Implementation of E-Government as a Public Service System in the Department of Population and Civil Registration of Manado City

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Annotation: The application of E-Government in government agencies can also be used as the right way to provide services to the community. Therefore, it takes factors that support the successful implementation of E-Government in government agencies. In terms of service and administration in the field of Population and Civil Registration, Manado City is one of the efforts to improve the welfare of the community. This is stated in the vision and mission of the Manado City Population and Civil Registration Service, namely "Improving the Quality of Manado City People". The city of Manado makes efforts to improve the quality of services and expand the range of services so that the community gets convenience in providing Birth Certificate services. The Department of Population and Civil Registration of Manado City is aware of the importance of using SIAK technology. Therefore, SIAK technology should be utilized as much as possible to improve government performance in improving the quality of public services in order to realize good governance. The research method that will be used in this research is a descriptive research method with a qualitative approach aimed at understanding the actual research on policy implementation related to the conditions in the field and the daily life of government organizations. This descriptive research is to make a systematic, factual, and accurate description of the factors and relationships between the phenomena being investigated. The research method that will be used in this research is a descriptive research method with a qualitative approach aimed at understanding the actual research on policy implementation related to the conditions in the field and the daily life of government organizations. This descriptive research is to make a systematic, factual, and accurate description of the factors and relationships between the phenomena being investigated. The research method that will be used in this research is a descriptive research method with a qualitative approach aimed at understanding the actual research on policy implementation related to the conditions in the field and the daily life of government organizations. This descriptive research is to make a systematic, factual, and accurate description of the factors and relationships between the phenomena being investigated.

Keywords: E-Government, Public service.

Introduction

One of the implementations of E-Government as a Public Service System used by the Manado City Government, namely SIAK (Population Administration Information System) is an information system that utilizes information and communication technology to facilitate the management of population administration information at the level of administration and implementing agencies as a single entity intended for the implementation of population administration on a national scale that is integrated, orderly, fulfilled the rights of the population in the field of population administration with professional services and the availability of data and information regarding population registration and civil registration at various levels in an accurate, complete, up-to-date and easily accessible manner so that it

becomes a reference for policy formulation and development in general.

The application of E-Government in government agencies can also be used as the right way to provide services to the community. Therefore, it takes factors that support the successful implementation of E-Government in government agencies. In terms of service and administration in the field of Population and Civil Registration, Manado City is one of the efforts to improve the welfare of the community. This is stated in the vision and mission of the Manado City Population and Civil Registration Service, namely "Improving the Quality of Manado City People". The city of Manado makes efforts to improve the quality of services and expand the range of services so that the community gets convenience in providing Birth Certificate services. The Department of Population and Civil Registration of Manado City is aware of the importance of using SIAK technology. Therefore, SIAK technology should be utilized as much as possible to improve government performance in improving the quality of public services in order to realize good governance. Local governments are required to further improve their performance in order to provide the best service to the community. In essence, the implementation of regional autonomy is directed at accelerating the realization of community welfare through improving services, empowerment and community participation, as well as increasing regional competitiveness.

The mechanism for online service for the Manado City Population Document is that the public registers via the online capil queue list to take a queue number in the queuecapil.manado.go.id system then selects the document creation menu, then the file is uploaded to the system and later if the file is complete, it will be processed. . Submission of Documents to the applicant is completed within 1 (one) day as long as the documents are complete. However, even though they have used an online system, there are still obstacles and obstacles.Moreover, with the condition of the people in the city of Manado, there are still many who are not yet reliable in the use of technology, which is one factor that certainly affects. So there are people who come directly to the Population and Civil Registration Office of Manado City by bringing documents/files without going through the system. In addition, other supporting facilities, such as equipment, electricity supply, and system or server disturbances are crucial things that until now also affect the quality of service. It is hoped that the Manado City Government will be able to balance the use of technology with existing infrastructure, so that the quality of public services can be more optimal and can be enjoyed by all people.

The focus of the problem in this research is the implementation of E-Government as a Public Service System, especially for the Population Administration Information System (SIAK) at the Department of Population and Civil Registration of Manado City.

