



Innovation Of Death Certificate Services At The Department Of Population And Civil Registration Of Bandung City, West Java

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Abstract: *Innovation in service delivery is essential for the progress of the public sector, particularly in the issuance of death certificates by the Bandung City Population and Civil Registration Office (Disdukcapil). This study aims to identify and evaluate service innovations in this field, focusing on their impact on efficiency and user satisfaction. Using a descriptive analysis method with a qualitative approach, data were collected through direct observation, staff interviews, and document review. Findings reveal that Disdukcapil has implemented innovations like an online messaging and registration system, enabling citizens to apply for death certificates online, upload required documents, and complete electronic payments. These changes have reportedly enhanced service delivery, with user feedback indicating improved accessibility and time savings. However, challenges such as initial user adaptation and technical constraints were encountered, which affected the implementation process. This research highlights the sustainable benefits of service innovation in public administration, offering insights for further improvements in future practices..*

Keywords: *death certificate, innovation, service*

1. INTRODUCTION

Death certificate recording services are included in the types of civil registration services consisting of birth certificates, death certificates, marriage certificates, divorce certificates, other deeds and marginal records. The researcher limited the research so that the discussion presented was only about death certificates, as for the flow that must be passed to take care of death certificates depending on the needs, the availability of online services for death certificates provided by the Population and Civil Registration Office, namely the issuance of new death certificates, pick-up for document making, lost/damaged certificates, death certificates for foreigners, Overseas death reporter, Deed correction, Legalization of deed documents and Collection of birth/death certificate documents (new issuance).

The various services mentioned above still do not attract public attention about the importance of the administrative process in the life of the state or society, the innovations put forward by the Disdukcapil still do not hit the target for administrative matters, especially with the transformation of offline service activities into online which can be fairly new for the people of Bandung City. According to Suarha et al., (2023) The existence of nepotism which is still a case of service standards regarding professionalism and unprofessionalism of service is one of the factors that measure the success of services among the community.

The awareness and unconsciousness of the community must still be considered by service providers, especially the disdukcapil, especially about information that must be published to the public so that the public is quick to understand new things, procedures that must be updated and informed to the public regarding death certificate services (Saputra, Dzauharoh, et al., 2023). Musabry (2021) socialization is important because information can be an awareness benchmark for the public to at least know about civil registration or population registration. The complexity of the procedure for making a death certificate and the time required for the process of issuing a death certificate is one of the reasons for the laziness of the lower level society, on the other hand the upper level society can pay someone to handle the issuance of the death certificate.

The making of a death certificate is inseparable from the emotions obtained by the community, the sense of loss that still resides is the reason why the death certificate must be taken care of with a fast deadline and not with complicated procedures, especially with the management for heirs which is sometimes not very friendly to the people who experience it.

In the news bandung.go.id 2020 there is a person who is a forger who can take care of other people's death certificates so that other people who are declared dead on Thursday turn out that their population status is still alive, problems for the distribution of assistance or related to other populations are a loss for him, this case occurred because there was a person who reported for the making of a death certificate and the requirements that must be met were true but it turned out that the person who was declared dead The world and has been issued a death certificate turns out to be still alive but the data is no longer active because it has been declared dead with the issuance of the death certificate, although this happened due to the intervention of the complainant who wanted the bad luck of others but should be able to predict the occurrence of this with conditions that should not be fulfilled by just anyone.

The accumulation of all the above problems will certainly have an impact on the level of public satisfaction and public perception that the services provided by the Disdukcapil are still lacking, the services provided should be of high quality, where the socialization is consistent in an integrated and sustainable manner, and the range of completion of the deed is not too long in order to succeed in the effort to implement these innovations. As stated in the research journal (Sry Muliati 2015), in order to get community satisfaction, the services provided should be of high quality so that in the application of innovations related to these services will be successful and people will no

longer be tired of coming and queuing at the Disdukcapil which takes so much time and cost.

