



## CASE STUDY: QUALITY OF PUBLIC SERVICES PICKING UP BIRTH CERTIFICATES IN BONE REGENCY

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**Abstract:** *A case study is a research approach that is used to deepen the understanding of a real situation in a specific context. This study uses a field case study research method. Data collection for a case study conducted by researchers in 2022 in Bone Regency. Data collection techniques by means of observation (casual, systematic, and participatory), interviews with the Population and Civil Registration Office of Bone Regency and data triangulation to obtain a better degree of information validity. From the results of this case study, there will be a result of the Quality of Public Service Picking Up Birth Certificates in Bone Regency. The results of the case study obtained from the field are that the results of the implementation of the Pick-up Ball Service have not met the requirements and the quality of public services is still low in Bone Regency. From the results of the case study, it is necessary to improve services in the implementation of the Implementation of Pick Up the Ball so that more deeds.*

**Keywords:** *Case study, public service pick-up ball, birth certificate*

### INTRODUCTION

Residents are all people who live in the geographical area of Indonesia for six months or more and or those who live less than six months but aim to settle (Arman, 2017). Population is the object of development results and at the same time the subject of development (Hardati, 2013). In Indonesia, the population reached 273.2 people and Indonesia is the 4th largest population in the world. Of the 273.2 people, Indonesia's population is divided into 38 provinces, one of which is South Sulawesi Province, which has Bone Regency.

Bone Regency is one of the regencies located on the east coast of South Sulawesi. Its location has a strategic position in the trade of goods and services in Eastern Indonesia. Bone Regency is divided into 27 sub-districts. These sub-districts are further divided into 328 villages and 44 sub-districts. Bone Regency is located to the east of Makassar City with a distance of 174 km. It is positioned at 4°13'- 5°6' South latitude and between 119°42'-120°40' East longitude. Bone Regency has an area of 4,559 km<sup>2</sup>. This area is divided into rice fields (88,449 Ha), fields (120,524 Ha), ponds (11,148 Ha), plantations (43,052.97 Ha), forests (145,073 Ha), and grasslands (10,503.48 Ha).

With such a large population, the government carries out its duties by fostering public services in line with the vision and mission of the government. Public services are one of the indicators of a country to be able to compete internationally (Svetlana & Anna, 2015). The essence of the achievement of public services is towards the ideals and common goals of creating *good governance* (Morse et al., 2017). In the Law of the Republic of Indonesia Number 25 of 2009 article 1 contains about public services, the regulation states that public services are a series of activities to meet service needs in accordance with statutory regulations for every community and resident for goods, services, and or administrative services available in the public service service process (Dirkareshza et al., 2021).

Public services carried out by the government are expected by the entire community to be good, clean and efficient state administration (Rodding, 2017). The lack of public services results in a low level of public satisfaction in managing the administration of public services in the government bureaucracy (Huda, 2014). This condition is based on several factors, including the low commitment of public service providers and the lack of concern to achieve excellent public service quality (Wiranti & Frinaldi, 2023). In public services, the government created a ball pick-up program. *The Active Stelsel* program, also known as Jemput Bola service, is a service approach in which the service

provider proactively visits or picks up directly to individuals or groups who need services, rather waiting for them to come to ask for or get these services (Nurmansyah, 2016).

In this the ball pick-up service, the government plays an active role in assisting the community in serving related to population registration and data collection (Wahyudianto, 2021). The ball pick-up program carried out by the government is expected to be a reference to make people quickly take care of birth certificate administration (Hastuti & Sulandari, 2018). With this the ball pick-up service, the community is increasingly helped by the government. This is regulated in article 12 of Law Number 24 of 2013 concerning Population Administration paragraph (1) that in the process of implementing population registration and civil registration the village head or Lurah is assisted by registration officers. Since 2019, mobile services or so-called the ball pick-up services have become a permanent program in the annual activity plan by the Population and Civil Registration Office (Disdukcapil) of Bone Regency.

The ball pick-up public service program for making birth certificates is one of the government's efforts to facilitate community access (Nurmalasari et al., 2019). Sometimes, the number of officers prepared to carry out the ball pick-up service is limited, while the needs of the community that must be served are very high. This can cause the process of making birth certificates to be hampered and take longer. In some cases, even though officers have come directly to the village, the community may still face difficulties in fulfilling the necessary administrative requirements, such as an incomplete birth certificate from the hospital or midwife (Brianda & Hasan, 2022).