Methods

The research method that will be used in this research is a descriptive research method with a qualitative approach aimed at understanding the actual research on policy implementation related to the conditions in the field and the daily life of government organizations. This descriptive research is to make a systematic, factual, and accurate description of the factors and relationships between the phenomena being investigated.

Population Administration is directed to fulfill the human rights of every person in the field of population without discrimination through professional public services. However, so far the public services provided by government agencies or the bureaucracy are still not optimal and unsatisfactory. Whereas population administration which is carried out with a professional system will facilitate various matters needed by the community in the form of public services. Therefore, the problem of population administration is one of the problems

that needs more attention. As citizens of Indonesian citizens, the community has an obligation to have self-identity in population registration and other important events in civil registration as a society that is orderly in population administration.

In the implementation of E-Government as a Public Service System, especially for the Population Administration Information System (SIAK) at the Manado City Population and Civil Registration Office, it is seen from 3 stages, namely SIAK Assessment, SIAK Development and SIAK Management.

1. SIAK assessment

The SIAK assessment is a series of activities related to the process of reviewing and testing SIAK elements that produce recommendations for the development of SIAK.

The SIAK assessment is carried out by:

➢ the Ministry through the Directorate General of Population and Civil Registration on a national scale;

➢ Provincial government through the department of population and civil registration for the provincial scale; and

➢ Regency/city regional government through population and civil registration services for regency/city scale.

The Central Government, Provincial Government and Regency/Municipal Governments conduct SIAK studies on:

a. Information and communication technology tools;

b. Human Resources;

c. Support device; and

d. Service place.

The Department of Population and Civil Registration of the City of Manado has duties and obligations that are directly related to the community. In carrying out its duties and functions, the Manado City Population and Civil Registration Office requires cooperation with the community so that the implementation of tasks and functions can run well and smoothly. One of the efforts of the Manado City Population and Civil Registration Office has been to carry out an SIAK study in providing services to the community.

Based on the results of interviews from the three informants, it can be concluded that there are several findings that the researchers got, namely the implementation of E-Government as a Public Service System, especially for the Population Administration Information System (SIAK) at the Manado City Population and Civil Registration Service. running well in accordance with applicable guidelines/regulations.

Table 4.2 Research Findings

Focus I: Implementation of E-Government as a Public Service System, Especially for the Population Information System (SIAK) at the Manado City Population and Civil Registration Office	
Indicator	Finding
SIAK assessment	1) Already Using E-Government As A Public Service System. 2) The Information System Used Today Is SIAK Distributed since 2006. 3) SIAK Assessment Is In Accordance With Applicable Guidelines/Regulations.

2. SIAK Development

The development of SIAK is a series of activities for improvement in order to improve the function of SIAK. The Provincial Government and Regency/City Regional Governments through the Population and Civil Registration Service carry out SIAK Development for:

a. Information and communication technology tools;

b. Human Resources;

c. Support device; and

d. Service place.

In the development of SIAK, it is forbidden to change, damage the application of national standard SIAK and change the structure of the Population Database.

a). Information and Communication Technology Devices

In the implementation of E-Government as a Public Service System, one of the supporters of the system must have Information and Communication Technology Devices. Tenny Rorong, SH as Secretary of the Department of Population and Civil Registration of Manado City in an interview said that: "All Information and Communication Technology Devices Used for Public Services are Available and Sufficiently Adequate. Communication is carried out both through print and electronic media goes well. Internet network is also quite adequate and runs smoothly. (Interview on April 13, 2022 at the Department of Population and Civil Registration of Manado City).

According to information from informants interviewed by researchers that the Information and Communication Technology Devices at the Manado City Population and Civil Registration Office in supporting the use of SIAK are adequate and well-available.

b). Human Resources

Human Resources is a very important factor in the smooth implementation of a policy. Human resources are individuals who work as drivers of an organization and function as assets that must be trained and developed by the organization. The availability of human resources who have competence and ability is expected by every government instrument, in this case, the presence of competent human resources in their fields will certainly create maximum service performance and provide positive benefits for the agency where he works, in this case the Population Service. and Manado City Civil Registration.

