



Analysis Of Birth Certificate Issuance Services For Children Resulting From Siri Marriages In The Population And Civil Registration Office Of Central Bengkulu District

Bella Sagita¹, Nour Farozzi Agus², Azuwandri^{3*}

STIA Bengkulu

DOI:

<https://doi.org/10.53697/iso.v4i2.1890>

*Correspondence: Azuwandri

Email: azuwandri24@gmail.com

Received: 19-10-2024

Accepted: 23-11-2024

Published: 24-12-2024



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Abstract: This research focuses on the issue of issuing birth certificates to children from siri marriages in Bengkulu Tengah Regency. The purpose of this research is to understand the process of birth certificate issuance services for children from siri marriage, identify the obstacles that arise in the process, and evaluate the efforts made by the Population and Civil Registration Office of Bengkulu Tengah Regency in improving birth certificate issuance services for children from siri marriage. This research uses descriptive research methods, qualitative descriptive methods are research methods based on the philosophy of postpositivism used to research on natural object conditions where the researcher is a research instrument and the results of the writing are in the form of words or statements that match the actual situation. The data collection source describes the analysis method using reduction, presentation, and conclusion. The service procedures for making deeds have navigated the procedures and regulations that apply. 2. People who do not have a marriage certificate, show that the service of issuing birth certificates for children from siri marriage shows that it is good and gets satisfaction in the community and gets the result that the making of the late certificate is the fault of the community itself because it does not know the information and lack of knowledge by the community. Evidenced in the results of interviews with informants directly at the time the research was conducted.

Keywords: Birth Certificate, Siri Marriage, Public Service, Population Administration

Introduction

Public service is the right of every citizen and the obligation of the organizer (government) to implement it. Based on Law Number 25 of 2009 concerning Public Services, the purpose of this service is to fulfill the basic rights of every citizen and resident to services or administrative services organized by the government in the public sector. According to Dwiyanto (2023), Public Service is a series of activities carried out by the public bureaucracy to meet the needs of citizens. In the context of issuing birth certificates, the Population and Civil Registration Service (Disdukcapil) has a crucial role/responsibility. According to Sulistyowati (2021), unregistered marriages are still rampant in Indonesia due to various social, economic, and cultural factors. This has a direct impact on the rights of children born from these marriages, especially in terms of obtaining birth certificates. A birth certificate is a very important population document for every Indonesian citizen. This document not

only functions as an official identity, but also as a gateway to access various public services such as education, health, and social protection. However, the process of issuing birth certificates for children born from unregistered marriages is still a challenge in various regions in Indonesia, including in Central Bengkulu Regency. Every citizen has the same rights and obligations in population administration, the right to receive legal protection and services from the state, and the obligation to carry out population registration by reporting every important event that occurs. One of the important events in population administration is birth. Every newborn child must go through a population registration process to obtain a legal identity recognized by the state. Article 27 paragraph (1) of the Child Protection Law states that "identity and citizenship status must be given to a child from the moment he or she is born into the world". A birth certificate is an official and legal document that records the status and birth event of a person, issued by the Population and Civil Registration Service. The birth certificate document issued must be in accordance with the birth certificate issued by the doctor or the hospital where the baby was born. However, in this era of globalization, unregistered marriages are still a significant social phenomenon in society, including in Central Bengkulu Regency. According to Marriage Law No. 1 of 1974: Article 2 paragraph (2) of the Law which requires marriage registration is often used as a basis for stating that unregistered marriages are not valid according to state law, even though they may be considered valid according to religion. In addition to being known as unregistered marriage, the community also calls it an underhand marriage. So that in the end it can cause a number of problems, one of which is related to the registration of children born from unregistered marriages.

Registration of births and the issuance of birth certificates are very important initial steps in guaranteeing children's rights, including the right to their identity. Meanwhile, based on Article 27 Paragraph (2) it is emphasized that "the identity is stated in the form of a birth certificate". So this means that a birth certificate is a very important identity for every individual. However, children born from unregistered marriages often experience obstacles in obtaining birth certificates for various reasons, ranging from administrative to social aspects. The Population and Civil Registration Service as the institution responsible for the birth certificate issuance process in Central Bengkulu Regency has a very important role in handling this issue. However, until now, there has been no in-depth research on the effectiveness and quality of services provided by the institution, especially for children from unregistered marriages. This study aims to analyze the service process of issuing birth certificates for children from unregistered marriages at the Population and Civil Registration Office of Central Bengkulu Regency. This analysis is important to identify the challenges and obstacles faced in the process of issuing birth certificates for this community group, as well as to find solutions that can improve access and quality of service. By understanding the complexity of this problem, it is hoped that an effective strategy can be found to increase the coverage of birth certificate ownership in Central Bengkulu Regency, especially for children from unregistered marriages. This is in line with the government's efforts to guarantee the basic rights of every citizen and improve the quality of public services in the field of population administration. The phenomenon found from initial