Considering that this death certificate service is so very important for the community, it should be possible to overcome problems and the needs of the community can be achieved according to the wishes of the community, the institution of death certificate services will not be reduced because people will die every day, month or year, so the responsibility of the Bandung City Disdukcapil Office to be able to provide quality services and not harm the community.

Based on the problems and initial data found, there are indications of problems in this study, including: Service innovation is a new thing so socialization is needed. This socialization is needed to explain the value of the innovation. If people are not aware of the advantages of innovation, it will be difficult to implement, and people tend to continue to use the old way, even doing illegal things, such as forgery of deeds. The compatibility between innovation and the problems faced by the community can be seen from the fact that the community needs a more effective way to make death certificates. If this innovation is not fully compatible or relevant to the needs of the community, such as facing the forgery of death certificates, then the community will not feel the benefits.

Convoluting procedures suggest that such innovations may be considered too complex by society. If service innovation is too difficult or time-consuming, it will hinder its adoption and encourage the emergence of problems, such as falsification of documents. The availability of public access to innovation in death certificate services shows that the observability of this innovation is important. If people can see the benefits of this innovation quickly, then they will be more receptive to the change. However, if this innovation is not visible in its impact, socialization and its implementation will be a challenge. Socialization and initial testing of innovations are needed. If people are not given the opportunity to try innovations in simpler or limited forms, then resistance to these innovations can increase. In this case, initial trials in the community can help to introduce the new system gradually.

The relationship between the indicators of public service innovation and the indication of problems faced in the innovation of making death certificates is very important. Innovations that have more value (relative advantage) must be in accordance with the needs of the community (compatibility), easy to use (simplicity), the results can be observed (observability), and allow to be tested (triability). However, if these innovations do not meet these indicators, such as complex procedures or lack of

socialization, problems such as community resistance, falsification of deeds, and convoluted processes will continue to occur.

Rogers' innovation theory in Nanda Selvi (2022) which explains that in innovation there are 5 (five) things that are the dimensions of an innovation. These dimensions are, Relative Advantage, Compability, Complexity, Triability, Observability.

Relative advantage or relative advantage is the degree to which innovation is measured better/superior, because innovation is to change something that already exists to be more than before so that relative advantage or relative advantage is one of the important dimensions of innovation because there is also an advantage where the two must support each other otherwise innovation can be considered a failure, according to (Muluk, 2008:48) in Nurul Hilda, 2014 innovation in the category of substance innovation which is the basis for improving an innovation that previously existed with the benchmark of effectiveness and efficiency that occurs so that innovation is relevant for users and organizers.

Compability or conformity is the conformity between innovation and the values that exist in the innovation environment so that space and time are one of the provisions for measuring the suitability of innovation as well as the information era which today has become a transformation between offline and online, technology affects this conformity with the values of the norms that are combined so that innovation can be seen as suitable. Complexity is a measure where innovation can be considered difficult or easy to understand and used for its application, the more complicated the innovation, the more difficult it is to operate, so complexity is also related to the security of an innovation, such as websites or digital applications that are digitally operated so that security can be guaranteed.

Triability or the ability to be tested is the measure of innovation being tested at a certain limit, this ability depends directly on the dimension of excellence where the superior innovation is tested whether it can be quickly adopted or not with the general public.

Observability is the ability where innovation can be seen by others, the easier it is for a person to see the results of an innovation, the more likely the person or group is to adopt the innovation.

The five basic dimensions of innovation affect each other so that in its implementation innovation can run in accordance with the expectations of the community, especially in accordance with the times, the values contained in the

community cannot be separated from innovation because the target of public services is the public itself both internally and externally. Of the two theories above, the researcher focuses more on the theory from Rogers in Nanda Selvi (2022) because of the similarity between phenomena in the field and the aspects of the theoretical aspects presented.

The proposition of this research is "If the innovation of death certificate services at the Bandung City Population and Civil Registration Office meets the aspects of Relative advantage, Compatibility, Complexity, Observability, and Triability, then quality innovation will be realized".