The above opinion can be analyzed by researchers that for any information provided to the public, information systems and various applications have been used and socialization has been carried out so that information can be well received by the public.

The researcher conducted an interview with Adri Sondokan, S.Sos as the Head of the Birth Section of the Manado City Population and Civil Registration Office in the interview saying that: "The existing human resources are adequate. Human resources are competent in accordance with their fields. There is a technical guidance carried out for all employees in the implementation of SIAK". (Interview on April 13, 2022 at the Department of Population and Civil Registration of Manado City).

The above opinion was analyzed by researchers that the human resources at the Manado City Population and Civil Registration Office are adequate and competent in accordance with their fields. Because the technical guidance has been carried out for the implementation of the SIAK.

Based on the results of interviews with the three informants, it can be concluded that the

existing human resources at the Manado City Population and Civil Registration Office are adequate. Although the number of THL is more than the number of employees. All existing human resources are competent in accordance with their fields and have carried out Bimtek/Training in the implementation of SIAK.

Table 4.4 Research Findings

Focus I: Implementation of E-Government as a Public Service System, Especially for the Population Administration Information System (SIAK) at the Manado City Population and Civil Registration Office	
Indicator	Finding
SIAK Development (Human Resources)	1) The existing human resources are sufficient. 2) The existing human resources are competent enough in accordance with their field. 3) Training/Education/Bimtek has been carried out in improving the quality of human resources. 4) The number of THL is more than the number of existing employees.

c) Support Device

To support the implementation of the Population Administration Information System (SIAK) it is necessary to have a supporting device so that the implementation of the policy runs smoothly. Supporting devices are all types of equipment, work equipment and facilities that function as tools in carrying out work and also in the context of interests related to the place where he works. Availability of adequate supporting equipment is considered important to support effective and efficient service implementation.

All supporting devices for the people who come to queue at the Manado City Population and Civil Registration Office need to be considered and given optimally in order to support all service activities in the population sector. In particular, the facilities and infrastructure that support the implementation of the Population Administration Information System (SIAK) policy need to be maximized to help improve public services.

Based on the results of interviews from the three informants, it can be concluded that there are several findings that the researchers got, namely the existing supporting equipment facilities so far are sufficient and adequate to support services to the community. It's just that there are often problems in the system because of the Internet network and existing power sources as well as interference from the central server. Supporting devices in the future need to be added.

Table 4.5 Research Findings

Focus I: Implementation of E-Government as a Public Service System, Especially for the Population Administration Information System (SIAK) at the Manado City Population and Civil Registration Office	
Indicator	Finding
SIAK Development (Support Tool)	1) Supporting Devices in the implementation of SIAK have so far been adequate in supporting services to the community. 2) In the future it is necessary to increase the number of existing supporting devices.

d. Service Place

Government offices or agencies are currently required to be able to provide maximum service to the community. Community needs must be met, especially in Population Administration.

Service Place is a place where SIAK is carried out at the Implementing Work Unit, in this case the Manado City Population and Civil Registration Service or other service places that are connected to the SIAK server.

As stated by the Secretary of the Manado City Population and Civil Registration Office, Tenny Rorong, SH: "The existing service area of the Manado City Population and Civil Registration Service is well-available and regulated in such a way as to support the smooth running of services to the community. The rooms in providing services to the community are well organized. Even if there are problems in managing population documents, you can ask in the complaint section/room." (Interview on April 13, 2022 at the Manado City Population and Civil Registration Office). "In our work we always follow the applicable SOP (Standard Operational Procedure). Everything goes according to their respective duties and functions. Duties and Functions are regulated through a Rule".

Implementation of E-Government as a Public Service System, Especially for the Population Administration Information System (SIAK) at the Department of Population and Civil Registration of Manado City

a. Supporting factors

The Population Administration Information System (SIAK) is a very useful and helpful tool for the Manado City Population and Civil Registration Office to carry out all service activities in the population sector, because with SIAK employees work faster and through SIAK also Dispendukcapil quickly coordinates with the central government in order residence document creation.

