

Research Article

Implementation of Administrative Service Innovation: Complete Service in the Sub-district

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ORCIDSelfi Budi Helpiastuti: <https://orcid.org/0000-0003-2673-5518>**Abstract.**

This study aims to determine and analyze the innovation of complete population administration services in the district at the Department of Population and Civil Registration of Jember Regency. Previously, population administration services such as ID cards, family cards, and birth certificates were centered at the Jember Regency Population and Civil Registry Service, people who would take care of population administration complained that the distance between the official office and their homes was too far, such as Silo sub-district, Umbulsari sub-district, and still much more. They have to come all the way to the Jember district office to take care of population administration. The services provided by the Department of Population and Civil Registry of Jember Regency were too long, causing very long queues and overcrowding. This study used qualitative research methods. Data collection techniques were carried out by means of observation, in-depth interviews, and documentation. Data validation was done using the source triangulation method. This study uses interactive model data analysis techniques, namely data condensation, data presentation, and verification. The results showed that the population administration service program at the sub-district office was a breakthrough or new innovation in population administration services for Jember district. People were no longer required to come all the way to the office, rather they just had to visit their respective sub-district offices so they can take care of population administration. Population administration services are easier and faster, services that do not cause long queues.

Keywords: innovation, public service, administration service

1. Introduction

Population Administration services such as ID cards, Family Cards, and Birth Certificates are centered on the Jember Regency Population and Civil Registration Office, people who will take care of the Population Administration files complain that the location of their homes is far away, such as Ledokombo sub-district, Silo sub-district, Umbulsari sub-district, Kencong district, and so on. many more whose homes are far from the Jember Regency Population and Civil Registry Office. They have to come all the way to the office of the Population and Civil Registry Office of Jember Regency to take care of Population

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Administration, of course they complain that apart from the remote location of the house, they spend money, energy, and also their time. In addition, the services provided by the Office of Population and Civil Registration of Population and Civil Registration of Jember Regency take a long time, causing very long queues and overcrowding. On the basis of these problems, the Head of the Jember Regency Population and Civil Registry Office made an innovation program for Complete Population Administration Services in the District, that Population Administration services were delegated to each sub-district in Jember Regency as many as 31 Districts. With the Complete Population Administration Service program in the District, services are transferred or delegated to each sub-district. The Regent of Jember hopes that this program can help the community in managing Population Administration. The Complete Population Administration Service in the District is divided into 9 printing points quoted by the Jember Regency Population and Civil Registry Office, there are 9 print points of the Complete Population Administration Service in the District in Jember Regency, the 9 print points are:

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The nine printing points are the printing points for making new KTPs, Family Cards, and Birth Certificates. After printing, the finished new KTPs, Family Cards, and Birth Certificates are handed back to their respective sub-districts and the community will be contacted by service officers via WhatsApp messages, people can take their ID cards, family cards, and new birth certificates that have been made according to a predetermined collection schedule. Prior to the ratification of the Complete Population Administration Service program in this District by the Regent of Jember Hendi Siswanto, it had been piloted in Kencong District so that was the reason for choosing Kencong District for the inauguration of the program. Prior to the innovation of Complete Population Administration Services in the Subdistrict made by the head of the Population and Civil Registry Office, population administration services such as ID cards, Family

TABLE 1: Nine points of Complete Population Administration Service in the District of Jember.

Complete Population Administration Services in the District of the City area	Complete Population Administration Services in Tanggul District	Complete Population Administration Services in Tempurejo Kecamatan District
1. Sumbersari District	1. Tanggul District	1. Tempurejo District
2. Patrang District	2. Sumberbaru District	2. Jenggawah District
3. Kaliwates District	3. Bangsalsari District	3. Ajung District
	4. Semboro District	
Complete Population Administration Services in Kencong District	Complete Population Administration Services in Wuluhan District	Complete Population Administration Services in Rambipuji District
1. Kencong District	1. Wuluhan District	1. Rambipuji District
2. Jombang District	2. Puger District	2. Panti District
3. Umbulsari District	3. Balung District	3. Sukorambi District
4. Gumukmas District	4. Ambulu District	
Complete Population Administration Services in Jelbuk Kecamatan District	Complete Population Administration Services in Mayang Kecamatan District	Complete Population Administration Services in Kalisat District
1. Jelbuk District	1. Mayang District	1. Kalisat District
2. Arjasa District	2. Silo District	2. Ledokombo District
3. Pakusari District	3. Mumbulsari District	3. Sumberjambe District
4. Sukowono District		1. Kalisat District

Source: Jember Regency Population and Civil Registry Office, 2022

Cards, and Birth Certificates were centered on the Jember Regency Population and Civil Registry Office. From the explanation above, the researcher wants to know and analyze about the innovation of Population Administration services through Complete Population Administration Services in the District.