The President of the Republic of Indonesia through Presidential Regulation No. 2/2015 on the National Medium-Term Development Plan (RPJMN) 2015-2019 targets 80% birth certificate ownership in 2017, 82.5% in 2018, and 85% in 2019. In addition to providing convenience for the community, the ball pick-up service run by Disdukcapil Bone Regency in processing birth certificates also supports the success of the RPJMN. This is based on data on children aged 0-18 years regarding birth certificate ownership in the following table:

**Table 1. Birth Certificate Ownership Data based on children aged 0-18 Year 2019-2021**

Year	Children aged 0-18 year	Already Made	Not yet made
(1)	(2)	(3)	(4)
2019	266.737	253.392	13.345
2020	267.753	235.701	32.052
2021	267.225	254.702	12.523

Source: Data from the Population and Civil Registration Office (processed by the author.2022)

In 2019 the number of children aged 0-18 years who have made birth certificates amounted to 253,392 out of 266,737 people. In 2020, children aged 0-18 years who have made a birth certificate amounted to 235,701 out of 267,753 people. Meanwhile, in 2021, children aged 0-18 years who have made birth certificates total 254,702 out of 267,225 people. This data shows that there is still a low level of birth certificate ownership among children aged 0-18 years, as evidenced by the decrease in the number of children's birth certificates in 2020. Although in 2021 there was an increase, it was not significant when compared to the data on making birth certificates for children 0-18 in 2019.

The Standard Operating Procedure or mechanism of the ball pick-up service birth registration where people who have given birth at the regional public hospital submit an application for the issuance of a birth certificate and fill out a form after completing all the requirements of the hospital officers report to the Population and Civil Registration Office of Bone Regency to issue a birth certificate within a period of no later than 24 hours after the data is received. The standard operating procedure for this ball pick-up birth certificate service should be published to the public so that the public knows about it (Piranda & Zulkifli, 2019).

By looking at the fact that birth certificate ownership in Bone Regency is still low and has not met the target set by the Central Government through the Ministry of Home Affairs, as well as the various problems in issuing birth certificates, it is necessary to provide education to improve the Pick Up the Ball public service to the community. Although this ball pick-up public service program is designed to increase birth registration coverage and facilitate community access to population administration services, the implementation of the birth certificate ball pick-up program still faces various challenges (Saddad & Arif, 2023). Some of the problems that arise include limited trained human resources (HR), inadequate infrastructure to reach the community, low public awareness about the importance of having a birth certificate, and the existence of administrative processes that are sometimes still complicated for people in the area.

### RESEARCH METHODS

This research uses field case study research. Case studies are empirical studies that investigate contemporary phenomena in real-life contexts and data obtained in the field (Larasati et al., 2023; Saragih & Marpaung, 2024). Initially, the case study research method was often used in the field of social sciences but along with the development of science, the case study method began to be used in other fields (Fahrudi & Fahrudin, 2023). The case study research method is the right strategy to be used in research that uses the main research question "how" or "why", it takes a little time to control the events studied, and the focus of the research is contemporary phenomena and problems in detail in the field and can make a development research (Nugroho et al., 2024). The types and methods of case studies can be seen in the figure below.

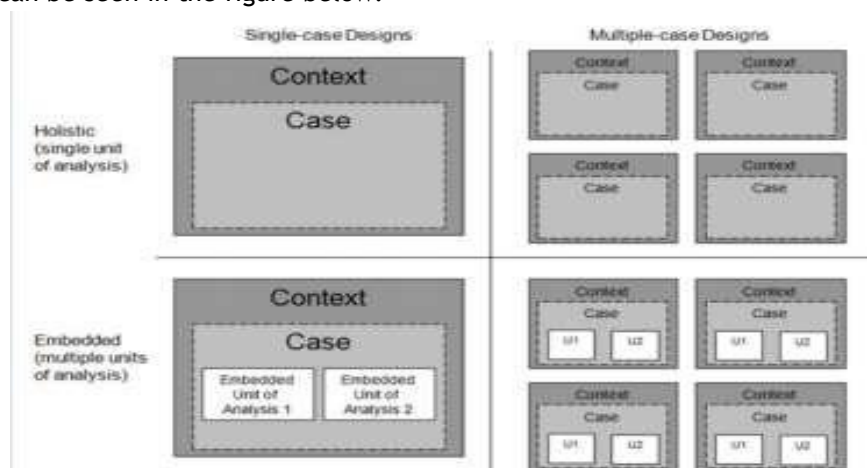


Figure 1. Design Type Diagrams in Case Studies

Source: (Yin, 2009)