SIAK merupakan induk dari aplikasi-aplikasi online bidang kependudukan, jika dikelola dengan baik bahkan jika dikembangkan lagi sehingga memiliki aplikasi yang dapat berinteraksi dengan masyarakat, akan sangat membantu Dinas Kependudukan dan Pencatatan Sipil Kota Manado mengurangi jumlah pengantri yang datang untuk mengurus langsung. Maka Sistem Informasi Administrasi Kependudukan merupakan aplikasi yang berguna dan menjadi faktor pendukung Dinas Kependudukan dan Pencatatan Sipil Kota Manado dalam meningkatkan pelayanan publik.

Tabel 4.8 Temuan Penelitian

Fokus II: Faktor Pendukung dan Faktor Penghambat Implementasi E-Government Sebagai Sistem Pelayanan Publik Khususnya Untuk Sistem Informasi Administrasi Kependudukan (SIAK) Di Dinas Kependudukan dan Pencatatan Sipil Kota Manado	
Indikator	Temuan
Supporting Factors (Good Management of Population Administration Information System)	1) SIAK is a breakthrough from the Central Government in processing population data in real terms. 2) All data is included in SIAK as well as in the case of making birth certificates based on data from SIAK. 3) The Manado City Population and Civil Registration Office has a Web-based application, namely the online civil registration queue system and the Manado Hub system.

2) Clear Legal Basis

Law is an important part of every government policy, with a legal basis, the policy is officially approved by the central government after going through a series of considerations from government elements who have the capacity to make policies. With a clear legal basis, the direction and goals to be achieved become clear, a clear legal basis functions as a tool to control the implementing unit to work in accordance with the mandated tasks and functions.

Table 4.9 Research Findings

Focus II: Supporting Factors and Inhibiting Factors Implementing E-Government as a Public Service System, Especially for the Population Administration Information System (SIAK) at the Department of Population and Civil Registration of Manado City	
Indicator	Finding
Supporting Factors (Clear Legal Basis)	1) The legal basis used by all Regency/City Population and Civil Registration Offices in the Implementation of the Population Administration Information System is all the same or uniform. 2) All in accordance with applicable SOPs and regulations.

1) Clear Coordination and Communication Between Implementing Work Units

Clarity of coordination between work implementing units is important because the fields within the Manado City Population and Civil Registration Office have different tasks and functions but have linkages and relationships in completing a job. Coordination is also carried out outside the organization of the Manado City Population and Civil Registration Office, as long as this is still related to the population sector and related to obligations.

Table 4.10 Research Findings

Focus II: Supporting Factors and Inhibiting Factors Implementing E-Government as a Public Service System, Especially for the Population Administration Information System (SIAK) at the Department of Population and Civil Registration of Manado City	
Indicator	Finding
Factor Support (Clear Coordination and Communication Between Implementing Work Units)	1) Coordination and communication between implementing work units went well and smoothly. 2) Capil pick-up activities for people with disabilities, disabilities or the elderly who cooperate with the District and Kelurahan in managing population documents. 3) PARSEL Service Activities (Birth Certificate Package Completed) for newly married families who have just had children in collaboration with the Puskesmas.

b. Obstacle factor

1) Human Resources

Human resources are now increasingly playing a major role in the success of an organization and are also the main asset of an organization that is an active planner and actor in every organizational activity. They have heterogeneous thoughts, feelings, desires, status and educational background, age, gender which are brought into an organization.

Although the contents of the policy have been communicated clearly and consistently, if the implementor lacks the resources to implement it, then the implementation will not be effective. These resources can be in the form of human resources, such as implementor competence and financial resources. The limited number of employees means that those who

do more services to the community and who run the Population Administration Information System (SIAK) are THL.

From the interview excerpt above, it shows that the existing Human Resources at the Manado City Population and Civil Registration Service are still lacking and need to be added to accelerate the delivery of services to the community.