observations conducted by researchers at the Population and Civil Service Office in Rena Lebar Village, Karang Tinggi District, Central Bengkulu. There are several problems regarding the service of issuing birth certificates for children born from unregistered marriages in Central Bengkulu Regency, such as children because they have fulfilled the pillars and requirements set according to beliefs and beliefs, but are considered legally invalid because of the marriage.

Unregistered marriages often face administrative obstacles in obtaining birth certificates due to the unclear marital status of their parents. This can result in difficulties in accessing education, health services, and other rights. Then the Lack of Public Awareness of the importance of issuing birth certificates for children from unregistered marriages, There are a number of children who do not have birth certificates due to the lack of parental knowledge about the requirements needed to issue a birth certificate, parental ignorance of the benefits of a birth certificate, and low parental awareness to report births on time, namely within 60 days of birth. As for the Social Stigma regarding children born from unregistered marriages, they face social stigma in society, which affects the process of issuing their birth certificates because their parents may be reluctant or afraid to take care of official documents because of feelings of shame or fear of being judged by society. So that the condition where children born from unregistered marriages do not have birth certificates can result in an imbalance between the child's need for legal protection and their rights with their official status in the eyes of the law.

Methodology

This study uses a descriptive research method, a qualitative descriptive method is a research method based on the philosophy of postpositivism used to research the natural conditions of objects where the researcher is the research instrument and the results of the writing are in the form of words or statements that are in accordance with the actual situation (Sugiyono, 2019). This research was carried out in stages to obtain complete data, then the data that has been obtained from the observation process, interviews, and questionnaires are presented in the form of descriptions using words that are easy to understand and there is also supporting data, namely photos of observation results. Qualitative descriptive research aims to describe, depict, explain, explain and answer in more detail the problems studied by studying as much as possible an individual, a group or an event. So that in this study it will reveal how the Analysis of Birth Certificate Issuance Services for Children from Siri Marriages at the Population and Civil Registration Office of Central Bengkulu Regency.

Data analysis is the process of systematically compiling and managing data obtained from interviews, field notes, and documentation. This process involves organizing data into categories, breaking it down into smaller units, synthesizing, forming patterns, selecting important information to study, and drawing conclusions so that they are easily understood by researchers and others (Sugiyono, 2019). In addition, data analysis also means organizing and sorting data into basic patterns, categories, and descriptions to find themes and formulate working hypotheses according to existing data (Moleong, 2017). In identifying

strengths, weaknesses, opportunities, and threats in this process is carried out continuously until the data reaches saturation. The data analysis technique used in this study follows the Miles and Huberman model. Miles and Huberman offer a general pattern of analysis by following the interactive model (Sugiyono, 2019). "Analysis of Birth Certificate Issuance Services at the Population and Civil Registration Service of Central Bengkulu Regency" uses data analysis as follows:

Data Reduction

According to Creswell and Poth (2023), data reduction is the process of selecting, focusing, simplifying, abstracting, and transforming data that appears in field notes or transcripts. Data reduction is a form of analysis that sharpens, classifies, directs, removes unnecessary, and organizes data in such a way that final conclusions can be drawn and verified. From the title of the author's thesis "Analysis of Birth Certificate Issuance Services at the Population and Civil Registration Office of Central Bengkulu Regency". The focus of the author's research is the Birth Certificate Issuance Service, Population and Civil Registration Service, Central Bengkulu Regency and the aspects analyzed are Service Quality, Efficiency of the Issuance Process, Obstacles in Service, Public Satisfaction, Compliance with Public Service Standards.

Data Presentation

According to Prof. Dr. Sugiyono (2021) in his book "Quantitative, Qualitative, and R&D Research Methods", data presentation is an activity when a set of information is compiled, so that it allows for conclusions to be drawn and actions taken. The form of qualitative data presentation is in the form of narrative text (in the form of field notes), matrices, graphs, networks, and charts. Included in the data presentation from the thesis "Analysis of Birth Certificate Issuance Services at the Population and Civil Registration Service of Central Bengkulu Regency" First, Table (Number of Birth Certificate Issuers in 2023), and (Number of KK in Central Bengkulu). Second, Photo or Image (Population and Civil Registration Office), and (Example of a birth certificate application form).

