

## HUMAN RESOURCE DEVELOPMENT IN BIRTH CERTIFICATE MAKING SERVICES AT THE SERVICE OF POPULATION AND CIVIL REGISTRATION OF KUNINGAN DISTRICT

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### ABSTRACT

**Abstract:** Human Resource Development is any effort to improve the implementation of current and future work, by providing information, influencing attitudes, or adding skills, in other words, development is any activity intended to change behavior consisting of knowledge, skills, and attitudes. One of the objectives of human resource development according to Hasibuan is to improve services. The focus of the research conducted by the author is on the service of making birth certificates. The method used is a qualitative research method which is a method for exploring and understanding the meaning that a number of individuals or groups of people ascribe to problems. The informant retrieval technique uses Purposive Sampling which is a sampling technique with certain considerations. This technique includes people who are selected on the basis of certain criteria that are considered capable of providing information in accordance with the focus of the research. The results of this study are based on the dimensions of the research that in terms of knowledge it is still said to be not optimal due to formal education that does not meet the criteria and also lack of participation in non-formal education. For the skill dimension, it is also still not optimal because there is no special training on making birth certificates. However, the attitude and behavior dimensions are optimal. The factors that become obstacles are the rapid development of technology and the lack of discipline of employees. In addition, the efforts made are to carry out direction, supervision, and as well as sharing knowledge between fellow employees

**Keywords:** Human Resource Development; Services; Birth Certificate.

### Introduction

Human resources are productive individuals who act as the driving force of an organization, either institution or company (Susan, 2019). The mission of human resources is to become an asset whose talents must be trained and developed. Therefore, an employee or employee is not just a resource, but capital or assets for an institution or company, which can be invested through development (Subyantoro & Suwanto, 2020). An organization can run well if there are human resources who act as its driving force. Here the importance of the role of leaders in human resource management in order to be able to move the organization in achieving goals. One of them is how does a leader improve the quality of his employees or employees by doing development (Supardi, 2016).

In a strong organization must have quality human resources. To manage these resources, organizations need to accelerate them, one of which is by developing human resources. This development is important because it is enabled to carry out the duties and responsibilities given by the organization (Riniwati, 2016).

Development of human resources is any activity intended to develop knowledge, skills, and attitudes, in order to help carry out work properly (Solong, 2020). Investment in human resource development is an expenditure aimed at improving the productive capacity of employees so that they are able to face the demands of tasks, especially responding to the ever-changing demands of the future. In general, human resource development is a kind of activity carried out by companies or institutions to improve human resource skills (Suprihanto & Putri, 2021).

According to Rivai and Basri, (Sinambela & Sinambela, 2019) "that performance is the result or level of success of a person or whole during a certain period in carrying out tasks compared in advance and agreed upon". This means that the results of the performance of the apparatus depend on how superiors or agencies empower existing human resources during a certain period. Employee performance is also a benchmark for how successful leaders are in developing human resources (Susilowati & Farida, 2019).

The government has stipulated Law no. 5 of 2014 concerning the State Civil Apparatus was structured as a bureaucratic reform program which is a solution to changing the Indonesian government's bureaucratic order. In accordance with the management of the State Civil Apparatus, it must also change from personnel administration to the development of human capital. This is the policy and management of the State Civil Apparatus which is based on qualifications, competence, and performance that is fair and without tendencies and regulates issues of promotion, transfer, and even dismissal of the state civil servants. The Government Regulation Number 101 of 2000 concerning the Education and Training of Civil Servants, on this basis, it is necessary to build a state civil apparatus that has integrity, is professional, neutral, and free from political intervention, free from corruption, collusion and nepotism practices, and is able to organize public service for the community and able to carry out the role as an adhesive element for the unity and integrity of the nation (Wicaksana, 2014).

According to (Hasibuan & Hasibuan, 2021) one of the objectives of developing human resources is to improve service to the community. Service is basically an activity that provides benefits by one party to another but does not have a physical form and without any change in ownership (Hardiyansyah, 2018).