Innovation is a change that creates a new dimension in performance [1]. In this case, innovation provides new things to facilitate the running performance process. Innovation is needed to get the best solution for the various problems faced, both by the community, business actors, and the government. In the context of the state, especially in the implementation of governance, innovations that occur are usually classified as innovations by the state government. This innovation generates attention because it is one of the most important key strategies to accelerate the success of development and increase the welfare of the nation, especially in the Population Administration service.

2. Literature Review

Literature review is important for systematic research which aims to identify relevant theories for research. In this chapter, the theoretical basis used as a reference in developing this research will be explained. The concept of innovation is used to implement public service innovations.

2.1. Innovation

Drucker [1] argues that innovation is a change that creates a new dimension in performance. In fact, we must admit that humans have the ability to adapt and be creative for renewal. In the performance of public services, an innovation or renewal is needed to facilitate the services provided. In addition, according to Rogers and Shoemaker [2], innovation is an idea, action, or object that is considered new by someone. Considering the time that has passed since an idea was first used or invented, whether the idea is truly new or not, has nothing to do with human behavior.

The Center for Governance Innovation Team (2014) [3] according to Anthony defines innovation as something different that has an impact. In this sense it can be interpreted that innovation is something that has differences that can be put together into a new thing or idea that has a better impact on change. Innovation, which can be called a form of new breakthrough or change or renewal of something that has been established or exists through the process of identifying problems and then generating new ideas, then developed and implemented to provide added value for service users. In another context, innovation is the introduction of new or old combinations of inputs to outputs to make a big difference in the utility and price comparison offered to consumers and users [4].

From the explanation above, it can be concluded that innovation is a thought process that produces ideas and then implements them, then these ideas can solve existing problems, and can take care of all public interests. Innovation has a goal to answer various problems including the practice of governance. Innovation can bring up new ideas so that they can bring up or produce new things such as products, services, policies, new ways, business processes, and so on. Innovation brings a new idea or ideas, new products, new services, and also new ways to help human life. Of course, in this context, innovation is primarily concerned with human creativity. That means making new changes.

Everett M. Rogers (1995) [5] argues for the need for universal standards to describe the attributes that are claimed to be public service innovations, he states that there are five different innovation attributes that are empirically related but conceptually different. Five attributes of innovation according to Rogers (1995) are as follows.

1. *Relative advantages*

The extent to which an existing innovation is perceived as better than the idea it replaces (Rogers, 1995) [5]. In this case, a new innovation must be superior and have a better value than the existing innovation.

1. *Compatibility.*

The degree to which an innovation is perceived to be consistent with existing values, past experiences or ideas and previous circumstances, and with existing needs (Rogers, 1995) [5]. In this sense, new innovations should not be separated from existing innovations, so that new innovations become a process of updating from previous innovations so that they can meet the needs of the community. So, there are updates and improvements from existing innovations according to what the community needs.

1. *Complexity.*

Innovation is considered relatively difficult to understand and use (Rogers, 1995) [5]. In that sense, new innovations may have a more complex level than existing innovations.

1. *Triability.*

The extent to which an innovation can be piloted is limited (Rogers, 1995) [5]. In the statement, new innovations must be tested, to find out how well and precisely the innovation can be implemented.

1. *Observability.*

Some innovations can be easily observed, understood and communicated with others (Rogers, 1995) [5]. In this case, innovation can be successful if the results of the innovation can be easily observed and understood by others.

The five attributes are considered suitable to determine whether the existing innovations can be said to be innovations according to the definition of innovation and are claimed to be public service innovations.

2.2. Public Service Concept

Public services are everything provided by the government to improve people's living standards regarding social and economic matters [6]. The government provides services for the community so that people's lives are expected to be more organized and improve socially and economically.

Basically, public service aims to provide satisfaction to the community. Public services have a function as a form of fundamental function that must be managed by government institutions, both central and regional [6]. The government as a service provider for the public, government institutions provide services to the community happily without any pressure. The process of serving the community is something that must be done by the government, either as an obligation or as an honor, it is based on the formation of a human society [6].

