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The Implementation of The Strategy in Issuance of Birth Certificates in The Islands Region of Selayar District

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ABSTRAK

Penelitian ini dilatarbelakangi oleh masyarakat Kabupaten Kepulauan Selayar yang mengalami keterbatasan informasi tentang dokumen akta kelahiran saat ini, yang disebabkan terbatasnya sumber daya manusia dan sumber daya material baik secara kuantitas maupun kualitas, serta letak geografis yang berupa kepulauan. Masalah utama penelitian ini adalah penerbitan akta kelahiran masih belum maksimal. Tujuan penelitian ini adalah untuk mendeskripsikan strategi penerbitan oleh Dinas Kependudukan dan Pencatatan Sipil Kabupaten Kepulauan Selayar dalam percepatan kepemilikan akta kelahiran. Penelitian ini menggunakan metode penelitian kualitatif dengan objek penelitian penerbitan akta kelahiran. Teknik pengumpulan data: observasi, wawancara, dan dokumentasi. Analisis data terdiri dari tiga kegiatan yang dilakukan bersama-sama, yaitu pemilihan data, menyajikan data, dan mengambil kesimpulan. Hasil penelitian ini mengungkapkan bahwa strategi Dinas Kependudukan dan Pencatatan Sipil telah berjalan tetapi masih memiliki hambatan dalam pelaksanaannya. Hal ini dikarenakan berbagai factor yang terjadi di lapangan sehingga pelaksanaan strategi belum maksimal. Peneliti merekomendasikan untuk menjangkaku pelayanan di wilayah kepulauan sebaiknya menggunakan secara online. Hal ini tentu akan memudahkan masyarakat dan petugas dalam melakukan pelayanan sebagai upaya percepatan kepemilikan akta kelahiran di wilayah kepulauan.

ABSTRACT

This research is motivated by the people of the Selayar Island Regency who experience limited information about birth certificate documents at this time, which is due to limited human and material resources both in quantity and quality, as well as the geographical location in the form of islands. The main problem of this research is that the issuance of birth certificates is still not optimal. The purpose of this study was to describe the issuance strategy by the Department of Population and Civil Registration of the Selayar Islands Regency in accelerating the ownership of birth certificates. This study uses qualitative research methods with the object of research being the issuance of birth certificates. Data collection techniques: observation, interviews, and documentation. Data analysis consists of three activities carried out together, namely data selection, presenting data, and drawing conclusions. The results of this study reveal that the Strategy of the Department of Population and Civil Registration has been running but still has obstacles in its implementation.

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This is due to various factors that occur in the field so that the implementation of the strategy has not been maximized. The researcher recommends that to reach services in the archipelago, it is better to use online. This will certainly make it easier for the community and officers to provide services in an effort to accelerate birth certificate ownership in the archipelago.

INTRODUCTION

The archipelagic region is characterized by its people who are different from those in mainland areas, where people with a livelihood as fishermen make up the majority and have been passed down from generation to generation. The three developments of the archipelagic region are very diverse and differ for each island, depending on the Islands that are narrow and far from the centre of development, are usually relatively lagging behind (Engkus E et al, 2020).

Law Number 25 of 2009 concerning public services article 1 paragraph (1) explains that public services are activities or series in the context of fulfilling service needs in accordance with statutory regulations for every citizen and resident of goods, services, and/or services. administrative services provided by public service providers (Presiden RI, 2009).

Thus, the community is obliged to get services, including birth certificate services. Coastal communities in archipelagic areas have problem characteristics: they are still underdeveloped, the poverty rate is still high, human resources are low and environmental resources are degraded, generally, to natural resources, this is marked by the use of land in the islands dominated by plantation areas (Kristiyanti M, 2016). This makes the characteristics of community life still thick with rural life (Lautetu LM et al, 2019). This condition resulted in birth certificates not being considered important, and the community did not know the stages of its management some people.

Referring to Law Number 24 of 2013, the Government designs various programs and innovations so that the public can obtain services. Every Resident is obliged to report Population Events to the Implementing agency by fulfilling the requirements needed for population registration (Presiden RI, 2013). Selayar Islands Regency is a regency located in South Sulawesi which has 11 sub-districts. The main island consists of 6 districts namely Benteng, Bontoharu, Bontomanai, Bontosikuyu, Buki and Bontomatene. The other 5 sub-districts are located in the archipelago, namely Pasimasunggu, East Pasimasunggu, Pasimarannu, Takabonerate, and Pasilambena. Pasilambena sub-district is the furthest sub-district which is ± 193 km from the district capital. Below is the ownership of the Birth Certificate.

