



## The Innovation of the Queue Numbers Zoning Program at the Population and Civil Registration Office of Blitar Regency

**Kanro Johannes Naibaho<sup>1\*</sup>, Iwan Kurniawan Subagja<sup>2</sup>, Azis Hakim<sup>3</sup>**

<sup>1</sup>Universitas Krisnadwipayana, Jakarta, Indonesia, [kanronaibaho1996@gmail.com](mailto:kanronaibaho1996@gmail.com)

<sup>2</sup>Universitas Krisnadwipayana, Jakarta, Indonesia

<sup>3</sup>Universitas Krisnadwipayana, Jakarta, Indonesia

\*Corresponding Author: [kanronaibaho1996@gmail.com](mailto:kanronaibaho1996@gmail.com)<sup>1</sup>

**Abstract:** The Queue Numbers Zoning Program is an innovation of the administrative registration service of civil registry developed by the Population and Civil Registration Office of Blitar Regency to manage and regulate the people's queue on the administrative registration process of the civil registry. The aims of this study are to describe and analyze the innovation of the Queue Numbers Zoning Program, the supporting and inhibiting factors that affects this program. The result of this research showed that the innovation of the Queue Numbers Zoning Program was created in order to overcome and eliminated the problems existed on the queuing process in the administrative registration process of the civil registry and provides the publics with an easier access to filed their registration at the administration service of the civil registry by dividing the queue into three zones. The procedure of administering this program begin with the people who needs the administration service from the Population and Civil Registration Office of Blitar Regency, have to come to their village office or sub-district office and filed for a registration to the administration officers.

**Keywords:** Public service, Innovation, The Queue Numbers Zoning Program.

### INTRODUCTION

Population administration is one of the affairs that falls under regional authority in accordance with applicable laws. Population administration is very important, because from birth to death humans are bound by administrative matters ranging from birth certificates, Family Cards (KK), Electronic Identity Cards (KTP-el), to death certificates. Population administration contains a set of population events with the final result in the form of population data which is used as a source of population information and is useful for public services and the development of other sectors. Another problem of population administration is the problem experienced by the Population and Civil Registration Office of Blitar Regency, namely the large number of queues that cause disruption to the service process caused by uncoordinated queue numbers. Queuing itself is a phenomenon that arises in human activities caused by service activities that are not matched by the need for services so that service users are not served immediately.

Considering that queuing problems are still an obstacle in population administration services, the Blitar District Population and Civil Registration Office issued an innovative program, namely the queue number zoning system to coordinate the number of queues so that population administration services are maximized. This zoning system is formed through the procedure of taking a queue number through the village. Taking queue numbers is served by village registration officers who have previously been empowered by the Blitar District Population and Civil Registration Office. This research is descriptive research with a qualitative approach, the focus of this research includes: (1) Program Innovations in Population Administration Services through the Queue Number Zoning Program at the Population and Civil Registration Office of Blitar Regency, (2) Factors affecting the implementation of population administration services through the Queue Number Zoning Program Innovation at the Population and Civil Registration Office of Blitar Regency. The data analysis method used in the research is the Miles, Huberman, and Saldana interactive model data analysis which includes data collection, data condensation, data presentation, and drawing or verifying conclusions.

The purpose of this innovation is to facilitate the community in taking care of population administration by breaking the queue into three zoning groups. The procedure for this innovation is to come to the village office and register with the respective village registration officer. The realization of the objectives of this innovation cannot be separated from the supporting factors, namely from village registration officers, Dispendukcapil employees, technology and also the community itself. However, there are also obstacles experienced in the implementation of this Queue Number Zoning Program Innovation including, less comprehensive socialization, limited queue number quota, lack of staff, and lack of discipline of the applicant or community. This study provides suggestions for inhibiting factors, namely increasing comprehensive socialization on social media, increasing the number of queue number quotas, adding honorary employees, and appealing to the public to always be orderly and on time to queue according to their respective zoning hours.

## **METHOD**

The research method contains the type of research, sample and population or research. The research focus in this study is the innovation of the queue number zoning program in population administration services in Blitar Regency and the factors that influence the implementation of the Queue Number Zoning Program Innovation in Population Administration Services at the Population and Civil Registration Office of Blitar Regency. The research is located in Blitar Regency, East Java Province while the research site is at the Population and Civil Registration Office of Blitar Regency.