Departing from the description of the problems described above which shows the ineffectiveness of the death certificate innovation initiated by the Bandung City Disdukcapil related to population administration services in making death certificates, the author is interested in reviewing and raising the title of the research: Service Innovation in the Making of Death Certificates at the Bandung City Population and Civil Registry Office.

2. METHODS

This type of research uses a qualitative descriptive approach. The design of this study will use a qualitative approach with a case study method to explore and analyze the implementation of public service innovation policies in the issuance of death certificates at the Bandung City Population and Civil Registration Office. Data will be collected through in-depth interviews with relevant stakeholders, such as service employees, hospital representatives, and families who handle death certificates, as well as through analysis of relevant policy documents. Data analysis will be carried out thematically to identify weaknesses in policy implementation and find the right solutions. This study aims to provide recommendations that can improve the effectiveness and efficiency of public services related to death certificates. In data analysis, the researcher uses an interactive model, whose elements include data reduction, data display, and conclusions drawing/verifying. The data analysis technique in this study uses three data acquisition procedures.

3. FINDINGS AND DISCUSSION

Relative Advantage is the degree to which innovation is measured as better/superior, because innovation is changing something that already exists to be better than before so that relative advantage or relative advantage becomes one of the important dimensions of innovation because with excellence there will also be innovation where both must support each other otherwise innovation can be considered a failure. As the results of the interviews that have been conducted, the added value of innovation in death certificate services at the Population and Civil Registration Service of Bandung City. With mepeling and shaking hands, the process of managing death certificates can be done faster. Use of Technology In the service of death certificates using mepeling and shaking hands, the Population and Civil Registration Service of Bandung City has implemented technology that simplifies the process of managin.

Mepeling and Salaman make it easier for reporters to report deaths and take care of death certificates. In the previous method, reporters were often faced with complicated procedures and convoluted requirements. With mepeling and shaking hands, reporters only need to bring the necessary documents and fill out the reporting form with clear instructions. This makes the reporting process simpler and easier to understand. Based on the statement submitted, the relative advantage that occurs in the innovation of death certificate services at the Population and Civil Registration Service of Bandung City already has advantages over the death certificate services provided previously because the distance traveled is affordable.

The results of interviews conducted with several informants regarding innovations in death certificate services at the Population and Civil Registration Service of Bandung City can be concluded that relative advantage is in accordance with the policy of the Regulation of the Minister of State Apparatus Empowerment and Bureaucratic Reform Number 3024 of 2014 concerning Public Service Innovation. Innovation in death certificate services at the Population and Civil Registration Service of Bandung City which has a good type of service that provides benefits for the community who especially travel long distances to take care of Population and Civil Registration Matters in Bandung City.

Compatibility is the suitability between innovation and the values that exist in the innovation environment so that space and time become one of the provisions for measuring the suitability of innovation, such as the information era which today has become a transformation between offline and online, technology influences this

suitability with the values of norms that are combined so that innovation can be seen as suitable.

The results of the interviews that have been conducted show that the implementation of mepeling and shaking hands in death certificate services is certainly appropriate because death certificates are now one of the requirements for managing Population Administration in the family environment, for example to update Family Cards. In this case, it is important to maintain good communication between the Population and Civil Registration Service, the community, and other relevant stakeholders. Participation and feedback from the community are also important to ensure that innovations such as mepeling and shaking hands remain in accordance with the values and needs of the surrounding environment. Mepeling in the sub-districts is in accordance with the needs because the distance traveled is affordable. Based on the results of the interview regarding compatibility, the researcher concluded that the innovation of death certificate services at the Population and Civil Registration Service of Bandung City is in accordance with the needs of the community, and its application is in accordance with current technology.