**Table 1. Birth Certificate in the archipelago of Selayar Islands Regency until July 2019**

NO	DISTRICT	NUMBER OF POPULATION (AGES 0-18)	NUMBER OF ISSUED DEALS	% OF ISSUED DEALS
Island				
1	Pasimasunggu	2.872	1.627	56,65
2	Pasimarannu	3.269	1.805	55,22
3	Takabonerate	4.843	2.363	48,79
4	Pasilambena	2.878	1.723	59,87
5	Pasimasunggu Timur	2.464	1.276	51,79
Main Island				
6	Benteng	7.647	3.952	51,68
7	Bontoharu	4.917	2.701	54,97
8	Bontomatene	3.479	1.778	51,11
9	Bontosikuyu	4.939	2.913	58,98
10	Bontomanai	4.191	2.118	50,54
11	Buki	1.978	1.172	59,25
	amount	43.477	22.256	51,19

Source: Department of Population and Civil Registration of the Selayar Islands Regency, 2019

Based on the data above, the number of birth certificate issuances in the islands of the Selayar Islands Regency is still not maximized, which is caused by the wide area in the form of an archipelago, the limited quality and quantity of human resources and material resources, so that services are less than optimal which results in lack of public awareness. Of the total population of the archipelago in each sub-district, on average only half of the number of deeds issued. The lowest was in Takabonerate District, the population aged 0-18 years was 4,843 people, while the number of certificates issued was 2,363 or around 48.79%.

The purpose of this study was to identify and describe the strategy for issuing birth certificates, the inhibiting factors and the efforts of the Department of Population and Civil Registration of the Selayar Islands Regency.

LITERATURE REVIEW

Policy Implementation

Implementation of the policy departs from various kinds of problems that must be resolved by the government in the public interest. Because public problems are dynamic, they require comprehensive solutions. Understanding the implementation if related to the policy is that a policy is not only formulated and then made in law and the future, there will be no follow-up of its implementation, but the policy should be implemented and implemented to achieve the specified goals. Implementation must also be controlled regularly and under applicable guidelines to get a picture of the level of success and errors when implementing it (Kuswandi H et al, 2020).

The behavior of the target group not only influences the effect or impact of the policy but also affects the performance of bureaucrats or street-level officials. Dimensions include positive and negative responses from the community in supporting or not supporting the policy. The behavioral dimension of the target group in implementing public policy is a group of people, organizations, or individuals who receive services that play a role not only in terms of the impact of the policy but also in influencing the performance of policy implementation through positive and negative actions (Suratman, 2017).

Strategy

(Taufiqurrahman, 2016) that strategy includes recognizing and analyzing the environment, formulating strategies, implementing strategies and evaluating controls. The description: (1) Strategic management is realized in the form of large-scale planning covering all components within an organization which are detailed in the form of strategic plans (Renstra), operational planning, work programs and annual projects. (2) Strategic plans are oriented towards future reach. (3) The vision, mission, strategy selection that produces the master strategy, and the organization's strategic objectives for the long term are the references in formulating the strategic plan, but in the technique of placing it as a top management decision in writing, all these references are contained in it. (4) The strategic plan is translated into an operational plan. which, among other things, contain operational programs including projects, while each also serves as a top management decision. (5) The stipulation of the Strategic Plan and operational plan must involve top management because it is very basic/principal in the implementation of the entire mission of the organization, to realize, maintain and develop its medium-term existence including its long term. (6) The implementation of strategies in programs including projects to achieve their respective core targets is carried out through other management functions which include organizing, implementing, budgeting and controlling. (Rahayu, 2015) explained that strategy is very necessary because: (1) In order to provide clear objectives for all components in the company; (2) So that managers think far ahead creatively (not just routine things that forget about long-term thinking); (4) Forcing managers to anticipate and forecast and forecast complex and uncertain external factors. (5) By developing strategies, managers can communicate clearly with one another. Strategy can bring together the different views of every manager and department within the company. (6) The company is always faced with a competitive situation. If you are not able to anticipate the future, you will be left behind by competitors.

According to (Winardi J, 2017) dimensions of strategy in the organization: (1) The most important goals and objectives that need to be achieved. Goals or objectives that state what needs to be achieved, when the results should be implemented. From the value goals, stating the direction in which the organization is headed, through various comprehensive organizational goals, which define the nature of the organization, and set targets for each of its organizational units. (2) The most important policies and direct or limit activities -activities. Policies are regulations or procedures that outline the limits to which activities must be carried out. Such

regulations often reach contingent decisions, in order to resolve conflicts between specific goals; (3) The stages of the main actions or programs that will achieve the goals set within the limits that have been outlined. The program specifies step by step the steps of action required to achieve the main objectives (Dwiyanto A, 2015). They state that resources are directed towards the attainment of goals and by which organizational progress can be measured.

Birth Certificate

Based on the Regulation of the Minister of State for Women's Empowerment and Child Protection of the Republic of Indonesia Number 06 of 2012 concerning Guidelines for the Acceleration of Ownership of a Birth Certificate that a Birth Certificate is an official document issued by the implementing agency for civil registration which contains official records of the place and time of the child's birth, the name of the child and the name of the person. the child's parents, as well as the child's citizenship status (MENEG PEMBERDAYAAN PEREMPUAN INd, 2012).

Referring to the Presidential Regulation of the Republic of Indonesia Number 25 of 2008 concerning Requirements and Procedures for Population Registration and Civil Registration from the contents of the birth certificate.:

- (1) Birth data;
- (2) Citizenship (WNI or WNA);
- (3) Place of Birth;
- (4) Day, date, month and year of birth;
- (5) Child's full name;
- (6) the sex of the child;
- (7) Father's name;
- (8) Mother's name;
- (9) The relationship between father and mother;
- (10) The date, month and year of issuance of the deed;
- (11) Signature of authorized official (Presiden RI, 2008).

