

Juridical Analysis of Implementation of Public Service Standards in the Service of Population and Civil Registration in Magetan District

Enny Fransiskawati¹, Saiful Anwar^{*2}, Muhibuddin Fadhli³

¹(Universitas Muhammadiyah Ponorogo, Jl. Budi Utomo No.10, East Java, Indonesia)

²(Al-Hayat Al-Istiqomah Foundation, Puri Kampial Blok B. No. 3, Nusa Dua, Bali, Indonesia)

³(Universitas Negeri Malang, Jl. Ambarawa No.5, East Java, Indonesia)

*saipulanwar090@gmail.com

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ABSTRACT: *Public service is an activity in which there is fulfillment of service needs in accordance with applicable regulations, because there are laws that regulate it, the community or residents have rights to goods or services and other administrative services that have been provided by public service providers. The purpose of this research is to be able to find out how the implementation of statutory regulations regarding the implementation of public service standards and what are the obstacles faced in public services. This writing uses the type of empirical legal research. This research is carried out by looking at the facts in the field where the contents of the research include understanding and studying how to apply the law directly to the subject of the field. The results and conclusions of this study are that the implementation of laws and regulations regarding the application of public service standards for the Population and Civil Registration Office of Magetan Regency has implemented the law well marked by the absence of problems with the community, although in conclusion it cannot be fully stated that the Magetan Population and Civil Registration Agency has universally implemented law but in one subject this can be said as a public service provider is already a very good thing.*

Pelayanan publik merupakan suatu aktivitas yang terdapat pemenuhan atas kebutuhan pelayanan sesuai dengan aturan yang berlaku, karena terdapat undang-undang yang mengaturnya maka masyarakat atau penduduk memiliki hak atas barang atau jasa dan pelayanan administratif lain yang telah disediakan oleh penyelenggara pelayanan publik. Tujuan dari penelitian ini yaitu agar bisa mengetahui bagaimana implementasi pertauran perundang-undangan terhadap penerpanan standart pelaynan publik dan apa saja hambatan

yang dihadapi dalam pelayanan publik. Penulisan ini menggunakan jenis Penelitian hukum empiris penelitian ini dilakukan dengan melihat fakta-fakta yang ada dilapangan yang mana isi penelitiannya meliputi pemahaman dan mempelajari bagaimana menerapkan hukum secara langsung pada subyek bidangnya. Hasil dan kesimpulan penelitian ini adalah bahwa implementasi peraturan perundang-undangan terhadap penerapan standart pelayanan publik Dinas Kependudukan dan Pencatatan Sipil Kabupaten Magetan telah mengimplementasikan hukum secara baik ditandai dengan tidak adanya masalah dengan masyarakat, walaupun secara kesimpulan belum sepenuhnya dapat mengatakan dispendukcapil magetan sudah secara universal mengimplementasikan hukum namun dalam satu pokok bahasan ini dapat dikatakan sebagai penyedia layanan publik sudah merupakan hal yang sangat baik.

Keywords: *Juridical Analysis, Public Service, Population Services, Civil Registration.*

I. INTRODUCTION

Humans have needs that continue to increase and are very closely related to individuals, which are not easy to achieve because limited human resources demand the development of humans in this world. In this case, it is very encouraging for someone to collaborate in an organization and in any group. Therefore, the modern world is a world of cooperation because, without organizational and individual collaboration, the state and government cannot survive. However, this cooperative activity has existed since the era of human civilization. However, in the current era, forms of cooperation show complexity involving almost all aspects of life that require a complex administrative system.

Regarding the discussion of public services, how to achieve a goal that can produce value and can be helpful to for recipients is a policy carried out by the government, the most essential thing in public policy is to create something fair, equal rights, and of course, there must be openness to the public how the importance of information that needs to be known by the people, because it achieves the objectives of the policy without actual implementation, so the essential thing in the purpose of implementing the policy is implementation (Solichin Abdul Wahab, 2015).