Drawing Conclusions

According to Prof. Dr. Sandu Siyoto and M. Ali Sodik (2023) in the book "Basic Research Methodology". Drawing conclusions is the process of taking the essence of the presentation of data that has been organized in the form of short and concise sentences or formulas but contains broad meaning. Drawing conclusions for the thesis "Analysis of Birth Certificate Issuance Services at the Population and Civil Registration Service of Central Bengkulu Regency" Based on the analysis that has been done, several conclusions can be drawn, Birth certificate issuance services at the Population and Civil Registration Service of Central Bengkulu Regency have generally run well, but there are still several aspects that need to be improved, Service innovations such as outreach have been implemented and have had a positive impact on service efficiency, The main obstacles faced in birth certificate issuance services include: limited human resources, and there are still people who do not understand the procedures and requirements.

Result and Discussion

Central Bengkulu Civil Registry Officers

Procedure for Deed Making Services, Service procedures are processes used to provide services to the community. Service standards can be used as guidelines, namely in the Dukcapil 5 S service Greetings, Greetings, Politeness, Courtesy, Smile. The researcher conducted an interview on August 1, 2024 at the Bengkulu Tengah Dukcapil Office regarding the service procedure for issuing birth certificates for children from unregistered marriages, namely with Mr. Adnan Kasidi, SE as the Secretary of the Bengkulu Tengah Dukcapil. He said that:

"For the procedure for issuing birth certificates for children from unregistered marriages, just come directly to the Bengkulu Tengah Dukcapil office or when Dukcapil is carrying out the Pick-up Program to Sub-districts and Villages"

"And this procedure is easy to understand because there are already regulations and provisions that govern it, namely PERMENDAGRI NO. 9 YEAR 2016"

Furthermore, the researcher conducted an interview on August 1, 2024 with Mrs. Ratna Nengsi, SE, an employee who provides community services in the birth certificate service procedure for children from unregistered marriages, namely:

"The procedure for issuing birth certificates for both official and unregistered marriages is easy to understand and very clear in accordance with the regulations"

"And there is no difference between official marriages and unregistered marriages. The procedure is easy to understand. There may be differences, but that is only in the requirements."

Next, the researcher conducted an interview on August 1, 2024 with Mrs. Tauria Helmeri, SKM, M,M, an employee who provides services for the process of issuing certificates for both official and unregistered marriages, that:

"The procedure for issuing this is easy, just attach a copy of the certificate of unregistered marriage and fill in the SPTJM for husband and wife"

"And also the officers provide quite clear information, and there are many banner boards that provide information to the public."

The researcher conducted an interview on August 1, 2024 with Mrs. Canawati, an employee who directly recorded/recorded data on the issuance of unregistered marriage certificates. She stated that:

"The procedure for issuing certificates for children of unregistered marriages is very easy to understand if the public already knows the requirements for making the certificate."

"And the Officer has provided clear and easy to understand information regarding these requirements."

The researcher conducted an interview on August 1, 2024 with Mrs. Ariyanti, an employee who handles the Deed Issuance procedure, who stated that:

"The procedure for issuing birth certificates for children in unregistered marriages is easy to understand because employees help the community to carry out the certificate issuance process."

"And Dukcapil employees have provided clear information for the public who want to make the certificate."

The researcher conducted an interview on August 1, 2024 with Mrs. Numi Elia Rosa, a Dukcapil employee who handles the Deed Issuance procedure, who stated that:

"The procedure for issuing birth certificates is easy to understand"

"Dukcapil officers provide clear information and will assist if the public does not understand the requirements for making certificates for children from unregistered marriages."

The researcher conducted an interview on August 1, 2024 with Mrs. Sutri Jaya, a Dukcapil employee who handles the Deed Issuance procedure, who stated that:

"The procedure for issuing birth certificates for children from unregistered marriages is easy to understand"

"And the service officer provides clear information regarding the requirements for issuing a birth certificate"

Furthermore, the researcher conducted an interview on August 1, 2024 with Mrs. Okari Widowati, an employee who provides community services in the birth certificate service procedure for children from unregistered marriages, namely:

"In my opinion, the procedure for issuing birth certificates for children from unregistered marriages is very easy to understand"

"And in my opinion, the service officers have provided very clear information regarding the requirements for issuing a birth certificate."