A Birth Certificate is an authentic identity document regarding a person's status and citizenship:

- (1) Every birth must be reported by residents to the local Implementing Agency no later than 60 (sixty) days after birth.
- (2) Every birth must be reported by a resident at the resident Implementing Agency. domiciled.
- (3) The birth report as referred to above exceeds the time limit of 60 (sixty) days from the date of birth, the registration and issuance of a birth certificate is carried out after obtaining a decision from the Head of the Local Implementing Agency.
- (4) The process of issuing Birth Certificate Quotations at the Implementing Agency (Disdukcapil) is no later than 14 (fourteen) days (Bupati Kep.Selayar, 2011)

Archipelago Area

Law No. 6 of 1996 concerning Indonesian Waters that the Archipelago is a group of islands, including parts of the island, and the waters between the islands, and other natural forms that are so closely related to each other that the islands, and other natural features that constitute an intrinsic geographical, economic, defence and political entity, or which historically have been regarded as such (Presiden RI, 1996). According to (Stefanus KY, 2011) In general, the Archipelago Region has terrestrial aquatic characteristics where the sea area is larger than the land area. What sets it apart from other areas.

Based on the description above and analysis based on the theory of experts, the researcher reveals the novelty which is the finding of this research, that the strategy to reach the

archipelago's services in the Kepulauan Selayar district is a digital-based service strategy: online services starting with socialization, mentoring and advocacy.

RESEARCH METHODS

This research approach is qualitative using the descriptive analysis method (Cresswell, 2015) which focuses on the Implementation of the Strategy for the issuance of Birth Certificates at the Population and Civil Registration Office of the Selayar Islands Regency. The data collection technique is done by triangulation (Sugiyono, 2015) namely interviews, observations, and literature studies. Selection of informants from the Department of Population and Civil Registration of the Selayar Islands Regency through purposive sampling technique, because with certain considerations, namely the field of work related to research, while for the community using the accidental sampling technique (table.2). Data analysis activities are carried out continuously until complete, so that the data becomes saturated (Indrawan R & Yaniawati RP, 2014). The process that researchers do, (1) Data Reduction (Data Reduction). (2) Presentation of Data (Data Display), carried out in the form of brief descriptions, charts, relationships between categories, flowcharts, and the like. (3) Inclusion/Verification conclusions, The third step in qualitative data analysis is drawing conclusions and verification.

Table 2. Research Informants

Informant	Initials	Total
Head of the Population and Civil Registration Service	Mr Drs APP	1
Secretary of the Department of Population and Civil Registration of the Selayar Islands Regency	Mr TM S.Sos	1
Head of the Birth Section of the Selayar Islands Regency Population and Civil Registration Service.	Mr. Sup	1
Head of the Sub-Section of General Affairs and Personnel	Mrs Nur	1
The people of the Selayar Islands Regency	Sus's mother	1
Total		5

Source: Research Results (processed by researchers), 2021

RESULTS AND DISCUSSIONS

Goals and Objectives

The objectives, in this case, are what are to be achieved, and when the results must be implemented. The value goals then state where the organization is going, through various organizational goals that are comprehensive, which determine the nature of the organization, and set targets for each organizational unit.



Based on the results of the study, the objectives to be achieved by the Department of Population and Civil Registration of the Selayar Islands Regency in the strategic plan narrative: "Improving the quality of population administration services, structuring and utilizing population databases through the SIAK (Population Administration Information System) application in order to realize public services and development of other sectors that are oriented towards the creation of community satisfaction."

The targets are (1) Increasing the quality of population administration and civil registration services. (2) Increasing the scope of ownership of population documents. Based on the observations, it is concluded that the Department of Population and Civil Registration has made efforts to improve population administration services and increase the scope of ownership of Population documents. This can be seen from the implementation of various programs to achieve this goal.

Policy

According to Winardi, it is the most important policy and directs or limits activities. Policies are regulations or procedures that outline the limits to which activities must be carried out. Issuance of birth certificates in the Selayar Islands Regency still refers to the rules from the Ministry of Home Affairs through the Regulation of the Minister of Home Affairs. So that the policies carried out cannot be separated from the programs that have been launched by the Ministry of Home Affairs.

The results of the observation that (Mendagri, 2018) has been implemented, with the registration officer in every village and/sub-district in the Selayar Islands Regency area. People who have just given birth can report births to the registration officer so that delays in reporting births can be reduced. Other regulations governing Population administration are Government Regulation of the Republic of Indonesia Number 40 of 2019 concerning Implementation of Law 23 of 2006 concerning Population Administration as amended by Law Number 24 of 2013 concerning Amendments to Law Number 23 of 2006 concerning Administration Population Article 27 paragraph (1) explains that in order to effectively and efficiently organize Population Administration and Civil Registration affairs in the sub-districts, a Regency/City Population and Civil Registration Service Unit can be formed. In paragraph (2) it is explained that in terms of the formation of the UPT (Technical Service Unit), the Population and Civil Registration Service is prioritized to be formed in sub-districts that have geographically remote conditions, are difficult to reach by public transportation and very limited access to public services that have high population mobility or exceed the normal density ratio or population mobility according to statutory provisions and requires effective fulfilment of community service needs.