Public services, more to the services provided by the government or central and regional government agencies to the community. In carrying out services for the public, of course, many problems will arise, such as the service bureaucracy or government administrators who do not provide proper services. Therefore, so that public services can be said to be successful, the service must bring up an innovation so that the problems that exist in the service can be resolved.

2.3. Completed Population Administration Service Program in the District

The Population and Civil Registry Office of Jember Regency provides a new Population Administration service innovation, namely the Complete Population Administration Service Program in the District. This innovation was made on the basis of the problems that exist in the Population Administration service at the Department of Population and Civil Registration of Jember Regency, such as the service bureaucracy which is classified as not good, the service provided is slow and convoluted so that people have to queue and wait a long time for administrative services. Their population, from these problems led to mal-administration in the Population Administration service process at the Population and Civil Registry Office of Jember Regency. In addition, the community also complained that the location of the house was too far, approximately 40 km from the Jember Regency Population and Civil Registry Office for Population Administration services, such as in Silo sub-district, Umbulsari sub-district, and Sukowono sub-district.

The head of the Jember Regency Population and Civil Registration Service made an update in the Complete Population Administration Service Program in this District to make it easier for the community to provide Population Administration services. Population Administration services are delegated to each sub-district in Jember district. So people don't need to come far and queue for a long time for Population Administration services, just come to their respective sub-districts so that Population Administration services can be completed.

The head of the Population and Civil Registry Service also brings this innovation closer to e-Government, the public gets Population Administration services through online networks such as whatsapp messages, the public can send their files to the Population Administration service officers according to the directions of the Population Administration service officers. This can allow that the service for the Public Population Administration can be faster and also avoid long queues.

3. Methods

This study uses qualitative research methods, because qualitative methods are more focused on finding symptoms, events, facts and realities that occur [7]. In this study, the researcher wanted to know the innovation of the Complete Population Administration Service in the District at the Department of Population and Civil Registration of Jember Regency and analyze data regarding the benefits, suitability, complexity, possibility to try, and ease of observation in the implementation of the service innovation of Complete Population Administration Service in the District. at the Department of Population and Civil Registration of Jember Regency.

The researcher uses a descriptive qualitative research approach that provides an overview and explanation that can explain a problem under study, and the researcher gives a real picture of the events being studied. There are limitations in efforts to uncover a problem or situation or event as it is, so that it is merely to reveal facts or reality and provide an objective picture of the actual situation.

The Department of Population and Civil Registration of Jember Regency made a program so that the administration of Population Administration was delegated to each sub-district in Jember Regency. Therefore, from this description, the researchers chose the location in this study, which was carried out at the Kaliwates District Office, Jember Regency.

This research was conducted using a qualitative descriptive method, so to obtain data using 4 kinds of techniques, namely interviews, documentation, observation, and triangulation of sources.

1. Observation

Observation is a scientific activity based on field facts and texts, through sensory experience without using any manipulation [8]. The researcher uses participatory observation techniques with the aim of obtaining complete data and is carried out by observing or making deep closeness to the natural environment of the object.

1. Interview

Interviews are used to find information related to facts, feelings, beliefs, desires, and so on that are needed to fulfill a research [9]. In this interview, the researcher conducted interviews with the person in charge of the Kaliwates sub-district office, the sub-district secretary and the head of the service section, the administration officer for the Kaliwates sub-district Population Administration, and the community who took care of the Population Administration at the Kaliwates sub-district office, Jember Regency.

1. Documentation

In general, perpetuating an activity can also be used to explain a documentation activity. Events can be documented in the form of writing, photos, recordings, and various other ways. The results of these perpetuating activities eventually became one of the sources of information about the event [10]. Researchers document research activities by recording, taking photos, recording research results and also researchers looking for data through documents obtained from the Kaliwates sub-district office.

