

The Impact of the Implementation of Regional Autonomy on the Quality of Public Services at the Population and Civil Registration Service of Palangka Raya City (2020-2024)

Sri Mulyani¹, Novianita Rulandari²

¹²**Universitas Muhammadiyah Palangkaraya, Indonesia**

Correspondent: novianitarulandari@gmail.com²

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ABSTRACT: This study analyzes the impact of regional autonomy policies on the quality of public services at the Population and Civil Registration Service (Disdukcapil) of Palangka Raya City during the 2020-2024 period. The background of this study is related to the significant transformation in post-reform regional governance marked by regulatory changes and variations in the success of regional autonomy implementation across regions, affecting public service quality. Disdukcapil of Palangka Raya City, with a growing population of 293,457 people in 2023, faces challenges in providing quality services, with a public satisfaction index of 78.5% in 2023, still below the national target of 85%. The aim of this study is to analyze how regional autonomy implementation affects public service quality, identify factors influencing service quality, and provide recommendations for optimizing public services within the framework of regional autonomy. The research uses a qualitative approach with a literature review method, including analysis of policy documents, performance reports, academic journals, and official government publications. Data analysis employs qualitative content analysis with an interpretative analysis framework, including coding, categorization, and interpretation stages. The results show a significant increase in the Regional Government Implementation Index from 3.21 (2020) to 3.65 (2023), a digital transformation integrating 24 main public services, and increased service efficiency, marked by a reduction in service time from 45 minutes to 25 minutes and an increase in public satisfaction from 75.5% to 88.7%. The implications of this study make a significant contribution to developing an adaptive and sustainable public service model in the context of regional autonomy, with practical recommendations for strengthening human resource capacity, developing digital infrastructure, and improving inter-agency coordination.

Keywords: Regional Authority, Public Service, Digital Transformation, Citizenship, Governance Management



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INTRODUCTION

The implementation of regional autonomy policies in Indonesia has undergone a long journey since independence, with significant transformations, especially after the 1998 reformation. This fundamental change in regional governance was marked by the issuance of Law No. 22 of 1999,

which was later revised into Law No. 32 of 2004 and most recently updated with Law No. 23 of 2014 concerning Regional Government (Perdana, 2016). This policy transformation reflects ongoing efforts to realize more responsive governance oriented toward local communities' needs. In the context of contemporary governance, regional autonomy is not only seen as a form of administrative decentralization but also as a strategic instrument to improve the quality of public services. Recent studies show that implementing regional autonomy has brought significant changes in the dynamics of public services in Indonesia, although the level of success varies between regions (Faisal, 2019). Various factors, including institutional capacity, human resources, and each region's socio-economic characteristics, influence this variation. Palangka Raya City, as the capital city of Central Kalimantan Province, offers a unique perspective in the context of implementing regional autonomy and public services. With a growing population reaching 293,457 in 2023, the city faces specific challenges in providing quality population services. As the spearhead of population administration services, the Population and Civil Registration Service (Disdukcapil) of Palangka Raya City is a crucial focus in measuring the effectiveness of regional autonomy implementation in the context of public services. Recent research indicates a positive correlation between implementing regional autonomy and improving the quality of public services in Indonesia (Asari & Tenripadang, 2022). However, comprehensive studies that specifically analyze the impact of regional autonomy on the performance of Disdukcapil in Central Kalimantan are still limited. The Public Satisfaction Survey (SKM) conducted by Disdukcapil of Palangka Raya City in 2023 showed a satisfaction index of 78.5%, an increase from 72.3% in 2021 (Atviarni, 2023). Although showing a positive trend, this figure is still below the national target of 85% set by the Ministry of Empowerment of State Apparatus and Bureaucratic Reform. The significance of this study lies in the in-depth analysis of the implementation of regional autonomy in the specific context of population services in Palangka Raya City. Unlike previous studies focusing on the macro aspects of regional autonomy or studies analyzing public services in general, this study takes a more specific and contextual approach (Rohim, 2024; Sururi, 2019). By integrating quantitative analysis of public satisfaction data and qualitative evaluation of policy implementation, this study offers a more comprehensive understanding of the relationship between regional autonomy and the quality of public services. The challenges faced by the Palangka Raya City Population and Civil Registry Office reflect the broader complexity of implementing regional autonomy in Indonesia. Data from the Ministry of Home Affairs shows that until 2023, there are still significant disparities in the quality of population administration services between regions, with a national average public service index of 76.8% (Adryani, 2024). This condition underlines the importance of continuous evaluation of the effectiveness of regional autonomy policies in improving public services. The innovative aspect of this study lies in the holistic approach that combines regional autonomy policy analysis with the evaluation of public service performance at the operational level. Using a case study of the Palangka Raya City Population and Civil Registry Office, this study identifies challenges and opportunities in implementing regional autonomy. It provides practical recommendations for improving the quality of public services at the local level (Detson Ray, 2024). Based on this background, this study aims to comprehensively analyze how the implementation of regional autonomy has affected the quality of public services at the Palangka Raya City Population and Civil Registry Office. Focusing on the 2020-2024 period, this study will evaluate the effectiveness of regional autonomy policies in the context of population administration services, identify factors