Based on the observation that there is no UPT for the Population and Civil Registration Service in the sub-district area. The researcher then interviewed the Head of the Department of Population and Civil Registration (Bp Drs. APP): "Currently the formation of the UPT Disdukcapil still cannot be implemented due to various factors, one of which is the budget that is still

insufficient. Besides that, the formation of the UPT must also require temporary employees. in terms of manpower is also still limited" (interview Monday, January 14, 2020, at 09.00 WITA).

Thus it was concluded that the UPT of the Department of Population and Civil Registration in the sub-districts located in the sub-district area still could not be implemented. This is due to the limited budget factor, while the UPT required is a lot. The relevant regional policy is the Selayar Islands Regency Regional Regulation Number 3 of 2018 concerning Amendments to the Selayar Islands Regency Regional Regulation Number 1 of 2011 concerning the Implementation of Population Administration. This Regional Regulation is a derivative of the Minister of Home Affairs Regulation Number 24 of 2013 so that the process of implementing Population Administration services, especially the issuance of birth certificates in the Selayar Islands Regency area, has a strong legal basis for implementation in the region. There are several articles that are amended in this Regional Regulation including Article 32 paragraph (1) which is amended so that it reads as follows: "Every birth must be reported by its parents or residents to the regional apparatus or UPTD no later than 60 (sixty) days from the date of birth". In this paragraph, there is a change where originally in Regional Regulation Number 1 of 2011 concerning the Implementation of Population Administration who are responsible for reporting births are parents changed to the responsibility of parents or residents. This means that in addition to parents, local residents are also involved to take an active role in reporting every important event that occurs in their environment.

Main Action Steps

(Winardi J, 2017) explains that the main action stages are programs implemented in achieving the organizational goals that have been set. In this case are programs that have been carried out by the Department of Population and Civil Registration to increase the scope of ownership of population documents, especially birth certificates.

Implementation of the Strategy for the Department of Population and Civil Registration of the Selayar Islands Regency

1. Sijempol Program

The SIJEMPOL and Civil Registration Program in order to expand the coverage of population document issuance services in this case is to increase the issuance of birth certificates. The program has been running since 2016 starting with complaints from people in remote areas, especially islands, because they have to travel long distances and difficult terrain to process their residence documents.

Related to the program, the results of an interview with the Head of the Department of Population and Civil Registration of the Selayar Islands Regency, Drs. APP: "Until now we are still trying to reach the islands. What we have done is to provide service innovations in the form of SIJEMPOL (ball pick-up system) so that people do not have to come to Benteng (district capital)

to take care of their population documents. (Interview Monday, January 14, 2020, 10.00 WITA, located in his office).

Furthermore, the results of the interview with the Secretary of the Department of Population and Civil Registration of the Selayar Islands Regency, Mr TM, S.Sos: "Indeed, every year we carry out a mobile program to serve the people of the archipelago. The ball pick-up system carried out by the Population and Civil Registration Service is carried out 1-2 times a year depending on the situation and conditions on the field. In addition to weather and distance factors, we also look at the number of population documents needed in the archipelago" (Interview on Monday, January 14, 2020, 10.30, located in the office of the Secretary of Service).

From these interviews, it can be concluded that the implementation of the SIJEMPOL program is highly dependent on weather conditions around the islands. This is due to the erratic weather conditions in the waters of Selayar. In bad weather conditions, high waves threaten the journey of officers who will go to the sub-district area. The height of the waves in Selayar waters can reach 3-6 meters. So that in addition to preventing officers from reaching the islands, it also threatens the lives of officers because they have to go through unfriendly weather conditions.

Apart from the erratic weather conditions, the obstacle in the service of population documents for the archipelagic community is the long distance from one island to another. Making the service process takes a lot of time by using sea transportation. Even to reach the furthest sub-district, officers must cover a distance of approximately 193 km which can be reached in approximately a day and night or a 20-hour drive from the district capital. Based on the research results, the farthest sub-district is Pasilambena District with a distance of 193 km, while the closest sub-district is Bontobangun District with a distance of 3 km. Sub-districts with separate areas from the main island, namely Pasimarannu, Pasilambena, Pasimasunggu, Takabonerate, and East Pasimasunggu Districts can be reached by using government-owned sea transportation, namely Pelni ships. The Pelni ship only serves the route around all the islands once a week, besides that, it also uses a charter boat from the Fishermen, as the following interview results.

Results of an interview with the head of the Birth Section (Mr Sup): "Usually we rent a fishing boat if we want to go to the island, because if we rent it, it can be adjusted to the time of service, so it's easy if we want to move to another island. Indeed, the cost is more expensive but what we want to achieve here is service to the community so that all can be served." (Interview, Monday, January 14, 2020 at 11.00 WITA).

Based on this, Population and Civil Registration, especially the ball pick-up program, of course requires good cooperation from various parties, especially with the sub-district and village governments on each island that will be visited for notification, socialization and advocacy. As the following interview results.