Based on the results of interviews with the 10 sources above, the service procedure is that people who want to make birth certificates can come directly to the Bengkulu Tengah Dukcapil Office. The services provided are the Dukcapil 5S service standards: Greetings, Greetings, Politeness, Courtesy, Smile.

Community in the Event of Unfulfilled Marriage Certificate, In this case, if the community does not have a marriage certificate, then the unregistered couple only needs to attach an SPTJM (Absolute Responsibility Statement) stating that they are husband and wife (the relationship in the Family Card shows the marital status as husband and wife). (Minister of Home Affairs Regulation No. 9 of 2016) The researcher conducted an interview on August 1, 2024 at the Bengkulu Tengah Dukcapil Office regarding the service procedure for issuing birth certificates for children from unregistered marriages, namely with Mr. Adnan Kasidi, SE as the Secretary of the Bengkulu Tengah Dukcapil. He said that:

"The service provides a good solution to the problem of issuing birth certificates for children from unregistered marriages and usually always provides instructions and directions in issuing birth certificates for children from unregistered marriages."

"The birth certificate issuance process is carried out fairly without discrimination and without any differences and the same conditions are applied"

"In the process of issuing birth certificates with legal assistance, there is no legal assistance in this process because the Dukcapil Service in this case has not cooperated with either the legal authorities or the District Attorney's Office as stated in the form of cooperation (MOU) regarding legal assistance."

Furthermore, the researcher conducted an interview on August 1, 2024 with Mrs. Ratna Nengsi, SE, an employee who provides community services in the birth certificate service procedure for children from unregistered marriages, namely:

"The office provides solutions to problems in issuing birth certificates for children from unregistered marriages. Yes, providing the best solution in accordance with existing regulations."

"The birth certificate issuance process is carried out fairly without discrimination. Yes, it is always fair and in accordance with statutory regulations."

"In the process of issuing a birth certificate with legal assistance, this process does not involve legal assistance because there are no problems with the document."

Next, the researcher conducted an interview on August 1, 2024 with Mrs. Tauria Helmeri, SKM, M,M, an employee who provides services for the process of issuing certificates for both official and unregistered marriages, that:

"Yes, the Office provides a good solution to the problem of issuing birth certificates for children from unregistered marriages."

"Yes, as long as the requirements are complete, the birth certificate issuance process will be carried out fairly without discrimination."

"In the issuance of birth certificates with legal assistance, this process does not include legal assistance because the legal assistance process for certificates/issuance of certificates that are problematic"

The researcher conducted an interview on August 1, 2024 with Mrs. Canawati, an employee who directly recorded/recorded data on the issuance of unregistered marriage certificates. She stated that:

"The office provides a good solution to the problem of issuing birth certificates for children from unregistered marriages. Yes, according to the applicable regulations (SOP)"

"Yes, it is very fair. The birth certificate issuance process is carried out fairly without discrimination."

"In the issuance of birth certificates with legal assistance, this process does not involve legal assistance because the issuance of birth certificates already has its own legal basis."

The researcher conducted an interview on August 1, 2024 with Mrs. Ariyanti, an employee who handles the Deed Issuance procedure, who stated that:

"Yes, the Service provides a good solution to the problem of issuing birth certificates for children from unregistered marriages."

"Yes, the issuance of birth certificates is always fast without discrimination"

"In the issuance of birth certificates with legal assistance, this process does not involve legal assistance because, as long as the certificate is not problematic"

The researcher conducted an interview on August 1, 2024 with Mrs. Numi Elia Rosa, a Dukcapil employee who handles the Deed Issuance procedure, who stated that:

"Our staff provides good solutions to problems in issuing birth certificates for children from unregistered marriages"

"Yes, the issuance of birth certificates is always fast without discrimination"

"In the issuance of birth certificates with legal assistance, this process does not involve legal assistance because there is no problem as long as the certificate is not problematic"

The researcher conducted an interview on August 1, 2024 with Mrs. Sutri Jaya, a Dukcapil employee who handles the Deed Issuance procedure, who stated that:

"Yes, it provides a good solution."

"Yes, the issuance of birth certificates is always fast without discrimination"

"In the issuance of birth certificates with legal assistance, this process does not involve legal assistance because there is no problem as long as the certificate is not problematic."

