

ANALYSIS OF THE QUALITY OF ADMINISTRATIVE SERVICES FOR NON-PERMANENT RESIDENTS IN SANUR VILLAGE

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Abstract

Non-permanent residence administration is a very important aspect to ensure that every individual living in an area, even temporarily, is still registered and well served. The form of this research is descriptive research with data collection methods using three types of techniques, namely observation methods, interview methods and documentation methods. This research was conducted to find out what the quality of public services in Sanur Village is, what are the obstacles in non-permanent population administration services in Sanur Village, and what efforts are being made to overcome obstacles in Non-permanent Population Administration services in Sanur Village. Based on the research results, it can be concluded that non-permanent population administration services in Sanur Village have variations in terms of reliability and responsiveness. Furthermore, the main obstacles in non-permanent population administration services in Sanur Village include limited number of employees, technical problems such as unstable internet connections, and inconsistencies in service implementation. The local Village Government's efforts to overcome these obstacles are by carrying out continuous innovation and employee training to increase the reliability and responsiveness of services. It is recommended that the use of online media and communication applications be maximized to speed up the administration process and increase service accessibility. In addition, collecting community feedback and regular evaluation of employee performance must be further improved.

Keywords: Non-permanent residence, Public service, Sanur,

A. INTRODUCTION

Public service by the public bureaucracy is one manifestation of the function of the state apparatus as a public servant in addition to being a state servant. Public services are all service activities carried out by public service providers as an effort to fulfill public needs and implement the provisions of laws and regulations. High quality public services are good services of excellent quality, simple, fast, affordable and measurable.

The scope and public services can take the form of public goods, public services and administrative services. Services in the form of public goods can include urban transportation infrastructure, provision of electricity, clean water and medicines for public health, while public services include education services, security services, justice services and health services. Then administrative services such as services for providing birth certificate documents by the government, services for building permits, business permits and land certificates. The various types of public services provided by the government are an implication of the responsibility and function of the state as a public service (public services) so that in providing public services, the

orientation of the public apparatus and bureaucracy must be based on the principles of public services such as prioritizing the public interest, equality rights, professionalism, non-discrimination, openness, timeliness, speed, convenience and affordability.

In the general provisions of Law Number 25 of 2009, it is stated that public service is an activity or series of activities in order to fulfill service needs in accordance with statutory regulations for every citizen and resident for goods, services and/or administrative services provided by public service providers. Service quality is a dynamic condition related to products, services, people, processes and the environment, where quality assessments are determined when the provision of public services occurs (Ibrahim, 2008).

Public service providers, hereinafter referred to as administrators, are every state administration institution, corporation, independent institution formed based on the law for public service activities, and other legal entities formed solely for public service activities. Furthermore, those who are referred to as public service implementers are officials, employees, officers, and everyone who works in the organizing organization whose task is to carry out an action or series of public service actions.

In the Government Regulation of the Republic of Indonesia Number 17 of 2018 concerning Subdistricts, Kelurahan is part of the area of the Subdistrict as a Subdistrict apparatus. As a sub-district apparatus that has the duties and functions of carrying out government administration in the sub-district area which is led by the village head with assistance from sub-district officials.

As a government administrator in the sub-district area, the sub-district head has duties including implementing sub-district government activities, implementing community empowerment, implementing community services, maintaining peace and public order, maintaining public service infrastructure and facilities, as well as implementing other duties assigned by the sub-district head and statutory regulations. . Population administration services in Indonesia are a vital function in government governance which aims to provide accurate population data and support the implementation of public services. Population administration does not only include data collection on residents who reside permanently, but also residents who reside temporarily or non-permanently. Good data management is very important for various purposes, from development planning, mapping public service needs, to monitoring security and order in society.

Law Number 24 of 2013 concerning population administration is the main legal basis for carrying out population administration in Indonesia, including the registration of non-permanent residents. Minister of Home Affairs Regulation Number 74 of 2022 concerning Registration of Non-Permanent Residents is a derivative regulation from Law No. 24 of 2013 which specifically regulates the registration of non-permanent residents.