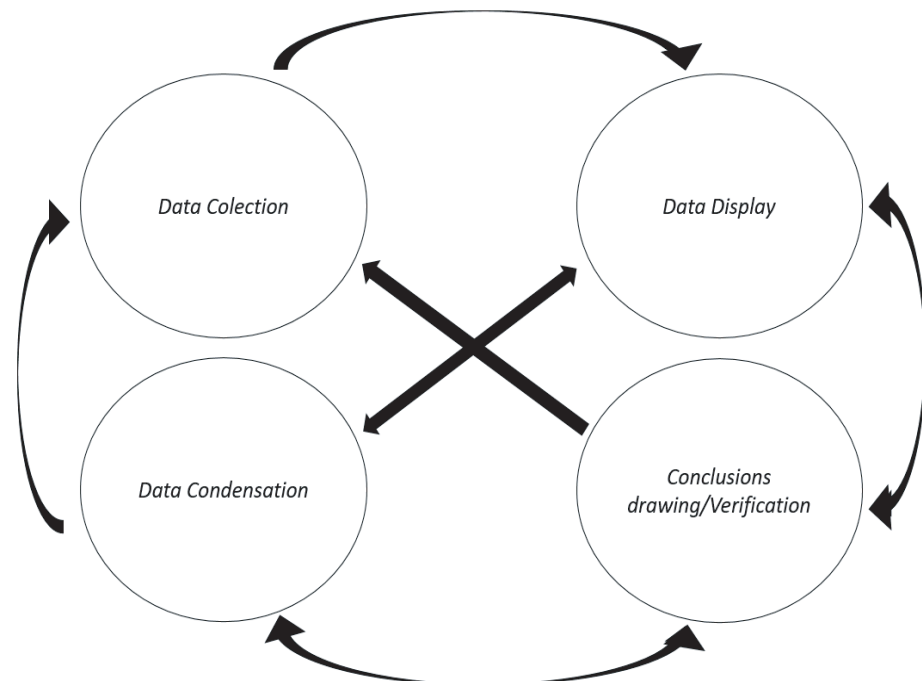
1. Source Triangulation

Source triangulation can improve data reliability by reviewing data generated during surveys by various sources or informants [11][12], Triangulation is a technique of combining various data collection techniques [13]. Triangulation of sources conducted by the researcher was carried out to 5 informants in charge of the Kaliwates sub-district who were represented to the sub-district secretary, service implementers as head of the Population Administration service section, service implementers as Population Administration service staff, then service recipients from the community.

To test the validity of the data in this study, the researchers used the source triangulation technique. Data in qualitative research is obtained from various sources,

carried out continuously and using various data collection techniques or triangulation [14]. The validity of the data contains an explanation of the procedures carried out by the researcher to ensure the truth of the data obtained from the research.

In this study, researchers used analytical techniques, namely data condensation, data presentation, and conclusion drawing/verification. According to Miles, Huberman and Saldana (2014) the steps are mentioned, such as data condensation, data display, and drawing conclusions [15].



Source: Miles, Huberman dan Saldana (2014)

Figure 1: Data analysis component Interactive Model.

4. Results and Discussion

Observations were made to find out the conditions in the research field, namely the Kaliwates District Office, the first observation was carried out on Monday, January 24, 2022. At the time the observation took place the researchers saw that there were many people who took care of Population Administration such as making electronic identity cards, revising electronic identity cards, and revising cards. Family. After observation, the researcher conducted interviews. Interviews were conducted with 5 key informants at the Kaliwates District Office. The informants who were interviewed intensively were the sub-district secretary, the head of the Population Administration service section,

the Population Administration service staff, then the community as users of Population Administration services in the Kaliwates sub-district.

All data from this research are described based on the focus of questions regarding 5 innovation approaches, namely (1) relative advantage; (2) compatibility; (3) complexity; (4) triability; and (5) observability.

1. *Relative advantage*

According to the sub-district secretary's informant, the benefits or positive values of the Complete Population Administration Service program in this sub-district, the community does not need to come far to the Jember Regency Population and Civil Registration Office to take care of Population Administration, it is enough in their respective sub-districts, the community can take care of its Population Administration. Community informants also thought that with this program, people no longer need to come to the Office of Population and Civil Registry in Jember Regency, but simply come to their respective sub-district offices so that the Population Administration can be completed. Based on the results of interviews and documentation, it can be concluded that the positive value or advantage of the Complete Population Administration Service program in this sub-district is that the community can be helped by not having to come far and queue long at the Jember Regency Population and Civil Registry Office, the services provided by the Kaliwates sub-district are very good. kind and friendly so that people who take care of Population Administration can easily and quickly complete their Population Administration. In addition, with this program, unofficial fees or fees no longer exist.

1. *Compatibility*

According to the head of the Population Administration service section, the complete administrative service program in this sub-district is in accordance with the needs of the community because services can be faster and easier, the statement was supported by the sub-district secretary's informant. In line with the informant of the head of the administrative service section, the service staff informant said that this program was in accordance with the needs of the community because the community did not need to come and queue for a long time at the Jember Regency Population and Civil Registry Office as before this program. The informant of the service user community said that this service was in accordance with the needs. With a program like this, people don't have to queue as long as before this program, and services can be faster and easier for the community.