Complexity is a measure of how difficult or easy an innovation can be to understand and use for its application, the more complex the innovation, the more difficult it is to operate, so complexity is also related to the security of an innovation such as a website or digital application that is operated digitally so that security can be guaranteed. The security of both service innovations already has a sufficient level of security, this is indicated by a handshake that can only enter 1 account for 1 cellphone so that it can minimize misuse of the application, while mepeling has the same security as before because the file is physical. That socialization has been carried out, but because the scope of the city of Bandung has 30 sub-districts, there are still some people who do not know about the complexity of the innovation of death certificate services at the Bandung City Population and Civil Registration Service. Mepeling has the same procedure as the previous death certificate service, but the difference is only the distance traveled by the community to take care of it in their respective sub-districts.

Based on the research results, it can be concluded that the innovation of death certificate services at the Population and Civil Registration Service of Bandung City has the same procedure as the previous death certificate service in terms of complexity, but there are some people who do not understand the innovation of the service so that the socialization carried out is still lacking, the socialization carried out through the official

Disdukcapil website which contains news about Mepeling and Salaman.

Observability is the ability where innovation can be seen by others, the easier it is for someone to see the results of an innovation, the more likely it is for people or groups to adopt the innovation. The procedures carried out in mepeling are the same as the previous procedures, but increasing effectiveness and efficiency where people can take care of population and civil registration matters just by coming to the sub-district can improve the service.

Based on the results of the study, it can be concluded that the availability of the community to the innovation of death certificate services, namely mepeling and salaman, is good so that the community needs this innovation so that the processing of population and civil registration matters does not require time and place that can be reached. The procedures carried out are also not new so that the procedures for processing do not need to be socialized periodically. From the results of the study, the following minor propositions can be stated; If the innovation of death certificate services at the Population and Civil Registration Service of Bandung City is implemented based on Observability, then the service innovation can be good for the community with the availability of the community in death certificate service innovations and the procedures carried out can be streamlined.

Trialability is a measure of innovation tested at certain limits, this ability depends directly on the dimension of excellence where superior innovation is tested whether it can be quickly adopted or not by the general public. Based on the results of the study, it can be concluded that the innovation of death certificate services at the Population and Civil Registration Service of Bandung City has been tested to measure whether it can be accepted by the community and can be operated by Disdukcapil.

The findings of this study indicate that the innovation of death certificate services at the Population and Civil Registration Office of Bandung City has presented several significant improvements compared to the previous service system. Relative advantage shows that new systems, such as Mepeling and Salaman, provide more value by reducing the time and place required to obtain services, thanks to easy access through applications and special vehicles. The compatibility aspect shows that this innovation is in accordance with the needs and expectations of the community and utilizes the latest technology to improve efficiency and security. This reflects that the policy is able to meet the demands of the times and the needs of users.

However, findings related to complexity revealed challenges, especially in the

Salaman procedure which is relatively more complicated compared to Mepeling. This complexity shows that although innovation has been carried out, there is a need to simplify the process to make it more accessible to the general public. Meanwhile, observability confirms that the community has begun to feel the benefits of this innovation, with effective and efficient services both directly at the sub-district and through the application. This finding shows that the innovation has received positive acceptance from the community.

In the context of government policy, these findings underscore the importance of considering the ease of procedures and complexity in implementing public service innovations. Although technical aspects and accessibility have improved, policies need to be continuously improved to reduce the complexity that can hinder the use of services. The government is expected to use the results of this study to adjust policies and procedures, to ensure that public service innovations are not only accepted but also easily accessible to all levels of society. The following are the results of the informant's responses to the research indicators. In this study, interviews were conducted with 7 people who had been determined, with the same questions according to the title of the study.

Relative advantage in the innovation of death certificate services at the Population and Civil Registration Office of Bandung City has met the excess value of the previous death certificate service which was carried out in a temporary place, mepeling or carrying out mobile services whose services can be carried out in the nearest sub-district, cutting down on time and place, shaking hands or finished in the form of an application that can take care of population and civil registration matters anywhere. The Compatibility Aspect in the Innovation of Death Certificate Services at the Population and Civil Registration Office of Bandung City according to informants, the suitability with needs, expectations, circumstances, technology and values is appropriate because mepeling and shaking hands are supported by current technology, mepeling that uses mobile technology as a support to cut time and place, also shaking hands in the form of an application that is supported by an online security system.