Service according to the Big Indonesian Dictionary has 3 meanings, namely: How to serve, efforts to meet the needs of others by getting rewards, and the facilities provided in connection with the sale and purchase of goods or services. An organization, especially an organization that is directly related to the community, of course it will give the best service. In order to realize the best service, competent employees are needed in carrying out their duties. This indicates the importance of developing human resources in order to improve the ability of employees so that they are able to provide the best service to the community.

The Department of Population and Civil Registration of Kuningan Regency is a government agency that has the task of carrying out household affairs for the Regional Government and duties in the field of Population and Civil Registration. Office of the Department of Population and Recording Kuningan Regency Civil Servants has a vision, namely "Prime in Population and Civil Registration Services" meaning that it must be able to realize maximum service to the community in administration population and civil registration. So as to create effective and efficient services in the process of population and civil registration services. Therefore, to improve the desired quality of the apparatus, it is necessary to have a good human resource development process.

The Department of Population and Civil Registration has several fields in charge of providing services, one of which is the Civil Registration Services Division. Civil Registration Service is an activity of service and development regarding the legal status of a person at a time which can be used as authentic evidence for the party concerned or a third party. The forms of civil registration services are: making birth certificates, death certificates, marriage certificates, and divorce certificates, and others. The focus of the research conducted by the author is regarding services for making birth certificates. In initial observations, here the authors found several problems, where employees often find difficulty in carrying out some of his duties so that the service to the community, especially in the manufacture of birth certificates, is disrupted. As according to the author's observations of the problems that faced the field of Civil Registration Services is as follows :

1. The still low level of officer education causes there to be some officers who do not yet understand the rules and procedures for making a birth certificate.
2. There is still a lack of employee skills in handling the making of birth certificates seen from their accuracy and also the ability to use equipment so that service to the community is not optimal,

The above problems are certainly often encountered by employees specifically in the field of Civil Registration Services, however, until now there has not been any improvement or increase in the ability of employees to complete problem the. Yet according to research earlier namely (Misran, 2021) in a study entitled "Analysis of Human Resource Development on Service Quality at the Office of the Population and Civil Registration Office of Enrekang Regency." Stating that the development of human resources is able to improve services to the community. Thus, on this basis it is deemed necessary to conduct research with the title **"Development of Human Resources in Services for Making Birth Certificates at the Department of Population and Civil Registration of Kuningan Regency."**

### Research Method

#### Object of research

This research took place at the Department of Population and Civil Registration, located on Jl. RE. Martadinata No. 256, RW. 02, Ancaran, Kec. Kuningan, Kuningan Regency, West Java 45513.

#### Research methods

The method used is a qualitative method, using a descriptive research design. The research technique used is purposive sampling technique. Data research techniques used include observation, interviews, and documentation. As well as testing its validity using data triangulation techniques.

### Result And Discussion

#### Research result

Research results are assessments that contain a complete description and analysis of the data and its interpretation. Research result is the process of properly organizing and grouping information about an activity based on facts through the efforts of the researcher's mind in processing and analyzing research objects or topics in a systematic and objective manner to solve a problem or test a hypothesis so that formed a general principle or theory.

In this chapter the researcher explains the results of the study entitled "Development of Human Resources in Services for Making Birth Certificates at the Office of Population and Civil Registration of Kuningan Regency". The results of this study will be poured into several different sections so as to obtain specific research results regarding the correlation of research dimensions with problems in the field. As for the first part is:

1. How is Human Resource Development in the service of making Birth Certificates at the Kuningan Regency Population and Civil Registration Service?
2. What factors impede Human Resource Development in the service of making birth certificates at the Kuningan Regency Population and Civil Registration Service?

3. What efforts have been made by the Kuningan Regency Population and Civil Registry Office in carrying out Human Resource Developments specifically in the service of making Birth Certificates?