1. *Complexity*

According to the informant, the head of the Population Administration service section, in line with the sub-district secretary, there are complications in the implementation of the services, namely when there is a lot of community data collection, and there is also a damaged electronic identity card recording device. In addition, printing cannot be finished at the sub-district office directly, but must be completed at the Office of Population and Civil Registration for the Kaliwates sub-district, according to the printing point of each sub-district. The service staff informant said that not only the recording equipment in the Kaliwates sub-district was damaged, but there were also around 13 sub-districts that had problems with the damaged equipment. Meanwhile, service users said that the complexity that existed when urgent needs were transferred to the Jember Regency Population and Civil Registry Office

1. *Triability*

The head of the service section informant who was followed by the sub-district secretary and service staff said that prior to the ratification or launching of the Complete Population Administration Service program in this sub-district, the Jember Regency Population and Civil Registration Service had conducted a trial in Kencong sub-district for 2 months, then it was approved by the the regent of Jember in the Kencong sub-district and the Kencong sub-district became the pilot representatives for each sub-district in Jember Regency.

1. *Observability*

The informant, the head of the service section, in line with the secretary of the sub-district head and service staff, said that the socialization was carried out every three months which was attended by the head of the Neighborhood Association and the Residents Association and officers from the Jember Regency Population and Civil Registration Office who also attended to deliver the Complete Population Administration Service program in the District from Department of Population and Civil Registration. The informant of the service user community said that the flow of this program can be easily understood and the services provided are also good and do not make it difficult for people who take care of Population Administration.

5. Discussion

1. *Relative advantage*

Various inappropriate practices are found in the bureaucratic order at the Jember Regency Population and Civil Registry Office, there are still delays in performance and neglect of community rights. In addition, bureaucrats are often seen to behave unfriendly in service to the community. In addition, there is a service system that is less complex, as well as time and cost security that are not guaranteed. Seeing these problems, the head of the Department of Population and Civil Registration made an innovation in the Complete Population Administration Service in the District, the program was intended to facilitate and give rights to the community for the administration of Population Administration. The extent to which an existing innovation is perceived as better than the idea it replaces [5]. In this case, a new innovation must be superior and have better value or have advantages over existing innovations. The Complete Population Administration Service Program in the Districts created by the Jember Regency Population and Civil Registration Service provides benefits for the community. With the Complete Population Administration Service program in this sub-district, people who will take care of their Population Administration, no longer need to come to the Population and Civil Registry Office, but simply come to their respective sub-district offices to get Population Administration services. Population Administration Services do not cause long queues and jostling anymore. The service bureaucracy can also be more organized, the services provided by the Kaliwates sub-district office are very good and friendly so that the people who take care of the Population Administration can be easier and more comfortable, besides the payment of unclear fees is no longer there.

1. Compatibility

New innovations should not be separated from existing innovations, this is so that new innovations become a process of updating from previous innovations so that they can meet the needs of society [5]. So, there are updates and improvements from existing innovations according to what the community needs. In public services, service managers need to provide good, friendly, fast, simple, safe, and high-quality services. Population Administration services provided by the Office of Population and Civil Registration of Jember Regency, people want services that are fast, easy, and uncomplicated. The Complete Population Administration Service Program in this sub-district provides fast, easy and safe services. After making observations, the researchers found that the services provided by the Kaliwates sub-district office were very good, and the service was friendly and fast. The informant for the head of the service section was strengthened by the sub-district secretary who said that this program was in accordance with the needs of the community, by delegating the management of Population Administration to each sub-district in Jember Regency, services could be

easier and faster. The informant from the service user community also said that with this program, of course, the community could be helped by administering the Population Administration, they didn't have to come far and queued at the Dispenduk office, but it was enough to just come to the Population Administration sub-district office.

The community can be helped in managing its Population Administration. People need fast and uncomplicated services in managing their Population Administration. This program is in accordance with what is needed by the community. To take care of population administration services, the community does not need to be in groups to cause long and long queues, and also the services provided are very good so that people who take care of their Population Administration are comfortable and happy with their services. By being delegated to their respective sub-districts, of course, Population Administration services can be completed easily and quickly according to the needs of the community, the community does not need to come far to the Jember Regency Population and Civil Registration Office, but it is enough to come to the respective Districts. Population Administration can be completed.