Data sources that affect the completeness of information are obtained from primary data sources and secondary data. The instrument prepared is adjusted to the data required and the data collection technique that has been selected. The research instruments are the researcher himself, interview guidelines and other supporting devices. In research on the Innovation of the Queue Number Zoning Program in Population Administration Services, the data analysis technique used is the interactive model of Miles, Huberman, and Saldana describing an interactive model consisting of data collection, data condensation, data display, conclusion drawing/verifying.

## **RESULTS AND DISCUSSION**

To achieve the quality of service expected by the community, the Blitar District Population and Civil Registration Office made an innovation to break the queue based on the zoning of queue numbers grouped in three sub-district groups based on the distance from the Blitar District Population and Civil Registration Office so that services can run optimally and of course to speed up the service. Based on the results of the Coordination Meeting of the Blitar

District Population and Civil Registration Office on April 23, 2019 with the theme “Strategy for Improving Population Identity Services”, the queue number for Population Administration Services can be taken at the local village and population administration services are carried out according to sub-district zoning. Taking this queue number is served by village registration officers who have been previously empowered by the Population and Civil Registration Office and coordination between other village registration officers through Whatsapp groups. Registration of queue numbers is carried out with the queue message application which is the authority of village registration officers and internal parties of the Blitar District Population and Civil Registration Office, after which the office only provides services. In implementing the taking of queue numbers, the Population and Civil Registration Office of Blitar Regency divides 22 sub-districts in Blitar Regency into 3 zones, namely zone 1, zone 2, and zone 3.

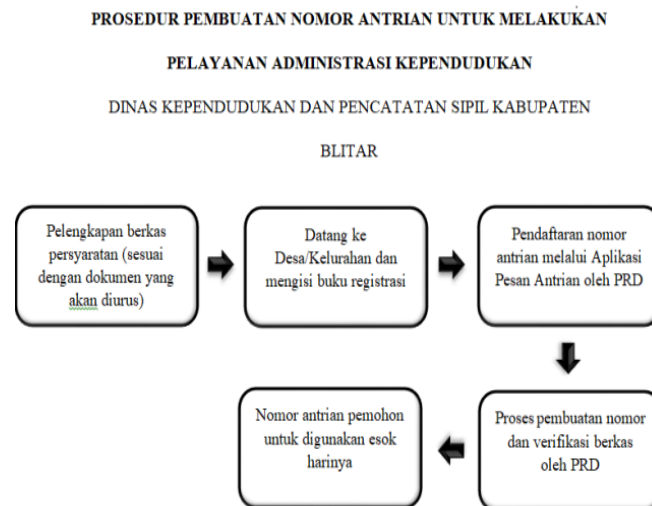
The collection of queue numbers through the village is the initial stage where people will then be registered in their respective zones. According to the Head of the Population Administration Data and Document Utilization Section, Rina Suryaningtyas, the program of taking queue numbers through villages that form queue number zones arises from the mandate of Article 7 Paragraph 1 letter (e) of Law Number 23 of 2006 concerning the Implementation of Population Administration Service Activities, Where the Blitar District Population and Civil Registration Office has carried out the implementation of population administration services in accordance with the applicable law, in addition to this article, the program of taking queue numbers through villages also reflects the mandate of Article 7 Paragraph 1 letter (f) of Law Number 23 of 2006 concerning the assignment of the Village Head to organize population administration affairs based on the principle and assistance tasks. According to Article 1 Paragraph 20 of Law No. 23/2006, the Village Registration Officer is a civil servant who is given the duty and responsibility of providing services for reporting Population Events and Important Events as well as managing and presenting population data in the Village.

The collection of queue numbers is intended for population administration services such as e-KTP, birth certificates, family cards, death certificates, moving letters, breaking family cards, child identity cards and other population administration arrangements. The queue number taking program through the village which then groups the community in the zoning system according to this sub-district serves as a division of population administration service hours carried out by the Population and Civil Service. The purpose of the queue number taking program and the formation of the queue number zoning system is the coordination of queue numbers and also the speed of service. With the queue number zoning system, the Population and Civil Registration Office of Blitar Regency is easier to provide services because the service hours for each zone are scheduled.

Documents that can be processed through the Population and Civil Registration Office of Blitar Regency include Family Cards (KK), Electronic Identity Cards (e-KTP), Child Identity Cards (KIA), Birth Certificates, Death Certificates, and moving in and out letters. Efforts to improve services and provide comfort to the community continue to be made by the Population and Civil Registration Office of Blitar Regency. Given the large population, demands for services always arise. In addition to the large population, the number of service officers at the Blitar District Population and Civil Registration Office is not in accordance with the number of requests every day. With such demands, a Queue Number Zoning Program was developed that makes it easier for the community to get a service queue number.