Regulations from the central government to regional governments make it possible to provide services in a more straightforward, concise and bureaucratic manner, as well as to compete easily and freely in launching a public service innovation to improve the quality of service for the community. Local government, as public servants, must be able to serve the community, which is a manifestation of the government apparatus's duties. Also, create perfect service quality, be responsible for their responsibilities and be open to the public with good morale because the community wants management that prioritizes service quality to professional government officials (UU No.28, 1999);(Educate Fatkhur Rohman, Imam Hanafi, 2010).

Therefore, in connection with this problem, namely government activities that are increasingly demanding, it is necessary to study the centralized administrative areas and the system adopted in this country, namely decentralization. It can also be called

decentralization, as stated in Law Number 23 of 2014 concerning Regional Government, meaning that it is not only based on the centre, but regional governments (autonomy) are represented to mobilize needs in all aspects or fields and, of course, continue to follow instructions from the central government.

Regarding the term civil registration, the ministry of justice (Nico Ngani) stated that civil registration is an agency responsible for recording and registering all events observed by the public, such as marriages, births, deaths and so on. The goal is also to obtain as complete data as possible so that the state knows and recognises citizenship status. Therefore, citizen registration and other population activities must be carried out to maintain community effectiveness. Therefore, this research covers the scope of the Magetan district government.

This research is focused on the Dispendukcapil environment in Regency Magetan will ask questions about how to implement and what the obstacles are to public services to the community at Dispendukcapil Magetan. Researchers in the Population and Civil Registry Office of Regency conducted the research. Magetan seeks to see the facts regarding the above, whether within the scope of the Magetan Dispendukcapil did the above. This research is expected to bring up points about how public services are organized and how the law is implemented.

II. METHOD

This study uses an empirical juridical methodology, in which this research is carried out by looking at the facts in the field. (Sonata, 2014: 28) Sources and data types can provide information about related research. The sources and types of data in this study are primary data and secondary data. Still, in this study, the focus is more on preliminary data because it is by the method used by researchers, namely empirical, so research is by field facts and secondary data is only supported in this research. Primary data is a data source that directly provides data to data collectors (Sugiyono, 2017). The secondary data source in this study is the law on public services, such as journals, articles, and books related to research on public services in the Dispendukcapil Regency Magetan. The data collection method in this study uses interview and documentation techniques. This study uses descriptive juridical analysis, namely collecting and presenting data that will produce an overview of information related to the research object through sample or population data (Ikhwan, 2021).

III. RESULT AND DISCUSSION

Implementation of laws and regulations on the application of public service standards in population services at the Department of Population and Civil Registration of Magetan Regency

Civil registration is a recording of actual events faced by parties in civil registration at the district/city Population and Civil Registration Service or the technical implementing unit of the population and civil registration service. The Department of Population and Civil

Registration of Magetan Regency has a vision and mission, namely the realization of excellent service in population administration based on information technology (Mulyadi, 2016). Therefore the author will explain in more detail about population administration services and civil registration, especially in the Magetan district (UU No.24, 2013).

The public service standards for the Dispendukcapil Magetan Regency have criteria that are made and are supported by orders from the Ministry of Home Affairs, one of which is an SOP made due to demands caused by changing times. The Public Service Office provides the maximum possible service to the community because the SOP is based on the central tokdon related to the rule that requires an SOP and also because the implementation of daily activities that do not change is standardized with Service Operational Standards (Lestari, 2016).

The Magetan district Dispendukcapil has participated in the ICO and won the second WBK award. The Magetan district dispendukcapil must know the public about public service standards by making an official letter to the village through the sub-district to notify the district dispendukcapil SOP. Magetan, so that people know about innovations related to public services. Then dispendukcapil also greets via dispenduk radio, Facebook, newspapers, Instagram and tick tok to socialize about public service standards (Tuti & Mawar, 2017). Dispendukcapil district. Magetan received a reward related to the fire engine because of the district civil service administration. Magetan was the first time in Indonesia to make ADM (Independent Civil Registry Pavilion).