Table 4.11 Research Findings

Focus II: Supporting Factors and Inhibiting Factors Implementing E-Government as a Public Service System, Especially for the Population Administration Information System (SIAK) at the Department of Population and Civil Registration of Manado City	
Indicator	Finding
FactorBarriers (Human Resources)	1) There are still less competent employees in their field and more THL. 2) There is a transfer of competent employees in their fields to other offices/agencies.

2) Facilities and Infrastructure

Government offices or agencies are currently required to be able to provide maximum service to the community. Community needs must be met, especially in Population Administration.

This is an obstacle for the Manado City Population and Civil Registration Office in improving public services, especially now that it is based on e-Government. All have used information systems that require adequate facilities, both computers, electricity, servers and internet networks.

From the interview excerpt above, it shows that the facilities and infrastructure used are very much needed in providing public services to the community, especially now that they are using an online system.

Table 4.12 Research Findings

Focus II: Supporting Factors and Inhibiting Factors Implementing E-Government as a Public Service System, Especially for the Population Administration Information System (SIAK) at the Department of Population and Civil Registration of Manado City	
Indicator	Finding
FactorBarriers (Facilities and Infrastructure)	1) Internet network that is still lacking/still limited. 2) Other supporting facilities that still have to be completed in service to the community.

3) The public (applicants) are not familiar with online system-based document management

The Department of Population and Civil Registration of Manado City in its efforts to improve public services has developed SIAK by creating a web-based application. However, people don't fully understand how to access and even some don't even know if document processing can be done online

From the interview excerpt above, it can be seen that the number of people who participate or use the Population Administration Information System (SIAK) is still relatively small. Because people don't have facilities that support them to take care of documents/files online. People still choose to take care of it directly because by coming directly residents can directly interact with employees.

Table 4.12 Research Findings

Focus II: Supporting Factors and Inhibiting Factors Implementing E-Government as a Public Service System, Especially for the Population Administration Information System (SIAK) at the Department of Population and Civil Registration of Manado City	
Indicator	Finding
FactorBarriers (Society)	1) People are not familiar with online system-based document management. 2) With the system, it should be able to facilitate the community in managing population documents. 3) The facilities owned by the community are not adequate, so the community must come directly to the Manado City Population and Civil Registration Office.

Implementation of E-Government as a Public Service System, Especially for the Population Administration Information System (SIAK) at the Department of Population and Civil Registration of Manado City

The Office of Population and Civil Registration of the City of Manado implements the Population Administration Information System (SIAK) which one of its functions is to support service activities.

The application of the Information Technology-based Population Administration Information System (SIAK) at the Manado City Population and Civil Registration Office has been running well although there are still some obstacles.

The development of the Population Administration Information System (SIAK) at the Department of Population and Civil Registration of Manado City is growing. The development of SIAK that occurred at the Department of Population and Civil Registration of Manado City can be seen from the faster document issuance process, better services provided to the community, more structured and safer population data processing by utilizing information technology so that information data leaks belonging to residents. not occur.

In the implementation of E-Government as a Public Service System, especially for the Population Administration Information System (SIAK) at the Manado City Population and Civil Registration Office, it is seen from 3 stages, namely SIAK Assessment, SIAK Development and SIAK Management.

1. SIAK assessment

The SIAK assessment is a series of activities related to the process of reviewing and testing SIAK elements that produce recommendations for the development of SIAK.

The SIAK assessment is carried out by:

➢ the Ministry through the Directorate General of Population and Civil Registration on a national scale;

➢ Provincial government through the department of population and civil registration for the provincial scale; and

➢ Regency/city regional government through population and civil registration services for regency/city scale.

The Central Government, Provincial Government and Regency/Municipal Governments conduct SIAK studies on:

a. Information and communication technology tools;

b. Human Resources;

c. Support device; and

d. Service place.

The Department of Population and Civil Registration of the City of Manado has duties and obligations that are directly related to the community. In carrying out its duties and functions, the Manado City Population and Civil Registration Office requires cooperation with the community so that the implementation of tasks and functions can run well and smoothly. One of the efforts of the Manado City Population and Civil Registration Office has been to carry out an SIAK study in providing services to the community.