The queue number can be collected at each village through the village registration officer (PRD). This program is a facility for the community so that they do not need to come early before service hours begin in order to get a service queue number because services are carried out according to their respective zoning times. To simplify applicant registration, queue number retrieval is done through the Queue Message Application. This application can only be accessed by village registration officers and employees of the Blitar District Population and Civil Registration Office. The service product of the innovative queue number zoning program at the

Blitar District Population and Civil Registration Office is the queue number itself. Queue numbers can be taken care of in each village through the Village Registration Officer using the Queue Message Application and then the community can perform services the next day after the queue number is printed. But here the queue number has a quota limit every day. The queue number quota is one number for one village. If one village does not need a queue number, the queue number will be auctioned to another village at 12.00 WIB.



Source: Data from the Population and Civil Registration Office of Blitar District

**Figure 1. Procedure for Making a Queue Number for Administering Adminduk**

- a. Completing the required documents in accordance with the documents to be processed. People who will apply for population administration documents are required to fulfill all requirements in accordance with what documents will be taken care of at the Blitar District Population and Civil Registration Office
- b. Come to the Village and fill out the registration book After all the requirements brought by the community are appropriate, the application file is brought to the Village and the community is required to fill out a registration book for data collection
- c. Registration of queue numbers through the Queue Message Application by PRD. Registration of the applicant's queue number to obtain a queue number can only be done by the village registration officer. This is to avoid fighting over the queue number considering that there is only one queue number quota per village.
- d. Queue Number Generation Process and verification by the PRD After the queue number registration process has been completed, the queue number can be used by the community for the next day. Previously, the PRD will also re-verify the applicant's data and if the required documents are complete, the PRD will sign or stamp the finished queue number.
- e. Queue Number Ready to Use for Services After the queue number has been verified by the PRD, the number can be used by the community to take care of population documents for the next day after the queue number is printed.

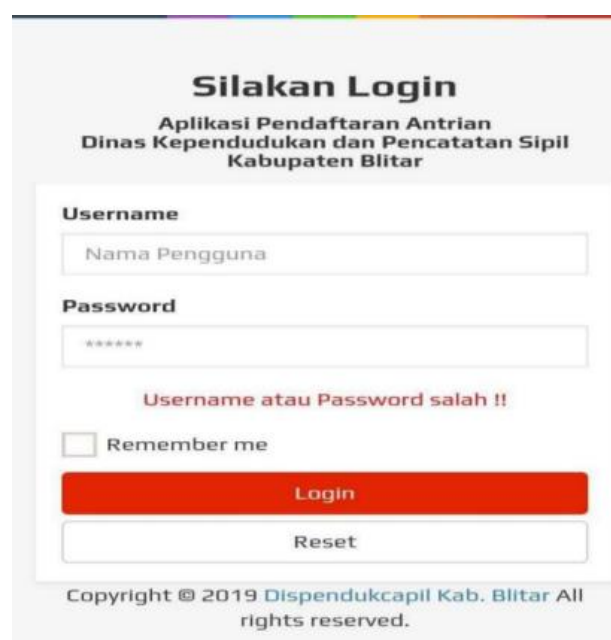


ZONA 1	ZONA 2	ZONA 3
1. KANIGORO	1. KADEMANGAN	1. SELOREJO
2. SUTOJAYAN	2. WONOTIRTO	2. KESAMBEN
3. TALUN	3. GANDUSARI	3. BAKUNG
4. GARUM	4. WLINGI	4. PANGGUNGREJO
5. SANANKULON	5. UDANAWU	5. BINANGUN
6. NGLEGOK	6. PONGGOK	6. DOKO
7. SELOPURO	7. SRENGAT	7. WATES
	8. WONODADI	

Source: Data from the Population and Civil Registration Office of Blitar District

**Figure 2. Distribution of Adminduk Service Zones by Subdistricts**

Another provision of the queue number zoning program is the difference in map color which aims to distinguish each zone. The color provisions are, red map for zone 1, green map for zone 2, blue map for zone 3, and finally a special yellow map for e-KTP recording at the Blitar District Dispendukcapil which applies to all zones. In implementing the innovation of the queue number zoning program, the role of the village is one of them through the village registration officer, this is one of the supporting factors for implementing the innovation of the queue number zoning program because the role of the village registration officer is as an employee who registers the queue number and checks the correctness of the applicant's requirements for further population administration services. To realize good service for the community, previously village registration officers were also empowered in advance by the Population and Civil Registration Office of Blitar Regency. the enthusiasm and assumption of the community about this innovation is one form of support for the realization of the innovation of the queue number zoning program. The number of people who use the innovation of the queue number zoning program will reduce the number of queues that used to be booming every day so as to realize comfortable, safe and fast population administration services. There are shortcomings in this innovation, including that the queue number quota for the community is one for each village. This ultimately creates new problems for people who have to wait if they don't get a queue number that day and the number of resources in the agency.