1. *Complexity*

Innovation is considered relatively difficult to understand and use [5]. In that sense, new innovations may have a more complex level than existing innovations. There are still complications in the service of the Complete Population Administration Service program in the sub-district in the Kaliwates sub-district. There are complexities such as the device for biometric recording for making E-KTP is damaged in the Kaliwates sub-district, as said by the head of the Population Administration service section, and there are about 13 sub-districts which have problems with damaged equipment, so recording for the Kaliwates sub-district must go directly to the Population and Records Office. Jember Regency Civil. And also another complication as said by the head of the Population Administration service section, namely that printing cannot be directly printed in each sub-district but must be printed at the print point at each sub-district representative, it is better if the printing can be completed directly in each sub-district so that services can be more efficient. easy and fast. In addition, there are also complications, such as when there is an urgent situation, people who want to take care of the Population Administration file in an urgent situation cannot immediately finish it at the sub-district, but have to come all the way to the Jember Regency Population and Civil Registry Office to take care of it directly.

1. *Triability*

The extent to which an innovation can be piloted is limited [5]. In the statement, new innovations must be tested, to find out how well and precisely the innovation can be implemented. Informant secretary Suharto sub-district and head of service section Suprpto said that prior to launching the Complete Population Administration Service program in the District, a trial was carried out for 2 (two) months in Kencong sub-district, then Kencong sub-district became the representative of the trial for each sub-district in the district. Jember. By having been tested beforehand to allow new innovations to be feasible, the purpose of testing the innovation of Complete Population Administration Services in the District is so that Population Administration services can run well, and also to find out whether the Complete Population Administration Service innovations in the District are feasible or not to be implemented.

1. *Obserbavity*

Innovation can be easily observed, understood and communicated with others [5]. In this case, innovation can be successful if the innovation can be easily observed and understood by other parties. Of course, in terms of the Complete Population Administration Service program in this District, to facilitate understanding for the service recipient community, a socialization or direction regarding the program is needed.

The sub-district secretary informant, in line with the head of the service section, said that the socialization was held every 3 (three) months and brought officers from the Population and Civil Registry Service to provide direction regarding the Complete Population Administration Service program in the District to the community. The service staff informant said that the socialization was held every 3 (three) months by presenting the head of the Neighborhood Association and the Residents' Association for briefing. Meanwhile, community informants said that the service flow and process of the Complete Population Administration Service program in the District was very easy to understand, service officers also provided good services so that the community could easily understand the program.

5.1. Standart flow of Population Administration service operational procedures

Standard flow of electronic identity card Population Administration service operational procedures:

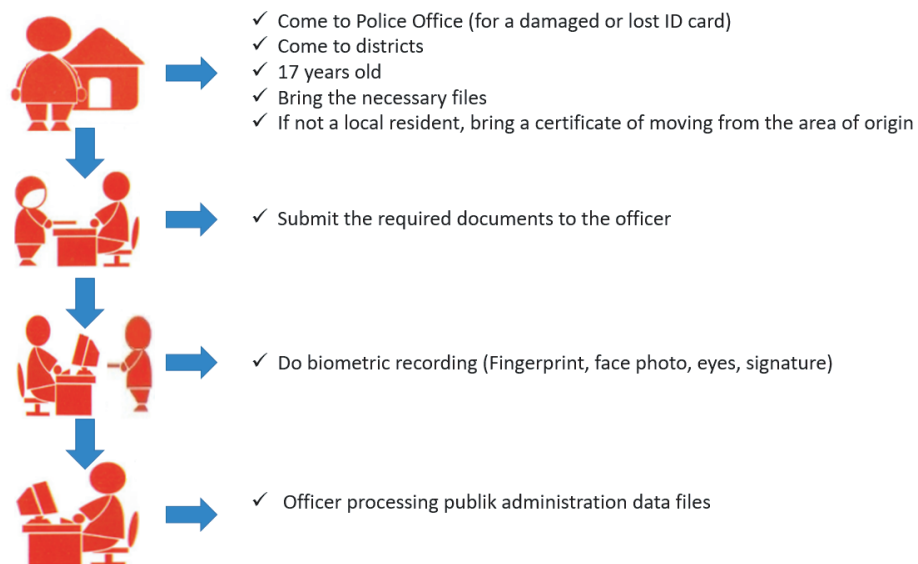
TABLE 2: Complete Population Administration Service Innovation Verification in Sub-districts.