Non-permanent residents are Indonesian citizens and foreigners who live outside their domicile address and have a non-permanent (residence) certificate for a maximum of 1 (one) year and do not intend to stay. Reporting or registering non-permanent resident documents can be done online and offline. Online, you can go through the official website of the Ministry of Home Affairs (<https://pendunianonpermanan.kemendagri.go.id/>) or the official website of the local population and civil registration service, and for offline registration you can come directly to the sub-district office or local village office with necessary required documents.

Sanur Village, which is located in the coastal area of Denpasar City, Bali, is an area that has quite complex population dynamics. Sanur is known as a popular tourist destination, so it is not only a place to live for the native population, but also attracts many non-permanent residents who come to work, trade or study. The high flow of non-permanent residents requires an

effective and efficient population administration system to manage data and provide services to all levels of society.

Table 1. Data on Mobility Control Activities, Security and Order of Non-Permanent Residents, Sanur Village, South Denpasar District
From 2021 to July 2024

No	Year	Regional Origin	Registered / Netted		Total
			Man	Womana	
1.	2021	Bali	42	39	81
		Outside the area	39	23	62
2.	2022	Bali	41	61	102
		Outside the area	69	55	124
3.	2023	Bali	107	71	178
		Outside the area	278	205	483
4.	2024	Bali	57	66	123
		Outside the area	148	121	269

Source: Sanur Village Data

Based on the table above regarding data on mobility control activities, security and order for non-permanent residents in Sanur Village, South Denpasar District, in 2023, there will be a significant increase with a total of 178 people from Bali (107 men and 71 women) and 483 people from outside the area (278 men and 205 women). As of July 2024, the number of non-permanent residents recorded from Bali was 123 people (57 men and 66 women) and 269 people from outside the area (148 men and 121 women). This data shows an increase in the number of non-permanent residents recorded or netted each year, with a significant increase from outside the region in 2023.

In accordance with the list of non-permanent residents until the end of July 2024, so many migrant residents have come to Denpasar City to live and work, so it is very important to hold a Population Inspection to prevent security and order insecurity, especially in the Sanur Village area.

Non-permanent residents who are not properly registered can cause various problems, can hinder effective development planning, cause difficulties in the provision of public services such as health and education, and increase the risk of security and order in society. Additionally, non-permanent residents may face difficulties in obtaining their basic rights without valid identity documents.

Research conducted by Dewantari & Kurniawan (2021) with the title "Implementation of the Non-Permanent Population Data Collection Policy as an Effort for Orderly Population Administration in the City of Surakarta". This research describes and examines problems regarding the implementation of the non-permanent population data collection policy and the factors that influence the implementation of the non-permanent population data collection policy

in the City of Surakarta. The research results show that the implementation of the non-permanent population data collection policy in the City of Surakarta, seen from the dimensions of organization, interpretation and application, can be said to have not gone completely well. Apart from that, looking at the factors that influence the implementation of the non-permanent population data collection policy in the City of Surakarta, including communication, resources, disposition and bureaucratic structure, it can be concluded that the results are not completely good.

Furthermore, research was conducted by Zakiyudin Fikri (2020) with the research title "Implementation of Non-Permanent Population Data Collection Policy in Bangka Regency". Population growth in Bangka Regency continues to increase every year and is also accompanied by an increase in the number of immigrants. This research discusses the implementation of the non-permanent population data collection policy and the factors that influence the implementation of the non-permanent population data collection policy in Bangka Regency. The results of this research state that the factors influencing the implementation of the non-permanent population data collection policy in Bangka Regency, seen from communication, resources, disposition and bureaucratic structure, have not been good.