Complexity in Innovation of death certificate services at the Population and Civil Registration Service of Bandung City, the complexity of the mepeling procedure is not too complicated because the procedure is the same as the previous service but the handshake procedure has a fairly complicated complexity seen from the registration procedure to the service where the process required for registration has complexity, but

seen from the security aspect, handshake has sufficient security because the community cannot take care of other people's population and civil registration matters so this can minimize forgery.

Observability in Innovation of death certificate services at the Population and Civil Registration Service of Bandung City, *mepeling* and *salaman* have played a significant role in the community, the community can take care of death certificate matters effectively and efficiently at home or at the nearest sub-district. Triability in Innovation of death certificate services at the Population and Civil Registration Service of Bandung City, *mepeling* and *salaman* have been tested to see how they are in accordance with the needs of the community.

This study shows similarities with previous studies, especially in terms of the importance of public service quality to improve public satisfaction. As stated in the journal Sry Muliati (2015), the emphasis on improving the quality of death certificate services is in line with the findings of this study that innovations such as *Mepeling* and *Salaman* have increased efficiency and reduced the time and costs previously required. Both studies underline the importance of quality services to avoid public inconvenience and meet their needs effectively.

However, there are differences in terms of procedural complexity. While Muliati's study focused more on general quality and satisfaction without discussing the details of the procedure, this study revealed the complexity of *Salaman's* procedures that could affect the ease of public access. This finding suggests that although innovation has improved aspects of efficiency and accessibility, the issue of complexity in the process needs to be addressed further to ensure services that are truly accessible to the public.

The contribution of this study to existing knowledge is to broaden the understanding of how the implementation of public service innovation can be influenced by various factors, including the complexity of procedures and ease of observation. By adding this dimension, this study provides deeper insights into the challenges and opportunities in implementing public service policies. This can help policymakers to formulate more comprehensive strategies in improving service quality and ensuring that innovations truly meet the needs of the community holistically.

4. CONCLUSION

Relative advantage, mepeling and shaking hands have more value than previous death certificate services, which are marked by the speed of the community to take care of death certificates even with the same procedure as before, while shaking hands that cut time and place can be accessed anywhere. Compatibility with, mepeling and shaking hands are in accordance with the needs, circumstances and supporting technology. Complexity, one of the main obstacles in this innovation is the introduction and acceptance of innovation by the community. Changes in previously known methods or processes can cause resistance or confusion at first. Therefore, it is important to provide clear information and effective communication to the community regarding the benefits and how to use this innovation, socialization with public agencies and sub-districts of Bandung City is one of the efforts to overcome obstacles in death certificate service innovation at the Population and Civil Registration Office of Bandung City. Observability, the availability of the community in the innovation of mepeling and shaking hands services is quite good because the administration can cut time. Triability, the innovation of death certificate services in mepeling and shaking hands has been tried and is in accordance with the needs of the community.

Suggestions that can be recommended are It is better if the registration for the Salaman application is not too complicated. The registration process in the Salaman application needs to be simplified to make it easier for users. Complicated steps or excessive requirements can hinder community participation. With simpler and more efficient registration, it is hoped that more people will be interested in using this application, so that its benefits can be felt more widely. It is better if the procedure in the death certificate service is improved again. The death certificate service needs to be improved to be more responsive and efficient. This can involve improvements in the submission system, data verification, and a faster certificate issuance process. With better procedures, grieving families can take care of this important document more easily, so that it can help ease their burden. Increase socialization to the community so that community involvement in innovation can be increased. To increase community involvement in various innovations, it is important for the government or related agencies to conduct more intensive socialization. This can be through various media, such as public campaigns, seminars, or training. Thus, the community will be more aware and motivated to participate in existing innovation programs, which will ultimately improve the quality of life together.

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