This study uses a qualitative method in which the data obtained comes from interviews and observations with informants, as well as existing documentation if necessary. The interviews were conducted with informants who knew about the problems under study. The informants consist of report the key is the Head of Civil Registration Services, as well as report supporters consisting of Civil Registration Service Officers who handle services for making birth certificates and public general. The informants needed in this study are:

**Table 1. List of Key Informants and Supporters**

| KEY INFORMANTS        |                     |  |
|-----------------------|---------------------|--|
| No                    | Informant Name      | Department                                   |
| 1                     | Nono Sumartono, Sos | Head of Civil Registration Service Division  |
| SUPPORTING INFORMANTS |                     |  |
| No                    | Informant Name      | Department                                   |
| 1                     | Teti Tresnawati, SE | Head of Birth and Death Section,             |
| 2                     | Maryatiah           | Administration of Birth & Death Certificates |
| 3                     | Tita Novita         | Administration of Birth & Death Certificates |
| 4                     | Dani                | General public                               |
| 5                     | One                 | General public                               |

(Source: 2023 Research Results)

### Development of Human Resources in Services for Making Birth Certificates

During the observations and interviews, the results of the research obtained from the title "Development of Human Resources in Services for Making Birth Certificates at the Population and Civil Registration Office of Kuningan Regency". By using the indicators put forward by Solong regarding Human Resource Development as an analysis are as follows:

#### 1. Knowledge

According to (Solong, 2020), knowledge is defined as something that is known (intelligence) and everything related to what has been learned so that it is able to support it in its work. Knowledge is related to education, education here means formal education and non-formal education followed by employees. From the knowledge dimension based on the existing parameters, it is still not optimal, this is because seen from the formal education it is still not fulfilled criteria, both level of education and educational background, in terms of non-formal activities, in this case Dukcapil learns that many employees do not participate in these activities, causing employees to still not understand the procedures for servicing certain birth certificates, which these employees have not been able to complete, so they require help other employees in solving it.

## 2. Skills

According to (Solong, 2020) an understanding of the meaning of skills comes from the word "skilled" which means proficient in completing tasks, capable and agile, so that skills are defined as the ability to complete tasks. Skills are the ability of employees to carry out tasks/technical work using the available equipment. Skill parameter consists of 1). Training, 2). understand the main tasks and functions, 3). complete the work on time and, 4). Don't procrastinate either. From the Skills Dimension, based on the existing parameters, it is still said to be not optimal, this can be seen from training activities that have not been maximized, such as online service training, and also the absence of special training activities regarding services the creation of birth certificates which the official who finally has to practice himself. From the perspective of understanding the Basic Tasks and Functions, the officers already understand even though some need to learn more because they have just been transferred. For punctuality in completing the task is also quite good even though it is a bit late even though the officer still when there is a given task is immediately done without delay.

## 3. Attitude/Behavior

According to (Solong, 2020) Attitude is the regularity of one's feelings, thoughts and predisposition to act according to environmental aspects. The parameters of attitude/behavior include: 1). loyalty to the leadership, 2). innovative and high creativity, 3). love work, 4). like to work together, 5). very communicative towards the implementation of work assignments. From the Attitude/Behavior Dimension based on the existing parameters it can be said to be good/optimal, this can be seen from employee loyalty to every leader's directives, employees also try to develop creativity and innovation through the latest services to help the community, this is supported by a sense of belonging and love employees towards their work and are also able to work well together, besides that employees are also communicative in their work.

## Factors Inhibiting Human Resource Development in Birth Certificate Making Services

One of the inhibiting factors is the rapid development of technology which causes some employees to have difficulty adapting too late services, especially services for making application birth certificates SNAP. So factor furthermore is less the discipline employees in participating in human resource development, where the Kuningan Regency Population and Civil Registration Office has provided development activities in the form of Dukcapil Learning but employees rarely participate in these activities (Rosnaeni, 2021).

### Efforts That Have Been Made In Developing Human Resources In Birth Certificate Making Services

Efforts have been made by the Department of Population and Civil Registration in the Development of Human Resources through direct supervision by the Head of Civil Registration in order to minimize the mistakes of employees in the service of making birth certificates. Apart from that, I gave directions so that the employees were not confused and knew what I needed to do. And lastis sharing knowledge between employees who already understand to employees who still don't understand ([Amalia, 2020](#)).

In sectionfurthermore the writer also found the results of research on the deedBirth. The definition of a birth certificate in terms of legal essence is one of the concrete forms of human rights, apart from that it is part of the population administration in which the state recognizes the personal status or status of a person on the registration of his birth based on law.positive (Ningrum, 2022). primary lawRegarding birth certificates, it is regulated in: 1). Law Number: 23 of 2003 Concerning the Protection of Children and Women, 2). the law Number 35 of 2014 concerning Amendments to Law Number 23 of 2002 concerning Child Protection, 3). Law Number: 23 of 2006 concerning Population Administration, 4). Law Number: I4 of 2013 Concerning the First Amendment to Law Number: 23 of 2006.