Non-permanent residence administration is a very important aspect to ensure that every individual living in an area, even temporarily, is still registered and well served. Non-permanent residents who are not recorded properly can cause various problems. For example, inaccurate population data can hinder appropriate development planning, result in difficulties in providing adequate public services such as health and education, and increase risks to security and order in society.

The administration of non-permanent residents is also important to ensure that non-permanent residents can access their basic rights, such as health services, education, and legal protection. Without valid identity documents, non-permanent residents may face difficulties in obtaining these services, which in turn may affect their quality of life and their contribution to the local economy.

Based on the results of initial observations and identification of the problems above, the author is interested in conducting research with the title "Analysis of the Quality of Non-Permanent Population Administration Services in Sanur Village". This research was conducted to find out what the quality of public services in Sanur Village is, what are the obstacles in non-permanent population administration services in Sanur Village, and what efforts are being made to overcome obstacles in Non-permanent Population Administration services in Sanur Village.

B. LITERATURE REVIEW

Quality has varying definitions ranging from conventional to strategic. Conventional definitions usually describe quality as comfort in using a commodity, durability and beauty of the building, as well as a prime and superior impression. According to Tjiptono (1996), quality is "a dynamic condition related to products, services, people, processes and the environment that meets or exceeds expectations". Lupiyoadi (2014) states that quality is "a combination of traits and characteristics that determine the extent to which output can meet customer needs, so that customers determine and assess the extent to which these characteristics meet their needs".

Kloter (2005) argues that quality is "all the characteristics and properties of a product or service that influence its ability to satisfy stated or implied needs".

According to several figures, several definitions of quality will be outlined, namely::

<http://jurnaldialektika.com/>

1. According to Juran (1993), quality is the suitability of product use to meet customer needs and satisfaction.
2. According to Crosby (1979), quality is the fulfillment of requirements, namely the fulfillment of conditions.
3. In Deming's (1982) view, quality is to meet market demand.
4. According to Feigenbaum (1986), quality is full customer satisfaction (full customer resolution) is the consumer's hope that the product meets his expectations.

Based on the definitions of these experts, this research refers more to the opinions of Tjiptono and Lupiyoadi. If it is related to the quality of services in Sanur Subdistrict, to maintain quality, services must be able to meet or exceed the expectations of users or the community, because they are the ones who determine and assess the extent to which the services they have received meet their needs.

Meanwhile, service is essentially a series of activities, so that the service process occurs regularly and continuously, covering the entire life of organizations in society. The expected process execution is to meet the needs of recipients and service providers. From this definition it can be explained that service is an activity that can be felt in the form of an organization or company through the relationship between the recipient and the service provider using devices.

Public services can be defined as services that contain many elements. Kasmir (2006) argued that he found that several characteristics of good public service were elements, namely, the availability of good employees, the availability of good facilities and infrastructure, being responsible for each customer (customer) from start to finish, and being able to serve quickly and precise, able to communicate, have good knowledge and abilities, able to give trust to clients (customers).

According to Ibrahim in Hardiyansyah (2011) Service quality is a dynamic condition related to products, services, people, processes and the environment where the quality assessment is determined at the time the public service is provided.

Arawati, Baker & Kandampully in their international journal with the title "An exploratory study of service quality in the Malaysian Public service sector" dinyatakan bahwa: "service quality is an important dimension of organizational performance in the public sector as the main output of public organization is services".

The understanding of public service quality was also put forward by Yamit (2004) who explained that service quality is a comparison between consumer expectations and service quality performance. Apart from that, in the International Journal with the title Service Quality in The Public Service, Ramsoek stated that service quality is the ability of an organization to meet or exceed customer expectations). Another definition of service quality provided by Lewis and Booms defines service quality as a measure of how well the level of service provided meets customer expectations. Referring to this definition, Tjiptono also added that service quality can be realized through fulfilling customer needs and desires as well as accuracy in delivery to match customer expectations. Thus, service quality is influenced by two factors, namely customer expectation and customer perception of a service.