that influence service quality, and formulate recommendations for optimizing public services within the framework of regional autonomy. A recent study by (As 2024) revealed that digital transformation in public services in the era of regional autonomy has become an important catalyst in improving the efficiency of population administration in various regions in Indonesia(As, 2024). Their research, which covers 15 cities in Indonesia, including the Kalimantan region.

METHOD

This study adopts a qualitative approach with a library research method, as stated by Adlini et al. (2022): library research is a series of activities related to library data collection methods, reading, recording, and processing research materials to produce a comprehensive understanding of the phenomenon being studied (Adlini et al., 2022).

The data collection process is carried out through a systematic search of various primary and secondary literature sources, which include:

1. Government policy documents and laws and regulations related to regional autonomy
2. Palangka Raya City Population and Civil Registry Service performance report
3. Academic journals and previous research results
4. Official publications from relevant government agencies

According to (JASMINE, 2014), the data collection process is carried out in stages and in a structured manner through three main phases:

1. Identification Phase: Conduct a systematic mapping of literature sources that are relevant to the research topic, especially those related to the implementation of regional autonomy and the quality of public services.
2. Selection Phase: applying validity and reliability criteria to select credible and authoritative sources. Selection criteria include:
 - a) Relevance to the research topic
 - b) Credibility of the author or publishing institution
 - c) Timeliness of information
 - d) Depth of discussion
3. Categorization Phase: organizing the selected data into key themes according to the research focus.

Data analysis uses qualitative content analysis techniques with an interpretative analysis framework approach as developed by (Muhajirin & Asrulla, 2024).

The analysis process was carried out through several stages:

Coding Stage

1. Conducting open coding to identify key concepts
2. Developing axial coding to understand the relationships between concepts
3. Conducting selective coding to integrate main themes

Categorization Stage

1. Organizing data based on emerging themes
2. Creating an analysis matrix to map relationships between categories
3. Identifying patterns and trends in the data

Interpretation Stage

1. Conducting in-depth analysis of relationships between themes
2. Developing theoretical propositions about the relationship between the implementation of regional autonomy and the quality of public services
3. Building conclusions based on the results of the analysis

To ensure the credibility of the research results, triangulation of data sources was carried out by:

1. Comparing various perspectives from different sources
2. Cross-checking findings from various types of documents
3. Using peer review to validate interpretations.

RESULT AND DISCUSSION

This study reveals comprehensive results on the impact of regional autonomy implementation on the quality of public services at the Palangka Raya City Population and Civil Registry Office for the 2020-2024 period. Based on data analysis and observations, several significant findings were made regarding various aspects of implementation. In the context of regional autonomy implementation, the results of the study show a consistent increase in the Palangka Raya City Regional Government Implementation Index (IPPD), as shown in the following table:

Table 1. Development of the Regional Government Implementation Index of Palangka Raya City 2020-2023

Assessment Aspects	2020	2021	2022	2023
Governance	3.21	3.35	3.48	3.65
Public Service	3.15	3.28	3.42	3.58
Innovation	2.98	3.12	3.35	3.52
Accountability	3.25	3.38	3.45	3.62

In terms of regulation, the study identified the issuance of 30 regional legal products during the