### Silakan Login

Aplikasi Pendaftaran Antrian  
Dinas Kependudukan dan Pencatatan Sipil  
Kabupaten Blitar

**Username**

**Password**

Username atau Password salah !!

☐ Remember me

Login

Reset

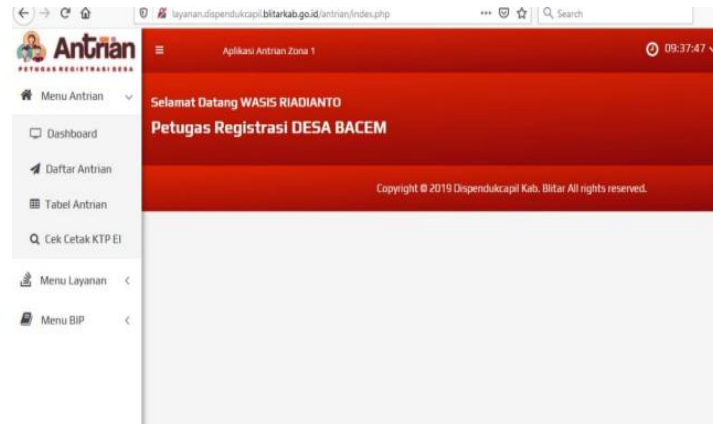
Copyright © 2019 Dispendukcapil Kab. Blitar All rights reserved.



Source: Queue Message Application. Data from the Population and Civil Registration Office of Blitar District

**Figure 4.3 Queue Message Application Login Portal**

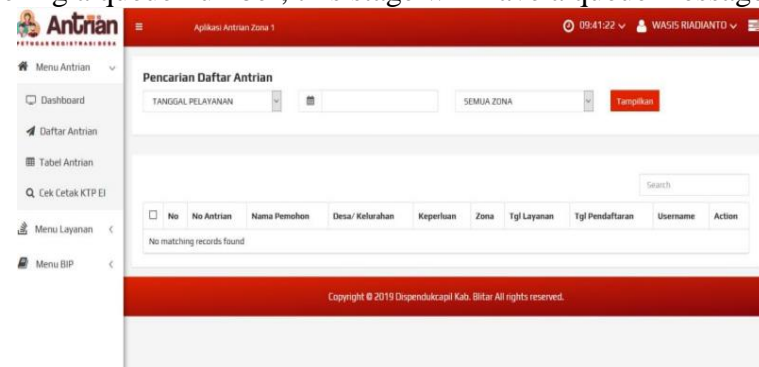
The initial stage of registering a queue number is to open the Queue Message Application and then enter the username, namely the name of each PRD and the password that has been used.



Source: Queue Message Application. Data from the Population and Civil Registration Office of Blitar District

**Figure 4.4 Queue Message Application Start Menu**

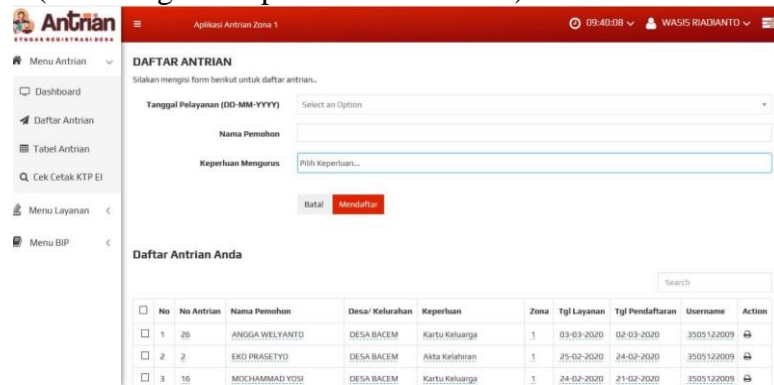
The second stage is the initial menu in the Queue Message Application. This menu shows several options including queue lists, queue tables, check prints of KTP el and so on, because the need is for registering a queue number, this stage will have a queue message list option.