Furthermore, the researcher conducted an interview on August 1, 2024 with Mrs. Okari Widowati, an employee who provides community services in the birth certificate service procedure for children from unregistered marriages, namely:

"We can still understand the solution and we fulfill the requirements for issuing a birth certificate for a secret marriage."

"Issuance of Birth Certificates for Both Siri and Official Marriages is Fair"

"In the issuance of birth certificates with legal assistance, this process does not include legal assistance because, as far as I know, there is none."

Based on the results of the interview above, in particular for unregistered marriages, making birth certificates, officers at the Civil Registry Service have a solution to the problem of the requirements for making unregistered marriage certificates and the process of making certificates, the employees stated that there was no legal assistance because there were no problems with the document.

Application Process: Submit the Requirement Form to the Dukcapil Officer, According to Permendagri No. 9 of 2016, First, Birth Certificate from a Doctor/midwife/birth attendant. Second, Marriage certificate/excerpt of marriage certificate. Third, Family Card where the resident will be registered as a family member. Fourth, e-KTP of parents/guardians/reporters. Fifth, Passport for non-resident Indonesian citizens and foreigners. Sixth, Absolute Statement of Responsibility (SPTJM) of the truth of birth data (if there is no birth certificate from a doctor/midwife/birth attendant. Seventh, In the event that the marriage certificate/excerpt of the marriage certificate is not fulfilled, it is replaced with an SPTJM of truth as a married couple (the relationship in the Family Card indicates the marital status as husband and wife. Examination Report (BAP) from the police or SPTJM of the truth of birth data for children whose origin or whereabouts are unknown from their parents. The researcher conducted an interview on August 1, 2024 at the Bengkulu Tengah Dukcapil Office regarding the requirements and services for issuing birth certificates for children from unregistered marriages, namely with Mr. Adnan Kasidi, SE as the Secretary of the Bengkulu Tengah Dukcapil. He said that:

" Officers are friendly and polite in serving the public. Yes, they have been given instructions to serve the public with the principles of greeting, greeting, being polite, courteous, smiling."

"And the facilities are adequate and comfortable according to the provisions of the rules in public services"

Furthermore, the researcher conducted an interview on August 1, 2024 regarding the Application Process for Submitting the Requirement Form to the Dukcapil Officer to Mrs. Ratna Nengsi, SE, an Employee Who Provides Community Services in the Birth Certificate Service Procedure for Children from Unreligious Marriages, namely:

" Yes, it is very friendly. The officers are friendly and polite in serving the public."

"The service is good and also comfortable. Are the service facilities at the office adequate and comfortable?"

Next, the researcher conducted an interview on August 1, 2024 regarding the Application Process for Submitting the Requirement Form to the Dukcapil Officer to Mrs. Tauria Helmeri, SKM, M,M, an employee who provides services for the process of issuing certificates for both official and unregistered marriages, that:

" In my opinion, the officers are friendly and polite in serving the public."

"Service facilities at the office are quite adequate, the waiting room is uncomfortable and hot at midday"

The researcher conducted an interview on August 1, 2024 regarding the Application Process for Submitting the Requirement Form to the Dukcapil Officer with Mrs. Canawati, the employee who directly recorded/recorded the data on the issuance of unregistered marriage certificates, stating that:

" The officers in the service of the community, thank God, are polite, friendly and courteous"

"Service facilities in this office The service is good, but the facilities are quite adequate"

The researcher conducted an interview on August 1, 2024 regarding the Application Process for Submitting Requirement Forms to Dukcapil Officers with Mrs. Ariyanti, an employee who handles the Deed Issuance procedure, who stated that:

"In my opinion, we, the officers of the service, have been friendly and polite in serving the public."

" The service facilities at the Ya office are adequate and comfortable"

The researcher conducted an interview on August 1, 2024 regarding the Application Process for Submitting Requirement Forms to Dukcapil Officers with Mrs. Numi Elia Rosa, namely the Dukcapil Officer who serves the Deed Issuance procedure, stating that:

" In carrying out his duties The officers have been friendly and polite in serving the public"

"And at the office, the service facilities at the office are adequate and comfortable and there is a special room for breastfeeding mothers."

The researcher conducted an interview on August 1, 2024 regarding the Application Process for Submitting Requirement Forms to Dukcapil Officers with Mrs. Sutri Jaya, namely the Dukcapil Officer who serves the Deed Issuance procedure, stating that:

"In terms of service , the officers are friendly and polite"

"The facilities at the Dukcapil office are adequate and comfortable"

Furthermore, the researcher conducted an interview on August 1, 2024 regarding the Application Process for Submitting the Requirement Form to the Dukcapil Officer to Mrs.