The results of an interview with the Head of the Birth Section of the Selayar Islands Regency Population and Civil Registration Service (Mr. Sup): "Previously, letters were sent to sub-districts

and villages so that sub-districts and villages could inform the community regarding this program, so that the community also knows when and where the location is. service." (Interview, Monday, January 14, 2020, at 11.00 WITA).

Based on the observations, there were obstacles experienced by the officers and of course, this greatly hampered the process of issuing the birth certificate. As in the implementation of the ball pick-up program, the ball pick-up program is carried out only to collect data reported by the community, for the issuance of birth certificates itself is carried out at the Population and Civil Registration Office located in the district capital.

The public cannot obtain residence documents immediately at the time of reporting. But you have to wait a long time first. People even have to wait for their residence documents until the ball pick-up program is implemented in the following year if they want to get their residence documents. People who need residence documents immediately are forced to still have to take their residence documents at the Population and Civil Registration Office. Because the supporting facilities are often damaged.

Based on the implementation of the SIJEMPOL Program, the researcher concludes that the program is effective in covering the people of the archipelago because the service has reached areas that are quite far away. Even for the outer islands, people can already feel the service. But in terms of time, of course, the SIJEMPOL program is still not efficient. Because population documents cannot be directly received by the community, they have to wait for a relatively long period of time, even up to 1 year.

Based on the results of an interview with (Sus's mother): "I came here to collect a birth certificate which was taken care of on the island a few months ago but it hasn't been taken yet, I happened to have business in Benteng so I took my son's birth certificate at the same time." (Interview Wednesday 16 January 2020 at 10.00 WITA). Online services should be cheaper, effective, efficient and affordable (Engkus E, 2021).

2. Placement of Registration Officers in each Village and District

The Registration Officer in question is an officer who is given the authority to provide population registration and civil registration services to the community residing in each village and/or sub-district. The Registration Officer has been listed in the Selayar Islands Regency Regional Regulation Number 3 of 2018 concerning amendments to the Selayar Islands Regency Regional Regulation Number 11 of 2011 concerning the Implementation of Population Administration as stated in Article 11, namely (1) Registration Officers are appointed and dismissed by the Regent at the suggestion of The Head of Regional Apparatus is prioritized from Civil Servants who meet the requirements. (2) The Registration Officer has the task of (a) Assisting the Village Head, Lurah and Regional Apparatus or UPTD in providing population registration and civil registration services. (b) Verify and validate Population Event data reported by residents of Indonesian Citizens. (c) Verify and validate data or Important Events, especially births, stillbirths and deaths

reported by Indonesian Citizens. (d) Recording of population events and important events in the Diary of Important Events and Population Events, Population Main Book and Population Movement Book. (e) Processing of residence document issuance. (f) Submission of Resident Documents to residents; and (g) Assisting the Village Head and Lurah in the Management and presentation of population data at the Village and Sub-District scale.

This process also takes a long time, because not every time the registrar will come to the capital to submit a resident registration report and record important events. The report will only be submitted to see the number of reports from the public who enter. If the number of reports is considered sufficient, the new officer will submit them to the Population and Civil Registration Service.

Based on the results of an interview with the head of the birth section (Mr Sup): We already have registration officers in each village and sub-district to serve people who want to take care of population documents, but in practice, it is still not optimal because officers in the archipelago cannot regularly come here. Again, the problem of distance and of course travel costs that must be borne when travelling to the capital city (Interview on Tuesday, January 15, 2020, At 09.30 WITA, located in the service room).

3. Utilization of Technology

The development of technology is currently growing rapidly. The flow of globalization makes everything develop very quickly, including technology. Technology is basically made to make human work easier. This also encourages the current government to use technology to make all work easier, including in terms of service to the community.

Services using technology are currently also being implemented by the Ministry of Home Affairs, for example, services in the field of population administration launched by the Directorate General of Population and Civil Registration. The service in question is known as the 14 Great Dukcapil Steps, one of which is an online birth certificate service.

The online birth certificate service is intended so that parents who have just had children can make their own birth certificates without having to come to the Population and Civil Registration Office. With this service program, the public can issue or print their own birth certificates provided they are connected to the internet network. However, this birth certificate can only be printed once to prevent misuse of residence documents.

The Department of Population and Civil Registration is currently trying to run an online birth certificate service program. This is also in accordance with the mandate of the Minister of Home Affairs Regulation Number 9 of 2016 concerning the Acceleration of Increase in Birth Certificate Ownership that the procedure for recording birth certificates can be done in two ways, namely manually and online. Online birth registration is done to make it easier for applicants to register the birth of their family members.

This program is very suitable to help island communities to be able to access services without having to come to the district capital. However, the reality encountered by the author in the field of this program is still not implemented. The Department of Population and Civil Registration already has the facilities and infrastructure to support the implementation of this program, but due to the lack of skills and human resource capabilities possessed by the Department of Population and Civil Registration in technical terms regarding this program, making online birth certificate services has not been implemented.

This is in accordance with the results of an interview with the Head of the Population and Civil Registration Service (Mr Drs. APP): "For online birth certificates, currently Disdukcapil already has the infrastructure, but there are still technical problems. Employees are also still not proficient because the program is new so it still needs adjustments. If I'm not mistaken, the network still can't connect to the centre." (Interview Monday, January 14, 2020, at 09.00).