Dispendukcapil Magetan has also had a talk show on television so that the public knows various methods have been carried out. Even then, some people still understand it, especially if the Dispendukcapil Magetan is not active. Dispendukcapil Regency Magetan has followed the rules that all regencies/cities are required to create MPP (Public Service Malls), so the regency/municipality dispendukcapil. Magetan has carried out public service standards by procedural rules. There are two procedures or flows in public service: online service and offline service. Online service is a service that is carried out using the PAKTUWA service (WhatsApp Tutul Service). In contrast, offline service is a service that is carried out directly by visiting the Population and Civil Registry Office, or you can see the sub-district.

District governments must have birth certificates aged 0-18 years with a branch of 97% and district dispendukcapil. Magetan has reached 98.73%. The standard MCH from the district government is at least 35% -40%, and the District Population and Civil Registry Office. Magetan has reached 78%. Standard recording from the Regency government is 98%, and the Regency Magetan reached 97.3%, but the District Population and Civil Registry Office. Magetan has made recordings to schools, both SMK and SMA, which require KTPs. There is a scope of community satisfaction surveys that must be measured, guidelines for community satisfaction surveys, nine dimensions contained in the minister's regulation for the utilization of state apparatus and bureaucratic reform number 14 of 2017.

Table 1. Elements of SKM

No	Course Group
1.	Server requirements

2.	Executor competence
3.	Service procedure
4.	Executor behavior
5.	Time speed
6.	Facilities and infrastructure
7.	Fees/tariffs
8.	The handling of complaints
9.	Conformity of service products

The results of measuring the service satisfaction index at the Magetan Regency Population and Civil Registration Office. Based on the results of measuring the community satisfaction index for public services can be presented in a table as well as recommendations, as the table below:

Table 2. Results of the IKM of the Magetan Regency Population and Civil Registration Office

IKM Value	Respondents
86,17	Total: 396 people
	Gender: M=193 / F=203
	Education:
	SD equivalent = 10
	SMP = 110
	SMA = 225
	Diplomas = 13
Service quality category "GOOD"	S-1 = 37
	S-2 equivalent = 1
	April-May 2021 survey period

Online Registration Flow



Figure 1. The flow of public services through online channels

Information: The first time the applicant registers via the gadget and enters the application that has been provided to get a queue number, the applicant is asked to come to the Population and Civil Registry Office at least two numbers apart before the queue number is called with the required files. The next step is to wait in the queue and then go to the counter according to the line to get service and finish.

Offline Registration Flow

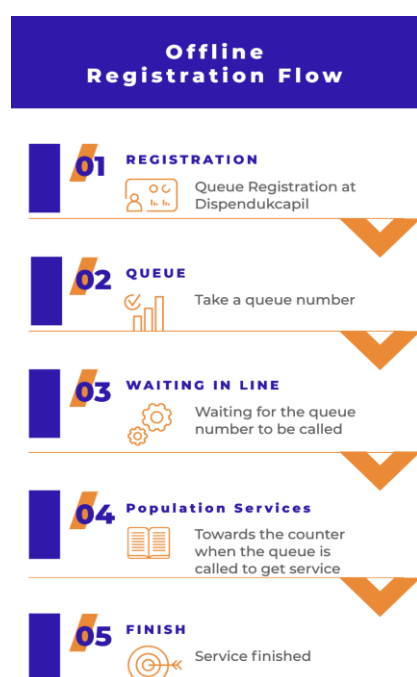


Figure 2. The flow of public services through offline channels

Information: The first time the applicant comes directly to the Magetan district population and civil registration service and then registers to get a queue. After getting a row, the applicant is advised to wait in line first. After the queue number is called, the applicant is asked to go to the counter with the files needed to get the service and finish.

Service standards have a significant meaning in public services. The service standard is a commitment of service providers to assist with quality determined based on community expectations. Service standards are a critical factor in efforts to improve the quality of public services by making efforts for quality services to be carried out by paying attention to service performance. The implementation of public services is contained in Law no. 25 of 2009, article 20. In article 20, it is explained explicitly that some of the regulations contained in public service standards have several things, namely, paying attention to the preparation of public service standards (UU No.25, 2009);(Ella, 2010).