Tjiptono further explained that expectation is the level of service performance that should be obtained or expected from a service, while perception is an assessment of service performance based on what one feels from the start of the service process until the service product is received. Services are said to be of quality or satisfaction if the service can meet the needs and expectations of the community. If the public is not satisfied with a service provided, then the

service is certain to be of poor quality or inefficient. Therefore, service quality is very important and always focuses on customer satisfaction.

According to Parasuraman, et al., (1988) the dimensions of the servqual model which are the main factors determining service quality are as follows:

1. Reliability, the ability to deliver promised services reliably and accurately.
2. Responsiveness (Responsiveness), the willingness to help consumers by providing fast and accurate service.
3. Guarantee (assurance), includes knowledge, ability and politeness or kindness of the person as well as the ability to gain trust and desires.
4. Empathy, maintaining and providing a level of individual or personal attention to consumer needs.
5. Direct evidence (Tangible), physical facilities, equipment or supplies, prices and personal appearance and written materials.

C. RESEARCH METHODOLOGY

Based on the problem posed in this research which emphasizes the problem and meaning of perception, the form of this research is descriptive research. Descriptive research can be interpreted as a solution procedure that is investigated, by describing or depicting the current state of the research object based on visible facts or as they really are. Descriptive research focuses its attention on fact finding as it really is. The data that will be produced in this research is in the form of written or spoken words from the research object by describing or depicting the situation as it should be. uses a qualitative approach which has the characteristic that the data is expressed in its natural state or as it is (natural setting) without being changed in the form of symbols or numbers. The data collection method used in this research uses three types of techniques, namely: observation method, interview method and documentation method.

D. RESULT AND DISCUSSIONS

Analysis of the Quality of Non-Permanent Population Administration Services in Sanur Village

Tangibles

Based on Parasuraman's theory, tangible indicators (physical evidence) are one of the important dimensions in assessing service quality. In Sanur Village, the availability of adequate physical facilities, equipment and communication facilities has a big influence on improving the quality of non-permanent population administration services. These facilities not only support service operations, but also provide comfort and satisfaction for the people who receive the services. This assessment in the tangible aspect also includes relationships with stakeholders, which shows that the role of service facilities is very important in creating an optimal service environment.

Based on the results of the interview, it can be seen that Sanur Village has equipped adequate facilities and infrastructure to support non-permanent population administration services. Head of the Government Section, Mr. I Wayan Bachelor Yasa, S.STP, stated that the existing physical facilities were in accordance with standards, including comfortable office buildings, waiting rooms and adequate technological equipment. Head of the Public and Population Services Section, Mr. I Nyoman Sutawan, S.E, also emphasized that the available infrastructure, such as computers and WiFi, has supported good performance. The Secretary of Sanur Subdistrict, Mr. I

Wayan Sadi, said that the existing facilities and infrastructure were complete to meet service needs.

Positive opinions also came from people who experienced the services directly in Sanur Village. The community considers that the facilities and infrastructure in this sub-district are complete and provide comfort, especially the cool waiting room and strategic location with spacious parking. Some people also appreciate the neat appearance of the employees which gives a professional impression. Overall, the completeness and quality of physical facilities in Sanur Village are considered very good and contribute significantly to improving the quality of non-permanent population administration services, in accordance with the tangible indicators of Parasuraman's theory.

Empathy

Based on the results of interviews and analysis of empathy indicators from Parasuraman theory, Sanur Village shows significant application of empathy in population administration services. Empathy, which includes personal and organizational contact to understand the needs and difficulties of service recipients, is very evident in the responses of the community and sub-district officials. The community reported that sub-district staff were friendly and provided good personal attention, so that they felt cared for and assisted in the population administration process, especially for non-permanent residents and immigrants.

