

Multi-Stakeholders Coordination Practices in Public Services (Study on Child Age Civil Registration in Bandar Lampung, Indonesia)

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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 quality 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 in an effort 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.

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). It is the government's obligation to 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 population. management of population administration information and its 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 population. management of population administration information and its 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 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, since 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.

Written in the government regulation, 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. (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. (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, functionally coordination is carried out in order 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 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. Handayaniingrat confides 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 a number of stakeholders.

In this aspect, the involvement of multistakeholders in public service practices is interesting to study. By limiting the research on the service of recording child population documents in Bandar Lampung, the problem formulation detailed by the researcher consists of (1) What is the form of multi-stakeholder coordination in the application of child civil registration services in Bandar Lampung; (2) What influences the coordination of the issuance of child population documents in Bandar Lampung; and (3) How to coordinate public services for child civil registration in the future: implementation and challenges

II. LITERATURE REVIEW

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 Handayaniingrat's research, there are two forms of coordination, namely internal and external coordination. Then Pretty (1995) in Hermawan and Simon (2017) states that in fact 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, Handayaniingrat 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. according to 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 METHODS

The type of research used in this research is descriptive type with a qualitative approach. Creswell in Hermawam (2020) states that qualitative research is the process of understanding phenomena in a social context

by creating a comprehensive and complex picture and presented 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. In this study, used qualitative data analysis methods according to Milles and Huberman (1992) using three components of data analysis.

IV. RESULTS 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 family card population documents,

From the results of the research on multi-stakeholder coordination on public services for child civil registration in Three In One services, 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 coordination indicators, 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.

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

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

Source: Disdukcapil Bandar Lampung, 2022

The increase in civil registration then also has an influence on the ownership of child population administration documents in Bandar Lampung.

Figure 2. Number of children with birth certificates 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 3. Ownership of Adminduk at the age of children in Bandar Lampung

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

Source: Disdukcapil Bandar Lampung, 2022

From the results of the study, coordinating services for child civil registration in Bandar Lampung have 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 are analyzed that become obstacles and drivers of achieving the success of Three In One coordinating services. The identification can be seen from table 4 below:

Table 4. 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 from each stakeholder group. Make the role performed to be limited | Awareness of the importance of population administration by each stakeholder |
| | Weak public understanding. The people of Bandar Lampung are still accustomed to seeing that civil registration for children is not so important to hasten. | The existence of a Child Friendly City (KLA) predicate by the Central Government of the Republic of Indonesia. This predicate gives more enthusiasm for 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, in an effort 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 research 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). There are people who 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 see that the general public and those who act as guardians of children should not be placed in the position of objects but subjects who must also be involved as stakeholders. This finding shows that the helix concept initiated in the Three In One service in an effort 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, media and the community.

The 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 nearest 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.

V. CONCLUSION

Civil registration services for children with a multi-stakeholder coordinating model in Bandar Lampung have a good impact on optimizing child civil registration. 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 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 coordination context 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, there needs to be efforts to actualize the coordination process by considering the potential of the region.

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