Research variable	No	Variable Dimension	Research result	Analysis
Service Innovation	1	Relative Advantages	The advantage of the Complete Population Administration Service program in this sub-district is that people don't have to come far to the administration office to take care of their Population Administration, people don't need to queue and jostle to take care of their Population Administration, extortion in the service bureaucracy no longer exists.	This program can help the needs of the community, people who will take care of their Population Administration, no longer need to come far to the Office of Population and Civil Registry, just come to their respective sub-district offices they can take care of their Population Administration, besides that the administration of Population Administration does not cause queues long and jostling again. The service bureaucracy can also be more organized, extortion that is troubling the community now no longer exists.
	2	Copatibility	The Complete Population Administration Service Program in the District is in accordance with the needs of the community because the service can be faster and easier, the community does not need to be in groups to queue for a very long time, and there is no need to come far to the administrative office, but it is enough in the sub-district so that the Population Administration can be completed.	This program is in accordance with what is needed by the community. To take care of the administration of the population, the community does not need to be in groups to cause long and long queues, and the services provided are also very good. By being delegated to their respective sub-districts, of course, Population Administration services can be completed easily and quickly according to the needs of the community, the community does not need to come far to the administrative office, but it is enough to come to the respective sub-districts of the Population Administration to be completed.
	3	Complexity	There are complications in the implementation of services, there are complications in collecting a lot of community data, besides that there is a damaged e-KTP recording device, and also the printing cannot be completed directly in the sub-district but is printed at the Office of Population and Civil Registration for the Kaliwates sub-district according to each sub-district. respectively, the complexity exists when there is an urgent need for the administration of Population Administration at the sub-district office cannot serve for urgent needs so it must be transferred to the office of the Population and Civil Registry Office.	There are complications in the implementation of services, there are complications in collecting a lot of community data, besides that there is a damaged e-KTP recording device, and also the printing cannot be completed directly in the sub-district but is printed at the Office of Population and Civil Registration for the Kaliwates sub-district according to each sub-district. respectively, the complexity exists when there is an urgent need for the administration of Population Administration at the sub-district office cannot serve for urgent needs so it must be transferred to the office of the Population and Civil Registry Office.

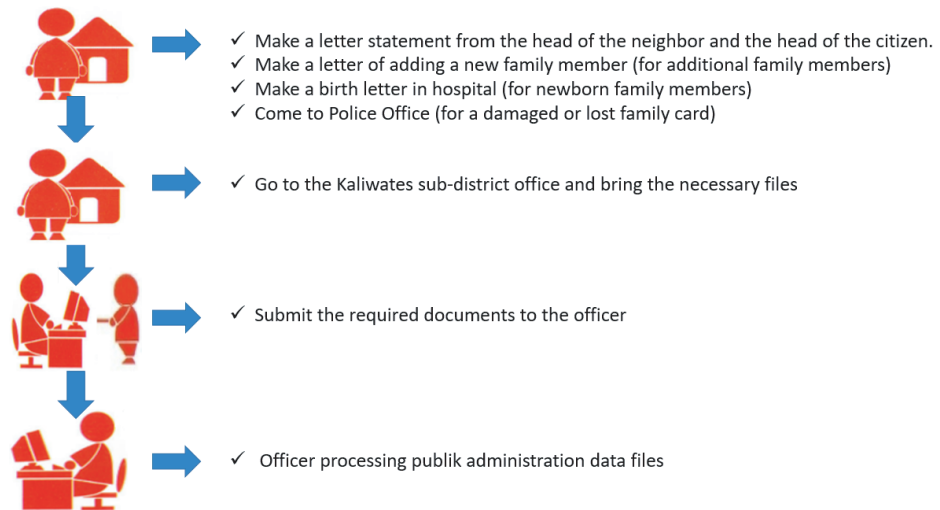
TABLE 2: (Continued).