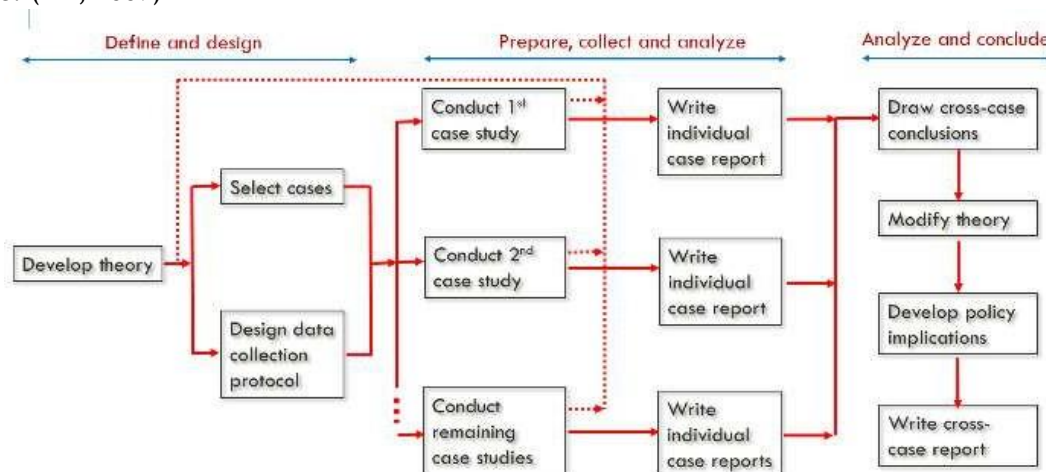


Figure 2. Case Study Method Diagram

Source: (Yin, 2009)

Data collection for a case study conducted by researchers in 2022 in Bone Regency. Data collection techniques by means of observation (casual, systematic, and participatory), interviews with the Population and Civil Registration Office of Bone Regency and data triangulation to obtain a better degree of information validity. From the results of this case study, it will get the results of the quality of public services to pick up the birth certificate ball in Bone Regency.

#### Case Study Results

From the results of the case study in the field, it was found that the population density of Bone Regency was 178 people/km<sup>2</sup>. In other words, on average, every km<sup>2</sup> of the Bone Regency area is only inhabited by 178 people. The following is data on population density in Bone Regency.

**Table 2. Population Density of Bone Regency in 2022**

No	District	Number of Population (soul)	Area (km <sup>2</sup> )	Population Density
1	Bonto Cani	17.861	463,35	39
2	Kahu	40.733	189,50	215
3	Kajuara	36.526	124,13	294
4	Salomekko	16.660	84,91	196
5	Tonra	14.983	200,32	75
6	Libureng	31.697	344,25	92
(1)	(2)	(3)	(4)	(5)
7	Mare	29.199	263,50	111
8	Sibulue	35.652	155,80	229
9	Barebbo	30.200	114,20	264
10	Cina	28.564	147,50	194
11	Ponre	15.218	293,00	52
12	Lappariaja	27.647	138,00	200
13	Lamuru	26.610	208,00	128
14	Ulaweng	27.574	161,67	171
15	Palakka	26.054	115,32	226
16	Awangpone	34.233	110,70	309
17	Tellu Siattinge	46.099	159,30	289
18	Ajangale	28.835	139,00	207
19	Dua boccoe	34.241	144,90	236
20	Cenrana	26.760	143,60	186
21	Tanete Riattang	54.131	23,79	2.275
22	Tanete Riattang Barat	49.962	53,68	931
23	Tanete Riattang Timur	45.774	48,88	936
24	Amali	21.793	119,13	183
25	Tellu Limpoe	16.451	318,10	52
26	Bengo	27.801	164,00	170
27	Patimpeng	18.183	130,47	139
	Sum	809.441	4.559,00	178

Source : Population and Civil Registration Office of Bone Regency

From the data obtained, Bone Regency is a district with a large population. In the Bone Regency area, which has a low population density and a difficult to reach geography, the government must allocate more resources to visit each sub-district. This increases the challenge in the

implementation of the pick-up program, as expanding the coverage of services to remote areas requires greater costs and labor.

