration and an increase in ownership of population administration for children in Bandar Lampung City. Unfortunately, even though the coordinating service has been provided, in the latest conditions, not all children in Bandar Lampung have population administration. In addition, the number of printed population documents produced per year has not shown consistent results even though there is already a Three In One service at the Population and Civil Registration Service in Bandar Lampung.

From this phenomenon, several factors were analyzed that became the obstacles and drivers of achieving the success of Three in One coordinating services. The identification can be seen in table 4 below:

Table 1. Identification of Inhibiting Factors and Drivers of Achievement of Coordinated Civil Registration Services for Children in Bandar Lampung

No	Obstacle factor	Driving Factor
1	Limited funds. Funds for the presence of a coordination room between the stakeholders involved are deemed insufficient, which hampers the coordination process	The impact is felt. The community can directly benefit from this coordinated service in terms of convenience, effectiveness, and time efficiency.
2	The number of human resources being exploited is small for each stakeholder group. Make the role performed to be limited	Awareness of the importance of population administration by each stakeholder
3	Weak public understanding. The people of Bandar Lampung are still used to seeing that civil registration for children is not so important to hasten.	The existence of a Child-Friendly City (KLA) is predicated on the Central Government of the Republic of Indonesia. This predicate gives more enthusiasm to each stakeholder to feel the purpose of what is being done.

Source: Researcher Analysis, 2022

From what has been discussed previously, the notion of coordination in public services also gives importance to the process and achievement of the intended service.

So based on the research results, in essence, to provide children's rights, the government can carry out and present a network for mutual involvement. Networks can be presented as widely as possible by involving potential stakeholders in the city. The challenge that arises from the results of the study is that the ownership of population documents has not yet been realized for all ages of children in Bandar Lampung, even though the coordinating service has been carried out since 2017. The researcher saw that the challenge occurred even though the coordination activities had been as much as possible for each stakeholder to present the population services for the age of the child.

If this is drawn in the current context, then there needs to be an improvement in the Three In One coordinating service process. If you look back at this picture, community involvement, in general, is still the object of service. The results of the study through in-

depth interviews and direct observation, community activities can be influenced by other communities (the environment). Some people are classified as parents/guardians who have independence in prioritizing or not prioritizing the population rights of children. So, for some other communities, if there are additional family members, they will also swiftly compensate for the behavior of their surroundings by registering their children as civilians according to the stages regulated by the government.

From the results of the study, researchers saw that the general public as well as those who act as guardians of children should not be placed in the position of objects but as subjects who must also be involved as stakeholders. This finding shows that the helix concept initiated in the *Three In One service* to optimize civil registration in Bandar Lampung needs to be updated from the previous five groups to six groups, namely government, private, social groups, universities, and media and the community.

Placement of the environment as a subject is strengthened by the observation of the existence of social capital in the form of concern for the local community in the immediate environment. Social capital can be identified as a binding tool between people who are in a certain environment. This form of social capital includes (1) family ties; (2) culture, religion, customs, and language; (3) livelihood; (4) social norms; (6) laws and rules of society. With that, the six stakeholders mapped can strengthen the optimization of child civil registration in Bandar Lampung.

IV. Conclusion

Based on this research, the researcher concludes that civil registration services for children aged with a multi-stakeholder coordinating model in Bandar Lampung have a good and positive impact on optimizing civil registration for young children. child. There is an increase in the printing of population administration documents for children's ages in the form of family cards, birth certificates, and child identity cards in Bandar Lampung every year. The case of providing public services in the form of civil registration for children aged in Bandar Lampung is an example that shows that the process of fulfilling civil rights is now not only dominated by the government. Criticism that the context of coordination is not yet optimal in carrying out certain policy objectives, makes it aware that the coordination that has been built has not been fully optimal. So, it is necessary to make efforts to actualize the coordination process by considering regional potential.

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