2. SIAK Development

The development of SIAK is a series of activities for improvement in order to improve the function of SIAK. The Provincial Government and Regency/City Regional Governments through the Population and Civil Registration Service carry out SIAK Development for:

a. Information and communication technology tools;

b. Human Resources;

c. Support device; and

d. Service place.

In the development of SIAK, it is forbidden to change, damage the application of national standard SIAK and change the structure of the Population Database.

3. SIAK Management

The management of SIAK aims to improve the quality of Population Registration and Civil Registration services, to provide national and regional scale data and information regarding the results of population registration and civil registrar that are accurate, complete, up-to-date and easily accessible, to realize a systematic exchange of data through a single identification system while ensuring confidentiality. .

SIAK is an application for managing regional population, including the management of Family Cards (KK), Identity Cards (KTP), Census Birth Certificates and Population Demographic Reports. The SIAK application is used to manage population data in sub-districts/kelurahan which are located separately, with internet technology-based all data and applications placed at one point, namely the Internet Data Center, so the integrity of the entire data is always guaranteed. SIAK management is in accordance with the technical instructions governing Standard Operating Procedures (SOP).

Based on the results of interviews from informants, it can be concluded that there are several findings that the researchers got, namely in carrying out services to the community based on SOPs. Everything runs according to the respective tasks and functions. Duties and functions are regulated through a regulation and run well. With the management of SIAK, the bureaucracy becomes smooth and fast. With the system many rules are trimmed.

Supporting Factors and Inhibiting Factors Implementing E-Government as a Public Service System, Especially for the Population Administration Information System (SIAK) at the Department of Population and Civil Registration of Manado City

1) Good Management of Population Administration Information System

The Population Administration Information System is very helpful for the government in improving services because the web-based SIAK application helps the government,

especially Dispendukcapil in carrying out its duties and functions. Based on Article 83 paragraph (1) of Law Number 23 of 2006 concerning Population Administration, population data generated by the Population Administration Information System (SIAK) and stored in the population database is used for the purposes of policy formulation in the field of government and development.

The development and operation of the Population Administration Information System is directed at realizing the commitment to create a population administration system, so that population data resulting from the implementation of population administration services are utilized optimally for planning and decision making as needed. The availability of accurate and up-to-date population data/information is used for various purposes, both by government and private institutions such as government administration, Legislative Elections, Presidential Elections, Regional Head Elections, development, social, economic and service accountability to the community based on population registration.

2) Clear Legal Basis

The legal basis regulates the objectives, what is the object of the policy and how the Population Administration Information System policy is implemented at the Manado City Population and Civil Registration Office. There are five legal foundations for population administration, namely; UU no. 23 of 2006 concerning Population Administration; Law Number 24 of 2013 concerning Amendments to Law Number 23 of 2006 concerning Population Administration; Presidential Decree No. 96 of 2018 concerning Requirements and Procedures for Population Registration and Civil Registration; Perwako No. 12 of 2013 concerning Standard Operating Procedures for Population Registration and Civil Registration Services for the City of Manado; Perwako No. 44 of 2016 concerning Position, Organizational Structure,

With a clear legal basis, the Population Administration Information System policy will be uniform with other cities/regencies throughout Indonesia, this is a progress that benefits the central government because the Population Administration Information System policy is a tool to centrally control population data throughout Indonesia. The Department of Population and Civil Registry throughout Indonesia has become dependent on the policy of the Population Administration Information System in issuing population documents because in accordance with the legal basis, every population document issued must be approved by the center, namely the Directorate General of Population and Civil Registry, approval is only known after the employee inputs data into the Population Administration Information System application.

Researchers have seen firsthand the situation in the Manado City Population and Civil Registration Office, with the analysis that the order and discipline of employees is considered good because the service is always on time. Researchers see that in carrying out services in the Kediri City Dispendukcapil office, it is carried out quickly because the executor does the work with discipline, accuracy and precision.