In many cases in Indonesia, problems will always arise between the community and public service providers. In this case, it was mainly because the organizers performed services deemed detrimental to the public, such as delays in handling documents, mistakes in printing documents that required them to be processed again, very long queues, and so on. This is where researchers in conducting research feel it is essential to find facts or the truth about how the services are in the Population and Civil Registration Office of Magetan Regency.

Seeing the regional regulation of Magetan Regency No. 3 of 2016 concerning the administration of public services, the Magetan district government creates public trust (Perda No.3, 2016). It protects all citizens from abuse of power in the administration of public services. In public service administration's management, sound governance principles must be applied. Local governments must carry out public services regularly and in an orderly manner to meet the expectations and needs of the community regarding the quality of public services. Quality, integrated and sustainable public services are needed as part of efforts to protect public rights (Perbup No.56, 2016).

The principles of public service management

To achieve service quality, it is necessary to formulate public service standards that serve as benchmarks for quality service. The application of public service standards is a phenomenon that applies both in developed and developing countries. There are nine principles of public service, among others. Namely, to determine service standards as a public service, it is obligatory to decide on service standards because service standards are a benchmark or a guideline for performing services. Service standards must be by the SOP or rules set out in Law no. 25 of 2009 concerning public services (UU No.25, 2009).

Having an open nature and providing complete information, of course as a public service must have an open nature and be able to provide complete information, an open nature in the sense that it does not cover everything from the community for the benefit of individuals or groups, always provides complete information because this is very helping people to find information or news that can be obtained in full. Involved and consulted, public services must always be involved in any matter such as community problems that

may have difficulty getting services, public service providers must help, then consult, always give time to issue opinions which are of course to build good public services.

Encouraging access and choice, in this case encouraging access is that public servants are expected to provide convenience in accessing such as providing an online website that aims to make it easier for the public to perform public services. Treat people fairly and indiscriminately, as a public service provider, of course, they must treat the community fairly and indiscriminately, because all people are the same. Doing fairly here is giving everything in accordance with each portion - each and indiscriminately means not looking at people from their social status, because in Indonesia itself most of the people who have money come first while those who don't have money are being served lately of course. violates the applicable rules.

If an error occurs, they are able to return to the correct one, in this case, public service providers are asked to be able to become an angel who always defends the truth, but what is meant above is that when an error occurs, whether it is an error in writing the name, place of residence, or something else, a public servant must be able to return the correct that is to justify returning the error that occurred. Utilizing resources effectively, public service providers are expected to be able to use resources effectively, the meaning here is that public servants are asked to utilize resources according to targets or succeed in bringing the final output in accordance with what has been set at the beginning.

Always improving and being innovative, in this case always improving and being innovative is being willing to improve from the deficiencies that have been passed in order to develop quality services and bring up constructive innovations for public services. Being able to work together with other service providers, public service providers must be able to work together with other service providers because this can be an innovation that builds and develops quality services.

Rights, obligations and prohibitions for parties involved in the administration of public services

1. The rights, obligations and prohibitions of the organizer

Providers have the right to provide services without being hindered by other unauthorized parties, in this case public service providers must be swift in providing services because in Indonesia there are very many individuals acting on behalf of agencies that can benefit individuals or groups, so it is very necessary for public service providers to ensure that its services are not interfered with by any other party.

Collaborating as a public service provider requires compact cooperation, because with this compactness it can foster the nature of mutual help which of course makes it easier for parties to carry out public services. Managing the budget for the provision of public services, in this regard managing the budget is something that must be considered because with this budget services can run optimally, you can take the example that when making KTPs a budget is needed to print Ribon which of course also costs money. because if there is no budget this will also have an impact on the government.