Birth certificates are one of the services provided by the Kuningan Population and Civil Registration Service to the public, which is this task charged to the Service Sector. The flow and mechanism of self-made birth certificate services are as follows ([Gunawan Nabilah Suci, 2023](#)):

1. The applicant/community directly goes to the Kuningan Population and Civil Registration Office while bringing the required documents for making a birth certificate
2. Then the applicant takes the queue number while waiting until the queue number is called, after being called by the applicant/community immediately submits the file to the employee in charge of the service department.
3. The service officer will receive the file while checking the completeness of the file, if the file is incomplete then the service officer will return the file to be completed again.
4. If the file for making a birth certificate is correct, the officer will input the data and print a quote from the birth certificate.
5. The birth certificate extract that has been printed will be checked by the officer in charge of verification to be checked again, if there is an error then the birth certificate extract will be returned to the officer to be corrected.
6. After the quotation of the birth certificate passes the check, it will be submitted for signature by the Head of Service, then after receiving the signature, the quotation of the Birth Certificate is returned to the product delivery officer to be handed over to the applicant/community.

In the Birth Certificate it is subdivided into 4 types based on the status and condition of the parents, namely:

1. A Father's Son.
2. Couple's Children from Husband and Wife
3. A Mother's Son.
4. The child's origin is unknown.

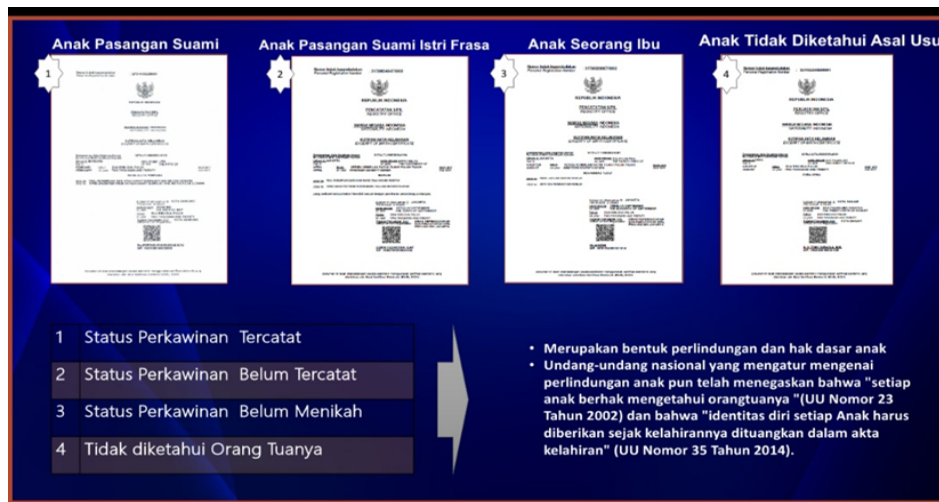


Figure 1  
Types of birth certificate  
(Source: 2023 Research Results)

## Discussion

### Development of Human Resources in Services for Making Birth Certificates at the Office of Population and Civil Registration

Human resource development is an effort to improve human capabilities, especially in an organization to make it better. One of the goals of developing human resources is how to provide the best service to the community (Hasibuan, 2021: 70). This also applies to government agencies such as the Population and Civil Registration Office of Kuningan Regency as service providers, especially services for making birth certificates, so quality employees are needed through human resource development. The quality of human resources has an important role in improving service. In realizing quality service employees must have a strategy that is preparing themselves to become servants for the whole community.

In conducting research, here the author uses one of the theories of Human Resource Development according to Solong as a research analysis knife. (Solong, 2020) defines the notion of Human Resource Development as:

"Every effort to improve current and future work performance, by providing information, influencing attitudes, or increasing skills, in other words, development is any activity intended to change behavior consisting of knowledge, skills, and attitudes."