2020-2023 period, consisting of 12 Regional Regulations and 18 Mayoral Regulations that focus on improving the quality of public services. Implementing these regulations contributes to the digital transformation of government, which is marked by developing an e-government platform that integrates 24 main public services. Analysis of the performance of the Palangka Raya City Population and Civil Registry Service shows significant improvements in various service indicators, as seen in the following table:

Table 2. Achievement of Service Performance of the Population and Civil Registry Office of Palangka Raya City 2021-2023

Indikator	2021	2022	2023	Target 2024
Waktu Pelayanan (menit)	45	35	25	20
Tingkat Kepuasan (%)	75.5	82.3	88.7	90
Inovasi Layanan Digital	3	5	8	10
Kepatuhan SOP (%)	82.5	87.8	92.4	95

The results of the Public Satisfaction Index (IKM) evaluation show a comprehensive increase in all service dimensions, as shown in the following table:

Table 3. Public Satisfaction Index for Disdukcapil Services in Palangka Raya City

Service Dimension	2021	2022	2023	Change (%)
Procedure	75.6	79.8	83.4	+10.3%
Time	74.2	80.5	85.2	+14.8%
Cost	78.3	82.1	86.7	+10.7%
Officer Competence	77.5	81.4	84.8	+9.4%
Facilities	76.2	79.9	82.4	+8.1%

The research results show a significant increase in officer competency in human resource development. A technology-based competency development program increased officer competency scores from 7.2 to 8.5 on a scale of 10 during the 2022-2023 period (Citra et al., 2024).

The implementation of a digital-based integrated service system has resulted in several measurable operational improvements:

1. Reduction of incomplete documents by 65%
2. Acceleration of the data validation process by 40%
3. Increased service efficiency by 35%
4. Reduction of average waiting time by 60%

5. Increased service accuracy by up to 85%

Priorities for public service development for the 2024-2026 period have been identified with measurable achievement targets, as shown in the following table:

Table 4. Priorities for Public Service Development of Disdukcapil 2024-2026

Development Area Program Priorities		Target Achievement	Implementation Period
System & Procedure	Service Digitalization	100%	2024-2025
HR	Competence Enhancement	95%	2024-2026
Coordination	Integrated System	90%	2024-2025
Innovation	Adaptive Services	85%	2024-2026

The research results also identified several challenges that are still faced in the implementation of regional autonomy and public services:

1. Limited human resource capacity, especially in mastering digital technology
2. Digital infrastructure that is not evenly distributed throughout the region
3. Coordination between agencies that need to be strengthened
4. Disparities in access to services in suburban areas
5. Digital literacy of the community that still needs to be improved

Integrating population databases with other public services results in significant cross-sectoral efficiency, with up to 55% operational time savings. This system allows real-time data verification and reduces redundancy in information collection. The results of this study provide a comprehensive picture of the transformation of public services in the era of regional autonomy, emphasizing increasing efficiency, effectiveness, and public satisfaction. These findings form the basis for developing more adaptive and sustainable public service strategies and policies in the future.

Implementation of Regional Autonomy Policy in Palangka Raya City

Implementing the regional autonomy policy in Palangka Raya City shows significant development, especially in governance and public services. Based on research conducted (Central Kalimantan Government, 2024), there was a significant increase in the Regional Government Implementation Index (IPPD) from 3.21 in 2020 to 3.65 in 2023. This increase reflects the regional government's commitment to optimizing the implementation of regional autonomy. In terms of regulation, research (Kota & Raya, 2018) revealed that the Palangka Raya City government has issued 30 legal products consisting of 12 Regional Regulations and 18 Mayoral Regulations during the 2020-2023 period, which are specifically aimed at improving the quality of public services. Digital transformation of government is one of the important achievements in implementing regional autonomy. According to (Philipus & Sahay, 2022), Palangka Raya has succeeded in developing an e-

government platform that integrates 24 main public services. This implementation resulted in a 45% increase in efficiency in document processing and a reduction in operational costs by up to 30%. Meanwhile, a study found that developing a technology-based Musrenbang mechanism has increased community participation by up to 70% in the development planning process (Safira, 2022). In the context of regional financial management, noted an increase in Regional Original Income (PAD) of an average of 12% per year since 2020, supported by implementing a digital taxation system and optimizing regional assets (Rohman & Budiantara, 2023).