Carry out weight on complaints, demands and lawsuits that are not in accordance with reality in the administration of public services, as a public service provider will definitely

provide services in accordance with applicable regulations, but when there are complaints that may not be in accordance with reality and can harm or not build the institution. If this occurs, the administrator must provide action such as weighting the complaint. Rejecting requests for services that conflict with statutory provisions, in this case as public service providers, can refuse a request if the request is contrary to predetermined provisions, because in providing public services, service providers have also been regulated in statutory regulations.

Organizers have an obligation to develop and set service standards. As public service providers, it is necessary to develop service standards with innovations from various sources which are of course to build these service standards, and also public service providers must be able to set public service standards that can be used as guidelines in public service. Designing or compiling, defining, and publishing service announcements in this case public service providers are required to design and compile service standards which are then defined to improve service standards, then the last thing is to publish public services through social media so that they can be accepted by the public easily (Sukmawati, 2012).

Placing competent executors, as public service providers, is obliged to find and position executors in accordance with their fields, because if executors of public services are competent in their fields, it will facilitate public services. Providing facilities, infrastructure and/or public service facilities that support the creation of a proper service environment, in this case it is obligatory for a public service provider to provide public service facilities, infrastructure and facilities, because the characteristics above are something that can be support and create a proper service environment, because proper service will also foster a good impact on public service providers.

Providing quality services in accordance with the principles of public service, quality services are services that provide quality in accordance with the rules or principles of public services, quality services can also be characterized by community satisfaction in receiving these public services. Providing services in accordance with service standards, public service providers are required to provide services in accordance with service standards where these service standards are benchmarks in services that serve as guidelines in carrying out public services (Noviansyah, Siadari, & Fadrijani, 2020).

Participate actively and comply with statutory regulations related to the implementation of public service providers, as public service providers are required to always participate actively in relation to the implementation of public service providers and of course comply with the laws and regulations that regulate it. Responsible for services that have been provided or organized by service providers, in this case as public service providers are required to be responsible for services that have been provided and have been held by public service providers, because responsibility is an obligation that must be implemented in order to overcome misunderstandings in services public.

Promoting people's understanding of their rights and responsibilities, public service providers are required to always provide understanding related to community rights and obligations, this understanding can be provided by seeking to promote this understanding in various ways such as through social media or seminars and this

promotion aims to make the public know of their rights and obligations as recipients of public services. Responsible for managing public service provider organizations, in this case public service providers are required to always be responsible for the organization in managing the group whose purpose is also to provide cohesiveness to the public service provider organization.

Be responsible according to applicable law if you resign or accept responsibility for a position or position and ask to join or give an order to follow the legal process on behalf of a government agency organization that is competent and authorized and valid based on laws and regulations.

Organizers are prohibited from prohibiting, avoiding, refusing to serve services to the community unless they are not in accordance with service principles and standards. Public service providers are prohibited from serving services to the community except those that are not in accordance with service principles and standards, so public service providers are not serving arbitrarily. service to the community which may not be in accordance with service standards.

Making cooperation agreements with other parties that violate the applicable regulations and harm the community being served, in this case as a public service provider is not allowed to make cooperation with other parties that violate the rules, and make it possible to harm the community being served. Giving permission and/or permitting other parties to use public service facilities, infrastructure and/or facilities resulting in said public service facilities, infrastructure and/or facilities not functioning or not in accordance with their designation, violating the principles of providing public services. In this case, public service providers are not allowed to violate the principles of public service that have been regulated in applicable laws.

2. The rights, obligations and prohibitions of the executor

Executors have the right to carry out services without being hampered by other parties who are not their job, regarding this matter as executors of public services have the right to carry out services without being hampered by any party, so executors of public services can carry out their duties according to their respective duties. Carry out service activities according to assignments and service standards and get breaks outside of service hours, as executors of public services can receive assignments in accordance with predetermined assignments and service standards and service implementers get hours to rest outside service hours (Rachman, Hidayat, Mintasrihardi, & Dermawan, 2021).