Based on this, the researcher concludes that the Department of Population and Civil Registration of the Selayar Islands Regency is currently working on making this program possible. This can be seen from the facilities and infrastructure that have been prepared by the department. However, due to the lack of ability and skills of employees as operators, this program still cannot run as planned. Of course, this program must receive support from various parties. Not only from the government, but the community must also support it by receiving socialization beforehand to educate the public so that they can access this online birth certificate service.

4. Saturday Serve the Community (SALAM)

This program is a program to maximize service to the community on Saturdays. This program is made for people who do not have enough free time to come to the Population and Civil Registration Office on weekdays. So that it encourages the Department of Population and Civil Registration to continue to provide services on Saturdays.

Based on the results of an interview with the Head of the Department of Population and Civil Registration (Mr Drs. A P): Another program we do is the Saturday Serving activity we call (SALAM), so we continue to serve people who want to take care of population documents on Saturdays. Because it happened that someone had come all the way from the island but had not been able to take care of it (Population Administration) because the office was closed. So on Saturdays, the office is open from 9.00 to 13.00. Now, thank God, the public can now be served on Saturdays (Interview on Monday, January 14 at 09.00 WITA).

Based on the interview, it can be concluded that on Saturday the Department of Population and Civil Registration continues to provide services to the community. Services are carried out from 09.00 to 13.00 WITA. Although there are not as many people who take care of it on normal days, the Saturday Serving program is considered very useful for people who don't have much free time on weekdays. Moreover, people who live far from the district capital and work full time on weekdays.



5. Human Resources

Human resources are very important for an organization because human resources are the driving force for the course of activities or programs to achieve organizational goals. The human resources in question are educational backgrounds and skills possessed by the Population and Civil Registration Service Apparatus.

According to the results of an interview with the Head of the Sub-Section of General Affairs and Personnel (Mrs Nur): Many of the employees at the Selayar Disdukcapil only graduated from high school/equivalent who were placed as staff in each division, and there were also few graduates. They occupy sections that do require special and technical skills, such as operators in the office information section. Most of the Disdukcapil employees are still temporary workers (Interview on Thursday, January 16, 2020, at 09.00).

Based on the observation that only one person has education up to strata 2. In addition, there are 30 employees who have a stratum 1 education, the remaining 48 people are employees who have educational qualifications only at the high school level.

Based on the data above, it can be seen that most of the employees of the Department of Population and Civil Registration still do not meet the needs of employees with a concentrated background of education and competence in accordance with their fields, generally not in accordance with the needs of the Office, so education and training are needed.

The education and training are carried out directly by the Ministry of Home Affairs and the provincial Population and Civil Registration Office, as the result of an interview with the Head of the Population and Civil Registration Service (Mr Drs APP): "Most of our employees are high school graduates, but some of them have been enrolled in training and education. at the provincial and central Disdukcapil so that they also understand and know exactly how the tasks will be given."

Based on the results of the interview, the researcher concluded that the competence of the Human Resources the Department of Population and Civil Registration of the Selayar Islands Regency has not yet been fulfilled. Employees are still not ready to use when recruited and still need to be provided with training so that they can carry out their duties. This of course requires additional costs to provide skills training to employees, especially to honorary staff, most of whom are high school graduates.

6. Facilities and Infrastructure

A facility is a tool or material used by an organization that is used as a tool to achieve organizational goals, while infrastructure is anything that can support the achievement of organizational goals. Facilities and infrastructure are very important elements for the running of programs or activities of an organization. Without facilities and infrastructure, of course, the process to achieve these goals will be hampered or even completely impossible. For this reason,

the fulfilment of facilities and infrastructure is a must for an organization if it wants to carry out activities and programs as planned.

As for the facilities and infrastructure at the Department of Population and Civil Registration, based on the results of an interview with the Secretary of the Department of Population and Civil Registration (Mr T M, Sos): "For the basic facilities and infrastructure at the office, thank God, they have been fulfilled. But what is still lacking and still in procurement planning is a mobile service car to reach sub-districts that are difficult to reach. Residential document printers for archipelagic regions also need to shorten the service time (Interview on Monday, January 14, 2020, at 09.30 in the office secretary room).

Based on the results of these interviews and seeing the conditions in the field, it is true that the basic facilities and infrastructure for service needs have been fulfilled. Based on existing data, the existing facilities and infrastructure at the Department of Population and Civil Registration are in accordance with the facts found. It's just that there are some tools that have been damaged and cannot be used anymore. However, to carry out the service, the existing facilities and infrastructure are sufficient to support the service process.

Based on the observation that the condition of the Office of Population and Civil Registration of the Selayar Islands Regency still cannot be said to be a comfortable office for employees and the public who come to take care of their population administration.

The Department of Population and Civil Registration is currently still focusing on how to meet the target to achieve services to the outermost island areas. But for the convenience of the office is still not met. This is seen from the relatively narrow office conditions. The rooms that should be separated are combined into one so that the condition of the room becomes crowded and does not have enough space to move. In addition, the irregular condition of the closet makes the existing files disorganized.