Source: Queue Message Application, Data from the Population and Civil Registration Office of Blitar District

**Figure 4.5 Queue List Menu in the Message Application**

The third stage, on this menu, a queue list search is displayed by filling in the service date and selecting the zone (according to the predetermined zone).



Source: Queue Message Application, Data from the Population and Civil Registration Office of Blitar District

**Figure 4.6 Queue Form Menu in Queue Message Application**

The fourth stage, in this menu displays a registration form containing columns for the date of service, the applicant's name and the need to take care of according to the document to be taken care of. After all the data is entered, the applicant can register for a queue number. The picture above also shows a list of queue number applicants.

## CONCLUSION

This innovation was born due to the background of several problems caused by queues and also the demands of the community for safer, faster and more convenient services in the field of population administration. In its application, it greatly utilizes the role of the village through the village registration officer by being authorized to register queue numbers for the community/applicant. In addition to this function, village registration officers are also used as a means of socializing this innovation. It is hoped that all levels of society will be aware of this innovation so that population administration services can be carried out effectively and efficiently. The resources involved in implementing the innovation of the queue number zoning program consist of human resources, namely from the village registration officer as the person who has the authority to register the queue number and the use of technology in the application of innovation and the inhibiting factor is the limited queue number quota, namely one village one queue number per day. This causes not all people to be able to carry out administrative services on the same day and the limited number of resources or employees at the Population and Civil Registration Office of Blitar Regency, causing service queues to still be found.

## REFERENCE

- Bungin, Burhan. 2003. Analisis Data Penelitian Kualitatif. Jakarta: PT Rajagrafindo Persada
- Creswell, J. W., & Clark, V. L. P. (2017). *Designing and conducting mixed methods research*. Sage publications.
- Downs, A. (1967) Inside Bureaucracy. Boston: Little, Brown
- Dwiyanto, Agus. 2005. Mewujudkan Good Governance melalui Pelayanan Publik: Jogjakarta: Gajah Mada University press
- Gie, Liang. 1987. Pengertian, Kedudukan, dan, Perincian Ilmu Administrasi Publik. Yogyakarta: Yayasan Studi Ilmu dan Teknologi Yogyakarta.
- Hayat. 2018. Manajemen Pelayanan Publik. Depok: PT Rajagrafindo Persada.
- Iqbal, Muhammad. 2011. Analisis Kinerja Sistem Pendekatan Teori dan Praktek. Depok: Penerbit Gunadarma.
- Keban, T Yermias. 2014. Enam Dimensi Strategis Administrasi Publik Konsep, Teori dan Isu. Yogyakarta: Gava Media
- Miles, B Methew, Huberman, Michael A. 2014. Analisis Data Kualitatif. Sage Publications
- Mindrati, L. I. 2016. Aneka Pendekatan dan Teori Dasar Administrasi Publik. Malang: UB Press.
- Moleong, J Lexy. 2015. Metodologi Penelitian Kualitatif. Bandung: PT Remaja Rosdakarya.
- Mukarom, Zainal dan Muhibudin Wijaya Laksamana. 2016. Membangun Kinerja Pelayanan Publik; Menuju Clean Government and Good Governance. Bandung: CV. Pustaka Setia
- Noor, Irwan. 2013. Desain Inovasi Pemerintahan Daerah. Malang: UB Press
- Pasolong, Harbani. 2017. Teori Administrasi Publik. Bandung: Alfabeta.
- Sinambela, Lijan Poltak. 2017. Reformasi Pelayanan Publik : Teori, Kebijakan, dan Implementasi. Jakarta: PT Bumi Aksara
- Sugiyono. 2017. Metode Penelitian Kuantitatif, Kualitatif, dan R&D. Bandung : Alfabeta, CV.
- Tjokroamidjojo, Bintoro. 1974. Pengantar Ilmu Administrasi Pembangunan. Jakarta: PT Dharma Aksara Perkasa.
- Tohirin. 2016. Metode Penelitian Kualitatif dalam Pendidikan dan Bimbingan Konseling. Depok: PT rajagrafindo Persada.
- Undang-Undang Nomor 25 Tahun 2009 Tentang Pelayanan Publik

Undang-Undang Nomor 24 Tahun 2013 Tentang Administrasi Kependudukan.

Wibawa, Kadek Cahya Susila. 2019. Urgensi Keterbukaan Informasi dalam Pelayanan Publik.

Administratife Law & Governance Journal, Vol. 2, No.2, 2019