In the event of a disturbance caused by an employee, strict sanctions are applied to the problematic employee. The adverse effects resulting from indiscipline or violations within the Manado City Population and Civil Registration Office are almost non-existent. All guidelines and legal foundations applied have been complied with by all employees of the Manado City Population and Civil Registration Office. This is very important in supporting the implementation of policies, especially the Population Administration Information System (SIAK) policy at the Manado City Population and Civil Registration Office. So good performance is shown by the Manado City Population and Civil Registration Service

employees by always working according to their respective duties and functions and meeting standard operating procedures (SOPs).

3. Clear Coordination and Communication Between Implementing Work Units

Researchers found the fact that the Manado City Population and Civil Registration Office always accommodates and responds to all complaints from the public who have complaints about the services provided. These complaints were responded to well, then also provided solutions for people who were experiencing problems. This shows that communication and full attention are carried out by the Manado City Population and Civil Registration Office to the community.

Within the organization of the Population and Civil Registration Office of the City of Manado there is also a good coordinating relationship, as evidenced by the fast handling of work because the employees of the Manado City Population and Civil Registration Service follow and adhere to the implementation guidelines. The employees of the Manado City Population and Civil Registration Service are also disciplined, orderly, and thorough in carrying out their duties.

In service to the community, almost no problems are found, the community can wait because the documents that are processed can be immediately processed in one day, as long as the files/documents are complete. this can illustrate that the coordination and communication in the Department of Population and Civil Registration of Manado City is well established.

b. Obstacle factor

1) Human Resources

Human resources who are capable, capable and skilled do not guarantee good work productivity, if the work morale is good, if the work morale and discipline are low. They are only useful if they can support the realization of the organization. One of the big problems in Indonesia is the lack of skilled and professional human resources (HR), both in terms of technology, especially in terms of managerial. If these HR problems are not corrected, then this will have a negative impact. Human resources who are less capable, less skilled and unskilled, one of which results in work not being able to be completed optimally quickly and on time. In order to obtain quality human resources, the work carried out will produce something that is desired, including the suitability of the position, and work with abilities, skills, skills, personality, attitudes, and behavior. So that the work can be completed according to plan.

The results of the study show that the existing human resources at the Manado City Population and Civil Registration Service are still inadequate, seen from the small number of employees and the large number of THL. Moreover, when the researcher was at the location, it was found that there was a transfer of employees to other offices/agencies. Thus making the number of employees at the Manado City Population and Civil Registration Office less / less. The problem is that the employees who have moved are already competent/experts in their respective duties and functions.

2) Facilities and Infrastructure

Government offices or agencies are currently required to be able to provide maximum service to the community. Community needs must be met, especially in Population Administration.

This is an obstacle for the Manado City Population and Civil Registration Office in improving public services, especially now that it is based on e-Government. All have used information systems that require adequate facilities, both computers, electricity, servers and

internet networks.

The results of the study indicate that facilities and infrastructure are needed and play an important role in supporting the provision of services to the community. The Department of Population and Civil Registration of the City of Manado must find a solution in overcoming every problem that exists.

3) The public (applicants) are not familiar with online system-based document management

The Department of Population and Civil Registration of Manado City in its efforts to improve public services has developed SIAK by creating a web-based application. However, the public does not fully understand how to access it and some even do not know if document processing can be done using an online system. Based on the research, it can be seen that the community still comes directly to the Manado City Population and Civil Registration Office because of the limited knowledge of the community in the use of technology and facilities from the community itself which is not adequate in managing documents/files online.

CONCLUSION

Based on the research description and discussion that the researcher has described in the previous chapter, it can be concluded.

1. SIAK assessment

One of the efforts of the Manado City Population and Civil Registration Office has been to carry out an SIAK study in providing services to the community. The SIAK assessment has been carried out by the Manado City Population and Civil Registration Office in accordance with the applicable rules and regulations.

2. SIAK Development

The Manado City Population and Civil Registration Office has developed SIAK for:

a. Information and communication technology tools;

b. Human Resources;

c. Support device; and

d. Service place.

3. SIAK Management

SIAK management is in accordance with Standard Operating Procedures (SOP). Everything runs according to the respective tasks and functions. Duties and functions are regulated through a regulation and run well. With the management of SIAK, the bureaucracy becomes smooth and fast.

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