With the enactment of the Ball Pick-up Service, it is hoped that it will be able to increase the ownership of population documents of the people of Bone Regency. This pick-up ball service is a form of realization of Law No. 24 of 2013 which explains "Population Administration there is a new program made by the government where the community that used to play an active role becomes the government that plays an active role in collecting population data." When conducting the research, the author compared the number of birth certificate ownership three years since the enactment of the Ball Pick-up Service. The data obtained is outlined in the form of a table regarding birth certificate products that have been issued by the Population and Civil Registration Office of Bone Regency in 2019-2021. The results obtained by the researcher are as follows.

**Table 3 Birth Certificate Ownership Data by Children Aged 0-18 Year 2019-2021**

Year	Children aged 0-18	Already Created	Not Yet Created
(1)	(2)	(3)	(4)
2019	266.737	253.392	13.345
2020	267.753	235.701	32.052
2021	267.225	254.702	12.523

Source : Population and Civil Registration Office of Bone Regency

Based on the data obtained above, there are still many occupations in Bone Regency that do not have a birth certificate. The education carried out by the Bone Regency government related to public services to pick up the birth certificate ball must be improved to fulfill the fulfillment of all residents having birth certificates. Based on an interview conducted with the Head of the Population and Civil Registration Office of Bone Regency, Mr. A. Saharuddin S.STP., M.Sc., on Monday, January 3, 2022, it was said that since the enactment of the Pick-up Ball Service, the percentage of birth certificate ownership has increased rapidly, but in the second year of its implementation has decreased due to the surge in Covid-19 cases, especially in Bone Regency. However, this does not prevent the implementation team of this program from continuing to try to carry out the Ball Pick-up Service even though there are still many who do not have a birth certificate.

The process of making birth certificates is slower due to the lack of officers who are able to handle large numbers of service requests and there are complicated requirements. Limited staff also risk providing less thorough or inadequate services, which can lead to administrative issues or incomplete paperwork. The pick-up service program makes it easier to access birth certificates, an administrative process that is still considered complicated and requires a variety of paperwork is often a barrier (Rafi et al., 2024). For example, there are requirements that are not easy to meet, such as birth certificates from hospitals or midwives, as well as parents' identity documents that may not be complete. This hinders the smooth process of making birth certificates in the field.

The quality of a service can be achieved optimally if the objectives, planning and implementation can run in accordance with a predetermined plan (Marfiati & Reviandani, 2023). A public service can be said to be of high quality if the services provided to the community have succeeded in achieving the desired goals with satisfactory results, so that they can meet the needs of the people served (Metasari & Prathama, 2023). The existence of public service innovations picks up the ball in creating more optimal public services and accelerating the target of owning birth certificates so that orderly population administration is realized (Salma & Nawangsari, 2022).

To support the smooth implementation of services, support from adequate resources is needed. The intended resources include human resources as implementers of service activities, funds as well as facilities and infrastructure that will later support the smooth running of service activities. In line with this opinion, another opinion was expressed by Tryanti & Frinaldi, (2019) that one of the



indicators in measuring the quality of a public service is the provision of resources, funds, and facilities and infrastructure that can be used have been determined and limited.

From previous research conducted by Aprillia et al., (2025) There are several foundations that affect the quality of public services with birth certificates, which are as follows;

### **1. Productivity**

Productivity in this case describes the ability of the Population and Civil Registration Office of Bone Regency to produce the number of birth certificates in accordance with the demand of the community. In the implementation of this Ball Pick-up Service, the Bone Regency Population and Civil Registration Office created a team to implement the Ball Pick-up Service program. The requirements for the management of birth certificates are the same as the management of files carried out at the Population and Civil Registration Office counter, including attaching a birth certificate from the village, or a birth certificate from a health service facility, In addition, the applicant also needs to attach a citation of the marriage certificate or parent's marriage certificate, electronic ID card and family card of the applicant's parents. The Pick-up Ball service in the issuance of birth certificates carried out by the Population and Civil Registration Office of Bone Regency began in 2019.

### **2. Quality**

Employees selected to carry out the Ball Pick-up Service are employees who have met the criteria and expertise in accordance with the issuance of birth certificates to go to the field and provide services to the community. Employees from the Population and Civil Registration Office of Bone Regency who carry out mobile services or Pick-up Ball Services in the issuance of birth certificates where these employees are very friendly, skilled and polite in providing services to the community. Apart from the quality of service, the quality of the Pick-up Ball Service to issue birth certificates carried out by the Bone Population and Civil Registration Office is also measured in terms of the time of issuance of birth certificates through this Pick-up Ball Service.