Positive community responses, such as feeling helped and appreciated, show that Sanur Village has succeeded in implementing effective communication and personal attention in its services. Interviews with Maria Victoria Peggi Sihombing, Ellis Dessy Munthe, and other residents highlighted that the friendliness of the staff and ease of communication were important aspects that enhanced their experience. This reflects that sub-district staff have been able to meet the basic needs of the community and provide adequate attention in every interaction.

Interviews with sub district officials also support this finding, where the Sanur Subdistrict Secretary, Mr. I Wayan Sadi, emphasized the importance of paying attention to the community so that they feel comfortable and accepted. This is in line with Parasuraman's theory, which states that empathy creates feelings of acceptance and appreciation, which in turn can increase customer satisfaction and loyalty. Head of the Public and Population Services Section, Mr. I Nyoman Sutawan, S.E, also emphasized the role of staff in helping the community with administrative problems, which reflects the consistent application of empathy in services.

Head of the Government Section, Mr. I Wayan Bachelor Yasa, S.STP, highlighted the importance of listening to the needs of the community, especially immigrants who need more information. This approach demonstrates awareness of the special needs and challenges facing non-permanent residents, and is a clear example of empathy in care practice. Collecting feedback and conducting regular evaluations is part of the strategy to continuously improve service quality and demonstrate consistent attention.

Overall, the application of empathy in Sanur Village has proven to be effective in creating a positive and memorable service experience. Ward staff showed deep attention to community needs and succeeded in reducing dissatisfaction. However, there is an opportunity to further increase the effectiveness of empathy through the development of online media for complaints and smoother communication. In this way, Sanur Village can continue to increase community loyalty and satisfaction, as well as ensure that every individual feels cared for and appreciated in every interaction.

Reliability

Based on Parasuraman's theory regarding reliability indicators in population administration services, the research results show that Sanur Village has attempted to fulfill reliability criteria by providing consistent, timely and accurate services. An interview with the Sanur Subdistrict Secretary, Mr. I Wayan Sadi, confirmed the sub district's commitment to ensuring that all employees provide the best service to the community, both local and newcomers. This reflects awareness of the importance of consistency in population administration services.

Head of the Public and Population Services Section, Mr. I Nyoman Sutawan, S.E, also highlighted efforts to maximize services by paying attention to the urgency of population administration. He stated that apart from sub-district staff, ward heads also play a role in helping the community, which shows efforts to ensure that services remain reliable despite challenges in administration. This approach shows that Sanur Village is trying hard to maintain reliability in every aspect of service.

However, an interview with the Head of the Government Section, Mr. I Wayan Bachelor Yasa, revealed that there were challenges regarding service time. In particular, problems arise when people arrive outside working hours or close to leaving time, which can affect the timeliness of service. This shows that despite efforts to maintain reliability, there are still time-related constraints that can affect people's experience in getting the promised services.

Feedback from the community also shows that the majority view the reliability of kelurahan staff positively, with some highlighting the need for time flexibility and more practical communication options, such as by telephone or WhatsApp. This indicates that although staff reliability is considered good, there is still room for improvement in terms of adaptation to varying community needs.

Overall, Sanur Subdistrict has shown good efforts in maintaining the reliability of population administration services. However, to further improve service quality, it is necessary to overcome time-related challenges and increase flexibility in communication. With these adjustments, Sanur Village can be more effective in meeting community expectations and ensuring that every interaction reflects consistent reliability and is timely.

Responsiveness

Based on Parasuraman's theory regarding responsiveness indicators, the research results show that there are variations in the level of responsiveness of population administration services in Sanur Village. Responsiveness, which includes a service provider's willingness and ability to respond to customer requests and problems, indicates that service is often affected by factors such as long queues and technical obstacles. According to interviews with the public, as expressed by Maria Victoria Peggi Sihombing, service speed can fluctuate depending on the situation at the sub-district office, such as internet problems and queue density.

An interview with Ellis Dessy Munthe shows that difficulties in accessing services are often related to time constraints among people who are busy at work. When the time available to handle administration is limited and the office is busy, this can reduce the effectiveness of staff responsiveness. This highlights the need for adjustments in service times to better suit the needs of people who have limited time to take care of population administration.