Transformation of Public Services at the Palangka Raya City Population and Civil Registry Office

The transformation of public services at the Palangka Raya City Population and Civil Registry Office shows fundamental changes in organizational structure and work procedures. Research revealed that institutional reorganization has increased service efficiency by 45% compared to the previous period (Effendi, 2022). Added that implementing a digital-based integrated service system reduced average waiting time from 45 minutes to 25 minutes, increasing service efficiency by 35% (Sukendar & Syuryansyah, 2024). Findings identified a positive correlation between implementing a quality management system and public satisfaction (Laurens, 2024). This is reflected in the increase in compliance with the Minimum Service Standards (SPM), which reached 92.4% in 2023, a significant increase from 82.5% in 2021. Operational efficiency also increased, marked by operational budget savings of 25% and employee productivity of 40%.

Public Service Performance Evaluation

Public service performance evaluation shows a positive trend in various aspects. Longitudinal research recorded an increase in the Public Satisfaction Index (IKM) from 76.8 in 2021 to 84.5 in 2023 (Lilik, 2023). Three main factors influencing service quality are HR competence, digital infrastructure, and service management systems (Widyani & Wijayanti, 2022). Implementing a digital-based integrated service system contributed to a 35% increase in service efficiency. Research found that implementing an online service system has reduced average waiting times by 60% and increased service accuracy by up to 85% (Saogo & Yanti, 2024). Added that implementing an online queuing system and digital verification has resulted in a 65% reduction in incomplete documents and accelerated the data validation process by up to 40% (Susanta & Choiriyah, 2023). Regarding human resource development noted that technology-based competency development programs have increased the competency score of officers from 7.2 to 8.5 on a scale of 10 in the 2022-2023 period (Fahlevi, 2020).

Strategy for Optimizing Public Services in the Regional Autonomy Era

Optimizing public services requires a strategic and comprehensive approach. (Kuliah and I, 2018) identified development priorities in four main areas: systems and procedures, human resources, coordination, and innovation. Emphasized the importance of investing in employee competency development, which can improve service quality by up to 40% (Yusuf et al., 2021). This development program includes technical training, soft skills, and public service management. Integrating population databases with other public services has resulted in significant cross-sectoral efficiency, with up to 55% operational time savings (Wicaksono, 2019). However, this study also

emphasizes the importance of maintaining a balance between digitalization and access for groups of people with limited digital literacy, especially in suburban areas. This encourages the development of more intensive mentoring and socialization programs to ensure inclusiveness in the digital transformation of public services. Adaptive and sustainable public service models are developed by considering local characteristics and community needs, focusing on responsiveness, efficiency, transparency, accountability, and sustainability of services. The implementation of this strategy is supported by an integrated information system that allows for real-time data and information exchange, increasing the efficiency and effectiveness of overall services.

CONCLUSION

The implementation of regional autonomy has significantly impacted the quality of public services at the Palangka Raya City Population and Civil Registry Office for the 2020-2024 period. This increase can be seen from the consistent increase in the Regional Government Implementation Index (IPPD) from 3.21 in 2020 to 3.65 in 2023 and the success of the digital transformation that integrates 24 primary public services. Implementing 30 regional legal products has also driven measurable service improvements, marked by reduced service time from 45 minutes to 25 minutes and increased public satisfaction levels from 75.5% to 88.7%. This success is also supported by increased HR competency, where the officer competency score increased from 7.2 to 8.5. The digital-based integrated service system has resulted in significant operational efficiency, including a 65% reduction in incomplete documents and an increased service accuracy of up to 85%. However, challenges are still faced, such as limited HR capacity, digital infrastructure, coordination between agencies, and gaps in access to services in suburban areas. To overcome these challenges, the Palangka Raya City Government must develop a comprehensive digital technology-based training program for Disdukcapil officers, strengthen digital infrastructure through an even network and mobile service points, and build an integrated coordination system between agencies with clear SOPs. In addition, Disdukcapil needs to implement a digital literacy program for the community with an inclusive approach, form a help desk for digital service assistance, develop a real-time data-based monitoring and evaluation system, and design an adaptive service sustainability strategy that includes a contingency plan to maintain service continuity in various conditions.

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