Obtain additional income or remuneration for providing public services outside of service hours or providing services on holidays, in this case public service implementers will get additional income or remuneration if service executors provide services outside working hours or on holidays, and this This is common because it can be included in overtime pay. Make a defense submitted to the organizers or their superiors against complaints and demands that do not match reality in the administration of public services, as executors of public services can defend themselves if in working or serving the community there are complaints and demands that turn out to be inconsistent with reality in public service providers, then Service executors can defend themselves if they are on the right path.

Refusing requests for services that conflict with applicable laws and regulations, in this case as executors of public services, it is obligatory to refuse requests for services in any form, such as requests that conflict with statutory provisions.

Executors have an obligation to provide service activities in accordance with the tasks assigned by the organizers. Public service implementers have obligations that need to be carried out to provide services in accordance with the tasks mandated by public service providers. Responsible for carrying out services in accordance with applicable legal provisions, in this case public service implementers are required to be responsible for carrying out a service in accordance with applicable legal rules, such as performing services in accordance with service operational standards (SOP) (Tantowi, 2019).

Fulfill summons or attend to carry out orders on behalf of SKPD and BUMD as required by laws and regulations, as executors of public services are required to always attend and fulfill summons to carry out orders in accordance with what is required by laws and regulations on behalf of SKPD and BUMD. Responsible for the services provided if the person concerned resigns or relinquishes his position, regarding this matter as an executor of public services if the person concerned leaves his position or resigns must be responsible for the services that have been provided.

Conduct regular evaluation and preparation of financial and performance reports for administrators, executors of public services in carrying out their performance on a regular basis for administrators, they must or are required to prepare financial reports and carry out evaluations. Providing information related to services, as service executors regarding this matter are required to always provide information related to services, information can be provided through social media or seminars. Responding to and managing public complaints through mechanisms that are in accordance with statutory provisions, of course in public services there are complaints from the public, this is the duty of public service implementers to be able to respond to and manage these complaints. Complaints can go through mechanisms that have been determined by laws and regulations.

Executors are prohibited from concurrently serving as commissioners or administrators of business organizations for executors who come from SKPD or BUMD environments, in this matter as public service executors are not allowed to carry out two jobs in one in implementing commissioners or business management originating from BUMD or SKPD environments. Abandoning duties and obligations, unless they have clear rational and valid reasons in accordance with statutory provisions, public service implementers are not advised to leave their duties and obligations, unless the executor has concrete reasons in accordance with applicable rules.

Adding executors without the approval of the administrator, in this case public service implementers are prohibited from adding executors without the approval of the administrator. Making cooperation agreements with other parties without the approval of the organizer, public service implementers are prohibited from entering into cooperation agreements with other parties without the approval of public service providers. Violating the principles of public service delivery, in this case as a public service provider is not allowed to violate the principles of public service delivery, because if you

violate these principles it will also have a negative impact on public service standards. Receiving compensation in any form from the public who are directly or indirectly related to the service provider. Regarding this matter, public service implementers are prohibited from receiving rewards in any form from the public that are directly or indirectly related to service providers.

3. The rights, obligations and prohibitions of society

The community has the right to know the existence of the contents of service standards, in this case the community really needs to know their rights as recipients of public services regarding the contents of public service standards, because by knowing the contents of these public service standards, the community will know what rights they get in public service. Overseeing the implementation of service standards as the community or service recipients also needs to oversee how the implementation of public services is in accordance with public service standards.

Regarding this matter, the community has the right to get responses to complaints that have been submitted to public service implementers, the community will get advocacy, protection and fulfillment of services, so with the above description it can calm the community about fulfilling their rights if services are not fulfilled, as service recipients if there is a service that is not in accordance with service standards, the community can notify the management of the service provider to improve its service.

Recipients of services or the public can complain about the organizers if there are service standards and do not improve their services, these complaints can be made to the ombudsman and the administrator of the organizers, the community is required to always maintain the facilities, infrastructure and public service facilities that have been provided by public service providers and of course the community are required to always participate actively in relation to public service providers and of course always comply with applicable regulations.