	4	Triability	Prior to launching or prior to the ratification of the Complete Population Administration Service program in this sub-district, the Jember Population and Civil Registry Service had conducted a pilot trial in the Kencong sub-district, and the Kencong sub-district became the representative of the trial for each sub-district in Jember Regency.	Prior to the ratification or launching of the Complete Population Administration Service program in this sub-district, the Jember Regency Population and Civil Registration Service had conducted a trial in the Kencong sub-district and then it was approved by the Jember regent, in Kencong sub-district and Kencong sub-district it became the representative of the trial for each sub-district. in Jember Regency.
	5	Obsevability	socialization about this program, was held by presenting officers from the Population and Civil Registry Office to provide an explanation of the program from the Population and Civil Registry Service which was named the Complete Population Administration Service in this District, and socialization was also held every 3 (three) months. , by presenting community representatives for socialization. In addition, the Population Administration service in the Kaliwates sub-district is not difficult and not convoluted so that it can be easily understood by the public.	Officers from the Population and Civil Registry Office came to the Kaliwates sub-district to provide socialization to the community. In addition, officers in the Kaliwates sub-district also provide direction and socialization during meetings every 3 months which are attended by community representatives regarding the Complete Population Administration Service program in this District. With a process that is neither difficult nor complicated, the community can understand the flow and process of services provided by the sub-district Population Administration service officer.

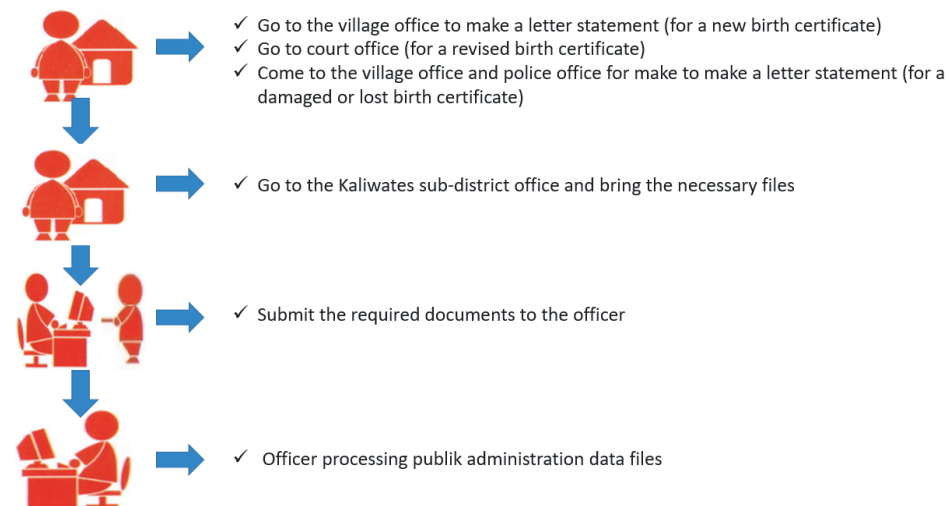
Source: Analysis by author



Standard flow of operational procedures for Family Card Population Administration services:



Standard flow of operational procedures for Birth Certificate Population Administration services:



6. Conclusion

Based on the explanation that has been described, regarding the innovation of Complete Population Administration Services in the District, there are 5 innovation attributes to describe the attributes that are claimed to be public service innovations, namely (1) relative advantage; (2) compatibility; (3) complexity; (4) trialability; and (5) observability, it can be concluded as follows.

1. (a) i. A. This program can help the needs of the community, people who will take care of their Population Administration, no longer need to come to the Office of Population and Civil Registry, just come to their

respective sub-district offices. They can take care of their Population Administration, besides that the Administration of Population does not cause long queues and jostle again. The service bureaucracy can also be more organized, the services provided by the sub-district office are very good and friendly so that the people who take care of the Population Administration can be easier and more comfortable, besides the extortion that is troubling the community now no longer exists.

- B. The community can be helped in managing their Population Administration. By being delegated to their respective sub-districts, of course, Population Administration services can be completed easily and quickly according to the needs of the community, it is enough to come to the respective sub-districts of Population Administration to be completed.
- C. There are complexities, such as a device for biometric recording for making electronic identity cards that is damaged, as said by the head of the Population Administration service section, there are about 13 sub-districts that are hampered by damaged equipment, so the recording for the Kaliwates sub-district must go directly to the Office of Population and Civil Registration. And also another complication as stated by the head of the Population Administration service section, namely that printing cannot be directly printed in each sub-district but must be printed at the print point at each sub-district representative.
- D. Prior to ratification, a trial was carried out in the Kencong sub-district, then it was approved by the Jember regent and became a trial representative for each sub-district in Jember Regency.
- E. Officers from the Department of Population and Civil Registration came to the sub-district to provide socialization to the community. In addition, officers in the Kaliwates sub-district also provide direction and socialization during meetings every 3 months which are attended by community representatives about a program called Complete Population Administration Services in this District

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