Researchers also found the fact that there is no adequate waiting room for people who want to take care of their residence documents. In addition, the absence of a good queuing system for the people who come makes the service process irregular. This is what researchers found that people who come are still competing with each other to get services. People who come the only queue based on who comes first because there is no good system, especially at the service counter. So according to researchers for service convenience is still not fulfilled.

7. Socialization

Socialization is the activity of providing information to a person or group of people related to a matter, problem and so on so that the information conveyed can be understood, understood and implemented. Based on observations that the socialization has been carried out by the Department of Population and Civil Registration of the Selayar Islands Regency. Both socialization in the form of information boards related to procedures for managing population

documents and how the flow of services has been explained on the information board. In addition, socialization has also been directly carried out by the Population and Civil Registration Service officers every time they carry out SIJEMPOL activities. SIJEMPOL activities are coupled with socialization about the importance of ownership of population documents. This is in accordance with the results of an interview with the Head of the Birth Section (Mr Sup): "For socialization, we have done it every time we pick up the ball. So let's just sort it all out, because there is no other time for socialization if it's not at the same time as picking up the ball." (Interview Tuesday, January 15, 2020, at 09.30 WITA at the service room).

The socialization was carried out by officers from the Population and Civil Registration Service, especially for the archipelago during the pick-up program. Considering that the islands are quite far away, it would be more effective if socialization was integrated with the program. However, in practice, although information has been given regarding the importance of ownership of population documents, there are still many of them who only take care of the documents only if they really feel the need, especially for having a birth certificate. This can be seen from the following data:

Table 3. Birth Certificate Ownership Data as of December 2019

No	District	Total population (age 0-18 years)	Number of certificates issued	% of certificates issued
1	Benteng	7.661	5.329	69,56
2	Bontoharu	4.880	3.534	72,42
3	Bontomatene	3.455	2.255	65,27
4	Bontomanai	4.143	3.187	76,92
5	Bontosikuyu	4.910	3.887	79,16
6	Pasimasunggu	2.876	1.819	63,25
7	Pasimarannu	3.292	1.985	60,3
8	Takabonerate	4.834	2.675	55,34
9	Pasilambena	2.936	1.849	62,98
10	Pasimasunggu Timur	2.450	1.484	60,57
11	Buki	1.993	1.497	75,11
12	Total	43.430	29.501	67,93

Source: Department of Population and Civil Registration, 2019

From the table above, it can be seen that there are still many people aged 0-18 years who do not have a birth certificate. Approximately 31% of the population aged 0-18 years still do not have a birth certificate. Data for the entire Selayar Islands Regency shows that birth certificate ownership reaches 67.93%. Even though there was an increase of around 16.74% from the data on Birth Certificate Ownership from July, which was 51.19%, the data for the archipelago, namely Pasimasunggu, Pasimarannu, Takabonerate, Pasilambena, and East Pasimasunggu Districts were still below 64%. This means that public awareness for the archipelagic region is still lower than for the sub-districts in the main island region.

Based on an interview with the Head of the Birth Section of the Selayar Islands Regency Population and Civil Registration Service, (Mr Sup), namely: The low number of people who have birth certificates because on the island there are still many people who marry Sirih, meaning that they are not registered with the state. So if you want to issue a birth certificate based on the old rules, it's more difficult. Maybe they don't know the new rules. That's why we often socialize when picking up the ball for the new rules. Because now they can issue a birth certificate even though the marriage is not registered. Hopefully next year we can achieve the target for birth certificates.

Based on the interview, the lack of birth certificate ownership is due to the lack of information received by the community regarding the latest regulations. This is especially the case for husband and wife couples who do betel and unregistered marriages. What's more, this is exacerbated by the ball pick-up program which is only conducted once a year. In addition, the internet and electricity networks in the archipelago are still not evenly distributed. Thus, the information received by the public is still very minimal related to the importance of having a birth certificate for the islands of the Selayar Islands Regency.

Factors inhibiting the implementation of the Birth Certificate issuance strategy in the islands of the Selayar Islands Regency

Factors inhibiting the implementation of the strategy: (a) The unavailability of adequate office administration support in the archipelago. The unavailability of adequate office administration facilities in the archipelago makes all activities carried out in the archipelago have to use the manual method. This of course makes the duration of service take longer to serve the community. This is a bureaucratic dilemma that is often encountered in services (Dwiyanto A, 2015). (b) Comparison of the number of employees, the burden, and the number of services that are not balanced with the number served. The number of employees of the Population and Civil Registration Service is still considered low compared to the workload and number of services and the area of the Selayar Islands Regency. The limited number of employees forces these employees to work extra to be able to serve the community, especially if there are visits to the archipelago. (c) The population administration service system through the web is not yet optimal. The web-based service system is still not optimal. This can be seen from the fact that not all web-based services launched by the central government are not yet available at the Department of Population and Civil Registration of the Selayar Islands Regency. Although the

supporting facilities and infrastructure already exist, the technical personnel for the implementation of these services are still not skilled and still need to carry out training first. (d) It is difficult for residents to meet service requirements.

Most of the people in the archipelago still adhere to customs, meaning that in marriage they also follow customs that have been maintained for generations. Most of these marriages are unregistered and do not have a marriage book as a requirement to take care of residence documents, especially birth certificates.