The Pick-up Ball Service in the issuance of birth certificates at the Population and Civil Registration Office of Bone Regency has been running and the Pick-up Service in the issuance of birth certificates carried out by the Population and Civil Registration Office of Bone Regency still needs to be improved and the procurement of infrastructure facilities because the process of issuing birth certificates through the Pick-up Service takes 1-3 weeks.

### **3. Efficiency**

For the process of analyzing the efficiency aspect in the implementation of the Pick-up Ball Service in the issuance of birth certificates, the author analyzes from 2 factors, namely time efficiency and cost efficiency.

#### **3.1 Time Efficiency**

Bone Regency has 27 sub-districts consisting of 333 villages and 39 sub-districts. The Pick-up Ball Program implemented by the Population and Civil Registration Office of Bone Regency is focused on villages and sub-districts that lack administrative order related to the ownership of population documents. The results of the implementation of this program last year were adjusted to the existing budget, in last year this program was carried out 2-3 times within 1 month in each sub-district and village in Bone Regency and it also depends on the request from the village or sub-district government to carry out this Ball Pick-up Service in their place.

#### **3.2 Cost Efficiency**

The cost in the process of issuing population documents is regulated in Law Number 24 of 2013 concerning Amendments to Law Number 23 of 2006 concerning Population Administration explained in Article 79 A which reads: "The management and issuance of population documents are free of charge". The meaning of the article is that "management and publication" includes new publications, replacements due to damage or loss, corrections due to miswriting, and/or changes in data elements. The process of making it is not convoluted and the service is also friendly and polite, and there is no charge for the management of birth certificates". In terms of time and cost, the Pick-up Ball Service in the issuance of birth certificates has been time and cost efficient. The

implementation of this Ball Pick-up Service is carried out 2-3 times within 1 month and is free of charge.

#### 4. Satisfaction

Satisfaction In this aspect, it is measured from the community's satisfaction with the Pick-up Ball Service carried out by the Population and Civil Registration Office of Bone Regency in the issuance of birth certificates. At the beginning of 2021 yesterday at the TA' Village Office, there was a free birth certificate from the Bone Regency Population and Civil Registration Office through the Ball Pick-up Service, I went to take care of my child's birth certificate, until it had been running for more than 1 month the birth certificate had not been printed. So that the community is not satisfied with the implementation of the Pick Up Ball Program in the issuance of birth certificates. The community is not satisfied with the implementation of the Pick-up Ball Service in the issuance of birth certificates carried out by the Population and Civil Registration Office of Bone Regency because in the process of printing products, in this case, birth certificates still take a long time.

From the explanation above, one of the main problems in the ball pick-up service for birth certificates in Bone Regency is the limitation of adequate infrastructure. Many remote areas or villages in Bone Regency are difficult to reach due to poor roads or limited facilities. This pick-up program is also often hampered by the lack of good socialization to the community. Many residents do not know about this program or do not understand the procedure for obtaining a birth certificate (Prasetijowati et al., 2023). This causes some people to be late in registering, or even not knowing that they can get a birth certificate through the pick-up program (Supriyanto, 2023). Without clear information, people become unaware of their rights. Another problem that affects the quality of public services is the limited budget allocated for the pick-up program (Fredriksson, 2020).


Without sufficient funds, this public service program is difficult to implement effectively and efficiently (Ahmad & Rahman, 2022). Especially in very remote areas, transportation costs for officers and other logistical needs can be very high. The quality of public services is greatly influenced by the level of public trust in the local government (Nisar, 2018). If there is a bad perception or dissatisfaction with the government's performance in providing services, people may be reluctant to use the pick-up service for making birth certificates. Low trust can reduce public participation in this pick-up service program (Domingues et al., 2015).

### CONCLUSION


From the results of the case study in the field, it was found that the implementation of the Pick-up Ball Service has not met the requirements and is still low in the quality of public services in Bone Regency. From the results of the case study, it is necessary to improve services in the implementation of the Picking Up the Ball so that more birth certificates can be printed every month and it is necessary to increase education and understanding to the public regarding public services to pick up the ball birth certificates.

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