From the understanding above, the theory of human resource development according to (Solong, 2020) confirms that there are several indicators that need to be looked at, namely:

1. Knowledge
2. Skills
3. Attitude/Behavior

In order to find out how human resource development has been carried out by the Population and Civil Registration Service in the service of making birth certificates, the author will conduct interviews with several informants, both key informants and supporting informants, using the 3 dimensions proposed by Solong, namely: knowledge, skills, and attitude/behaviour.

### **Knowledge Dimension**

According to (Solong, 2020) knowledge is defined as something that is known (intelligence) and everything related to what has been learned so that it is able to support it in its work. Knowledge is related to education, education here means formal education and non-formal education followed by employees. Knowledge Development is divided into 2 Parameters, namely:

1. Formal education
2. Non-formal education

### **Formal education**

Formal education, namely employees assigned by the Office to attend education carried out by educational institutions that are official. Education is a process of activities carried out to increase general knowledge or theories to employees in an organization which usually lasts a long time such as sending employees to a higher education level to provide increased work skills, theoretical and conceptual skills of employees, in this case means employees of the Field Civil Registration Service that serves the making of birth certificates.

Based on the results of the author's interview with Mr. Nono Sumartono, Sos as the Head of the Civil Registration Services Division who is the main informant that:

"As for standards, we actually haven't met those standards yet, but according to the work experience criteria, we are already qualified for the present, for the disciplinary criteria, we haven't because no one has yet gone to the basic science program of civil registration or knowledge that has lessons in public service. . Yes, we are to meet the standard of knowledge, the important thing is that he has high dedication, then he has loyalty to his work and he is capable of his work, we will appoint him. But if he is required to be academically, that is related to the risk of his own development, whether he wants to go back to school or not to take part in government programs funded by the government." (Interview on 8 May 2023 at 09.43 WIB)

Based on the results of the author's interview with Mrs. Teti Tresnawati, SE Head of the Birth and Death Section, and Administrator of the Population Data Base who are supporting informants that:

"Hmmm, in your opinion, I think it's ok, but if you mean Aa, maybe the education level should be at S1, there are indeed some who haven't S1, but they still have to be able to carry out their development even though their education is still not a bachelor's degree. Also, in terms of scientific discipline, yes, you are also not from a scientific discipline concerning government or service."

(Interview on 11 May 2023 at 12.00 WIB)

Based on the results of the author's interview with Mrs. Maryatiah as the Administration of Birth & Death Certificates where as a supporting informant that:

"Hmm, in my opinion, judging from the employee education department, on average, there are some who have not graduated, one of them is like me, and also because my knowledge is still lacking, there are indeed a few obstacles in doing work, especially myself, who is in charge of administration. Birth certificate. Then there is no support for continuing education yet, the hope is that there will be support from the department, especially for employees who are still not up to standard." (Interview on 15 May 2023 at 14.00 WIB)

Based on the results of the author's interview with Mrs. Tita Novita as an employee of the Administration of Birth & Death Certificates who is a supporting informant that: "I really want A to provide assistance from the Office for employees to continue their education, if there is, I want to continue with school A, but how about that? yeah A what about me myself from the Department." (Interview on May 22, 2023 at 12.34 WIB)

### **Data Validity**

From the data obtained from interviews with several informants and also supported by the observations made by the author, it can be stated ABSAH that employees have attended formal education, it's just that there are some employees who can indeed be said to have not met the criteria for both their level of education and also their scientific discipline is different from their job namely the service of making birth certificates.

### **Data analysis**

Based on the results of observations and interviews conducted by the author with several informants, it can be concluded that related to the formal education possessed by employees of the Civil Registration Sector. In providing services for making certificates, they do not meet this standard.

education of several employees who carry out civil registration services that do not meet standards. The standard here means that at least employees can take college education or above. Unfortunately, in improving formal education, there is no real support from the Department of Population and Civil Registration, even so, employees inevitably

have to be able to carry out the development themselves because it is already a risk to their jobs.

### Conclusion

Efforts have been made by the Department of Population and Civil Registration in the Development of Human Resources through direct supervision by the Head of Civil Registration in order to minimize the mistakes of employees in the service of making birth certificates. Apart from that, I gave directions so that the employees were not confused and knew what I needed to do. And the last is sharing knowledge between employees who already understand to employees who still don't understand.

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