Suggestions from the public to add online service methods, as expressed by the third respondent, show potential solutions to increase responsiveness. Online services are expected to be able to overcome several obstacles that hamper service speed, such as long queues and technical problems. With the online service option, migrant communities and those who have difficulty accessing the office during regular working hours can get more efficient and responsive service.

Overall, although Sanur Village strives to provide responsive services, there are still challenges related to variability in service speed and technical obstacles. Adjustments in terms of queue management and improvements to technological infrastructure can help overcome some of these problems, as well as provide solutions for people who face time constraints.

Implementing solutions such as online services can improve responsiveness by offering greater accessibility and time flexibility. With these steps, Sanur Subdistrict can better meet community expectations and build a reputation as a fast and responsive service provider, which in turn can increase customer satisfaction and loyalty

Assurance

Based on Parasuraman's theory regarding assurance indicators, the research results show that population administration services in Sanur Village have succeeded in creating a sense of security and comfort for the community. Assurance in this context includes the knowledge, courtesy and professionalism of staff, which is proven to provide trust to the public. An interview with Maria Victoria Peggi Sihombing revealed that although there were minor obstacles in services, the community felt confident that population administration would be completed well, reflecting effective guarantees from the sub-district.

Community satisfaction with the politeness and empathy of staff, as expressed by Ellis Dessy Munthe, shows that the politeness and personal attention of Sanur Village staff contribute significantly to the community's sense of security and trust. This confirms that a professional attitude and empathy are key components in building a trustworthy service guarantee. The staff's ability to provide optimal service strengthens people's confidence in the quality of the services they receive.

The staff's extensive knowledge of population administration, as stated by the third respondent, plays an important role in providing assurance to the public that they are receiving accurate and useful information. This knowledge not only helps in overcoming confusion regarding administrative matters but also increases people's confidence in the staff's ability to handle various administrative problems.

Information from the Head of the Public and Population Services Section, Mr. I Nyoman Sutawan, S.E, shows that the presence of a neighborhood head in each banjar is an additional guarantee in population administration services. The ward head functions as a point of contact who helps ensure that services run smoothly and meet the expectations of the community, both migrant and local. This strengthens the belief that the service is reliable and professional.

Overall, the interview results show that Sanur Sub District has succeeded in building a strong service guarantee through the politeness, knowledge and professionalism of the staff. The presence of the ward leader also strengthens this assurance by providing additional support. All of these factors contribute to the kelurahan's reputation and credibility as a provider of safe, trustworthy and professional population administration services.

Factors Inhibiting the Quality of Non-Permanent Population Administration Services in Sanur Village

Non-permanent population administration services in Sanur Village face various obstacles that hinder the effectiveness and efficiency of services. The two main indicators that are a challenge are responsiveness and reliability. Responsiveness includes the willingness and ability of service providers to respond to community requests and problems quickly and appropriately. Meanwhile, reliability measures consistency and accuracy in providing promised services. The results of interviews with the public show that long waiting times when the service is busy,

limited number of employees, and technical problems such as website or internet problems are the main obstacles to this service.

Maria Victoria Peggi Sihombing revealed that one of the main obstacles faced was long waiting times when services were busy. This is often caused by technical problems such as a slow internet connection or a problematic website, as well as a limited number of employees. This obstacle shows that to increase responsiveness, there is a need to improve technological infrastructure and a more efficient queue management system. Apart from that, increasing the number of employees or redistributing employee duties also needs to be considered to overcome this problem.

Ellis Dessy Munthe emphasized the importance of reliability in service, which directly affects employee responsiveness. He suggested that Sanur Subdistrict optimize the performance of the environmental head in providing information to migrant residents. This will help reduce the workload on subdistrict employees and ensure that service remains consistent and accurate. Optimizing the role of the environmental head can also improve communication between the community and the sub-district, so that the administrative process can run more smoothly and efficiently.