In the description above, it can be concluded that in order to improve quality and ensure the implementation of public services and guarantee public protection against abuse of power in management, the Magetan district government and other agencies are responsible for providing good public services and for protecting all citizens from abuse of power in public administration. , quality, integrated and sustainable public services are needed as part of efforts to protect public rights.

Service standards are benchmarks that are used as guidelines for service delivery and quality assessment benchmarks. This service is an obligation and promise of administrators to the community in the context of quality, fast, simple, affordable and measurable services. Public service information systems are a series of activities that include storage and management of information as well as mechanisms for obtaining information from administrators to the public.

Regarding this matter, public services really need benchmarks that serve as guidelines in services, because with the existence of service standards a comfort will be created for the community as service recipients in receiving these services. so that with a general understanding it can raise a question mark in relation to public service standards, and will

lead to conclusions about the implementation of the law that is in the population service and civil registration of Magetan district has been carried out correctly or not, which handling is carried out on public services will describe the real implementation of the law. However, it needs to be underlined that all the facts regarding public service standards are not something that always exists, so that the negative understanding that public service standards are always bad must be destroyed and again look at the facts.

Regarding this, the Dispendukcapil district. It is hoped that Magetan will continue to improve in providing services in accordance with the SOPs that have been determined in accordance with applicable laws, because the existence of this public service standard can have a comforting impact on service recipients or the community which can increase IKM which can be said to be good for standard service provider agencies.

Finding facts about public service standards within the scope of the Population and Civil Registration Office of Magetan Regency, researchers are looking for direct data from parties who feel appropriate so that the data obtained can be accounted for. In providing public services to the community so far the Population and Civil Registry Office of Magetan Regency has not experienced any major problems, either related to services by the organizers or in providing services to the community. Because what is provided in services to the community The Population and Civil Registration Office of Magetan Regency always gives the best and has provided services in accordance with existing procedures. However, if asked whether they have ever experienced public complaints about services, so far there have been complaints about public services such as people complaining about waiting for queues, which sometimes the queues can be crowded, but there are also many people who know that the Magetan district population and civil registration service opens at 08.00 However, they came earlier, like at 07.00 to wait for the Magetan district population and civil registration service to open. Related to the existence of several complaints from the public in waiting in line, this will motivate the Magetan district population and civil registration service to provide more accurate and fast time.

In this case it is necessary to pay attention so that the community as the recipient of the service does not feel disadvantaged, if there is a long queue of course the District Population and Civil Registry Office. Magetan must carry out an evaluation regarding the queues which are increasing and increasing every day, it can be expanded in providing services, but it is also undeniable that there are not a few people in Magetan, but lots and lots and even thousands of people who want to administer public services (Perda No.15, 2016).

Some of these facts and data explain that within the scope of the Magetan Regency Population and Civil Registry Office, it has implemented the law well marked by the absence of problems with the community, although in conclusion it cannot fully say that the Magetan Regency Population and Civil Registry Service has universally implemented the law, but in one subject this can being said as a public service provider is already a very good thing.

So by looking at the description above, it can be concluded that the public service standards in the Magetan district population and civil registration service by looking at

some of the rules that govern them raise the question whether the regency dispendukcapil. Magetan has implemented the law properly and by looking at various sources the answer has been obtained that the Dispendukcapil district. Magetan has implemented service standards well, marked by the absence of problems with the community, but universally, the District Population and Civil Registry Office. Magetan as a service provider agency is already good in carrying out its services.

IV. CONCLUSION

Implementation of Legislation on the implementation of public service standards in population services at the Magetan Regency Population and Civil Registration Service in Regional Regulation No. 3 of 2016 Magetan Regency. Based on the results of interviews with related parties, it is necessary to have research similar to this research with a wider scope in conducting research which of course can develop public service standards.

In writing this can be said to be far from perfect. In this way, the researcher with all humility hopes for constructive and constructive criticism and comments to improve this research. It is the hope of the researchers that this thesis will be useful and useful for researchers and the development of science, not particularly for the Legal Studies Study Program and other parties with an interest in the world of education.

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