This is in accordance with an interview with the Secretary of the Department of Population and Civil Registration (Mr TM S.Sos): "Sometimes people in the archipelago do not have a marriage book even though it is one of the requirements for managing population documents" (Interview on Monday, January 14, 2020, on at 09.30 at the office secretary room).

The same thing was conveyed by the Head of the Birth Section (Mr Sup): The low number of people who have birth certificates because on the island there are still many people who marry Sirih, meaning that they are not registered with the state. So if you want to issue a birth certificate based on the old rules, it's more difficult. Maybe they don't know the new rules. That's why we often socialize when picking up the ball for the new rules. Because now they can issue a birth certificate even though the marriage is not registered. Hopefully next year we can achieve the target for birth certificates.

Thus, it can be concluded that there are still many people whose marriages are not registered, meaning that they do not have a marriage book as a condition for managing population documents. However, based on the new rules, the applicant can make a birth certificate for his child by first making an Absolute Liability Letter (SPTJM), Absolute Responsibility Letter accompanied by two witnesses that it is true that a marriage has occurred. Public awareness, especially for the archipelago is still low. This is due to the lack of information received by the public regarding the importance of population documents, especially birth certificates. There are also people who marry religiously and are not registered who have not issued their children's birth certificates. In fact, according to the latest regulations, residents who are religiously married can still issue birth certificates for their children. (f) The socialization that has been carried out has not been right on target, the socialization that has been carried out by the Department of Population and Civil Registration from the author's observation is still not on target. This is because socialization is only done to people who come to take care of population documents. Does not involve all elements of society in the area. So that the information provided is often not conveyed to the public who should be the target of the socialization. (g) There is still a lack of accessibility to population administration services due to long distances, especially in the islands.

Lack of means of transportation is also one of the most important elements that must be fulfilled in order to carry out services to reach people in the archipelago. However, based on the results of observations and interviews that have been carried out, transportation equipment is still an

obstacle. The difficulty of transportation means that the Population and Civil Registration Service officers still have to rent fishing boats to be able to access the islands. The absence of special transportation owned by the Department of Population and Civil Service, especially in reaching the archipelago, makes the service still have to take longer. (h) Lack of coordination between Regional Apparatus and other agencies and village government. Coordination is very important for an organization or agency to be able to achieve its goals. In this case, the coordination carried out by the Department of Population and Civil Registration is still not optimal. There are still some villages where electricity is not even available, especially when it comes to providing a communication network. So that often coordination is still hampered especially by using letters to the village which takes longer. (i) Weak work culture and not yet optimal development of organizational performance. Work culture is an attitude, understanding and behaviour carried out by someone in carrying out their duties while working in an organization. This understanding determines the quality of the work of a person or group of people in meeting the organization's targets. The results of the study reveal that there is still a negative work culture, namely, there are still undisciplined employees ranging from employees who arrive late to employees who leave their duties during working hours. The absence of strict supervision makes employees undisciplined and bad work culture. So that services to the community are hampered.

Efforts to resolve obstacles in implementing the strategy for issuing birth certificates in the archipelago

Making the Most Every Program

In an effort to provide services to the community. Maximizing the intended program is collaborating with sub-district and village governments to assist in the implementation of the SIJEMPOL program and provide facilities for registration officers to be able to serve communities who report important events, including births that occurred in each region. In addition, officers who go directly to the archipelago must really ensure that there are no more residents who report important events that have happened to them before leaving for other archipelagic areas to provide services. This is done so that every important event has been confirmed to be recorded and has been reported to obtain more accurate population data and all communities have received services. Socialization. Conducting socialization to the community, especially people in the archipelago. The socialization was carried out at the time of implementing the SIJEMPOL program which had previously been notified by letter to the sub-district and village governments that the socialization would be carried out. Then the government of each sub-district and village conveys to the community to participate in this socialization activity so that the community is educated about the importance of population documents, especially birth certificates. Thus the message can be received and understood by the community so that the program is understood (Hidayat A et al, 2018).

CONCLUSIONS

The implementation of the strategy of the Department of Population and Civil Registration of the Selayar Islands Regency in issuing birth certificates is still not optimal, effective and efficient, which is caused by (a) the distance of the islands which is far from the Regency Capital; (b) There is no special means of transportation owned by the Department of Population and Civil Registration of the Selayar Islands Regency to reach the islands; (c) Human Resources are still low; (d) Facilities and infrastructure that support services are still minimal; (e) Lack of use of technology to facilitate services; (f) The awareness of the people of the archipelagic region is still low to have a birth certificate.

Recommendations for this study: (a) Establish a regional technical implementing unit (UPTD) Office of Population and Civil Registration in each sub-district to facilitate services so that people do not need to come to the Regency Capital to get services for the issuance of population documents, especially birth certificates, so as to reduce energy, time and resources. cost; (b) Provision of special means of transportation that can be used by the Department of Population and Civil Registration to reach the islands; (c) Increasing the number of adequate facilities and infrastructure in each archipelagic region so that printing does not have to be carried out in the district capital and can cut down the service process for issuing population documents; (d) Recruit competent Population and Civil Registration Service personnel; (e) Utilization of Information Technology to facilitate services; (f) The capacity building of human resources will be carried out immediately.

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