Other respondents suggested using online media such as telephone or WhatsApp as a solution to speed up the administrative process. This online media can be an effective alternative to overcome technical problems that often occur on websites and make it easier for people to access population administration services. The use of online media can also increase employee responsiveness, because they can respond to public requests more quickly and precisely.

Overall, the research results show that to overcome obstacles in non-permanent population administration services in Sanur Village, there is a need to improve technological infrastructure, increase the number of employees, optimize the role of the ward head, and use online media. These steps are expected to increase the responsiveness and reliability of services, which will ultimately increase public satisfaction and trust in population administration services in Sanur Village..

Efforts to Overcome Inhibiting Factors in the Quality of Population Administration Services in Sanur Village

Based on the results of the interview, to improve non-permanent population administration services in Sanur Village, several main solutions can be implemented by considering Parasuraman's theory. The Secretary of Sanur Subdistrict, Mr. I Wayan Sadi, emphasized the importance of continuous innovation and special training to increase the reliability of employees and environmental heads. With this, it is hoped that the public can more easily obtain non-permanent administrative services that are more efficient and effective. This innovation can take the form of updating procedures, using new technology, and training that focuses on improving employee skills.

Head of the Public and Population Services Section, Mr. I Nyoman Sutawan, S.E, emphasized the need to improve the quality of human resources through continuous training and development. In addition, implementing clear standard operating procedures (SOP) will help ensure consistency and accuracy in service. The development and implementation of good SOPs will increase service reliability, ensuring that every administrative process is carried out to the same standards at all times. Adequate integration of information technology systems will also help manage and monitor requests more efficiently, speed up the service process, and reduce human errors.

Head of the Government Section, Mr. I Wayan Bachelor Yasa, S.STP, suggested collecting feedback from the community as an important step to understand their needs and expectations. This feedback can be used to carry out routine evaluations of employee performance and service processes. By regularly collecting and analyzing feedback, sub-districts can be more responsive to changing community needs and improve services based on that input. Regular evaluations also help in identifying areas that need improvement and ensure that employees continue to improve their reliability and responsiveness.

Apart from that, the use of online media such as telephone and WhatsApp can be adopted to speed up the administration process and increase the accessibility of services for the public. This media allows the public to submit requests or obtain information without having to come directly to the sub district office, thereby reducing waiting time and increasing employee responsiveness. Implementing this technology can also help employees manage requests more efficiently and respond to community needs more quickly.

Overall, the combination of innovation, improving the quality of human resources, implementing clear SOPs, integrating information technology, collecting feedback, and using online media is expected to be able to overcome various obstacles in non-permanent population administration services in Sanur Village. These steps will increase the reliability and responsiveness of services, so that people can have more trust and satisfaction with the services provided. Implementation of these strategies will also help Sanur Village build a good reputation and credibility in providing population administration services.

E. CONCLUSIONS

Based on research conducted regarding the quality of non-permanent population administration services in Sanur Village, it can be concluded that non-permanent population administration services in Sanur Village have variations in terms of reliability and responsiveness. Although some people feel that the service is quite good, there are still complaints regarding long waiting times, especially when busy, and technical problems such as internet problems. Service reliability is also influenced by the limited number of employees and consistency in providing timely and accurate services.

Furthermore, the main obstacles in non-permanent population administration services in Sanur Village include limited number of employees, technical problems such as unstable internet connections, and inconsistencies in service implementation. The public also stated that long waiting times and inefficient procedures were obstacles to getting fast and responsive service. To overcome these obstacles, efforts have been made by the local village government to overcome these obstacles by carrying out continuous innovation and employee training to increase the reliability and responsiveness of services. The use of online media such as telephone and WhatsApp is proposed to speed up the administration process and increase service accessibility. In addition, collecting community feedback and regular evaluation of employee performance are implemented to ensure better service and responsiveness to community needs.

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