Okari Widowati, an Employee Who Provides Community Services in the Birth Certificate Service Procedure for Children from Unreligious Marriages, namely:

"The officers are friendly and polite in serving the public. Very polite, friendly, very good."

"The service facilities at the office are quite adequate and comfortable in my opinion"

Based on the interview results above regarding the Application Process for Submitting the Requirement Form to the Dukcapil Officer, they have provided very polite, friendly, and good service. As well as in terms of information services and employee direction to the community in making certificates for children of unregistered marriages. In addition to the service, the Dukcapil office employees provide facilities that are quite good, adequate and comfortable.

Verify Data and Issue Birth Certificates for Children from Unlawful Marriages, The researcher conducted an interview on August 1, 2024 at the Bengkulu Tengah Dukcapil Office regarding Data Verification and Issuance of Birth Certificates for Children from Unreligious Marriages, namely with Mr. Adnan Kasidi, SE as the Secretary of the Bengkulu Tengah Dukcapil. He said that:

"In the Time of Completion of the issuance of birth certificates on time, with complete requirements, and no technical obstacles. In accordance with the mandate of Permendagri No. 19 of 2018"

"The cost of processing a birth certificate is free of charge Law No. 24 of 2013 Article 79 A"

"Overall, the service of issuing birth certificates for children from unregistered marriages In order to fulfill the civil rights of children, the issuance of certificates for children from unregistered marriages is regulated according to existing provisions and it is still recommended that the parents can carry out the official/registered marriage process according to the Marriage Law"

Furthermore, the researcher conducted an interview on August 1, 2024 regarding Data Verification and Issuance of Birth Certificates for Children from Unregistered Marriages to Mrs. Ratna Nengsi, SE, an Employee Who Provides Community Services in the Birth Certificate Service Procedure for Children from Unregistered Marriages, namely:

"The completion time for issuing birth certificates is as promised, yes, if the requirements are complete according to the regulations"

"The cost of processing a birth certificate at the Dukcapil Service is free of charge"

"Overall, the service of issuing birth certificates for children from unregistered marriages is in accordance with existing regulations"

Next, the researcher conducted an interview on August 1, 2024 regarding Data Verification and Issuance of Birth Certificates for Children from Secret Marriages to Mrs. Tauria Helmeri, SKM, M.M, an employee who provides services for the process of issuing certificates for both official and secret marriages, that:

"The completion time for issuing birth certificates is fast, 1-2 hours, as long as the requirements are complete and the network is good."

"Birth certificate processing fee is free"

"Overall, the service of issuing birth certificates for children from unregistered marriages is satisfactory"

The researcher conducted an interview on August 1, 2024 regarding Data Verification and Issuance of Birth Certificates for Children from Unregistered Marriages with Mrs. Canawati, an Employee Who Directly Recorded/Recorded Data on the issuance of unregistered marriage certificates, stating that:

"The completion time for issuing birth certificates is on time. Yes, if the requirements are complete and according to the SOP"

"The cost of processing birth certificates at the Population and Civil Registration Service of Central Bengkulu Regency is all free"

"Overall, the service of issuing birth certificates for children from unregistered marriages is satisfactory because it is in accordance with applicable regulations."

The researcher conducted an interview on August 1, 2024 regarding Data Verification and Issuance of Birth Certificates for Children from Unreligious Marriages with Mrs. Ariyanti, an employee who handles the Certificate Issuance procedure, stating that:

"The completion time for issuing a birth certificate is as promised. Yes, the completion time is in accordance with the promised time as long as the conditions are complete."

"Birth certificate processing costs. In processing birth certificates, the costs are free and no fees are charged whatsoever"

"Overall, the service of issuing birth certificates for children from unregistered marriages is satisfactory"

The researcher conducted an interview on August 1, 2024 regarding Data Verification and Issuance of Birth Certificates for Children from Unreligious Marriages with Mrs. Numi Elia Rosa, namely the Dukcapil employee who served the Certificate Issuance procedure stated that:

"The completion time for issuing a birth certificate is as promised, fast as long as the conditions are complete"

"Birth certificate processing costs. Birth certificate processing at Dukcapil is free, no fees are charged whatsoever"

"In my opinion, overall, the service for issuing birth certificates for children from unregistered marriages is satisfactory."

The researcher conducted an interview on August 1, 2024 regarding Data Verification and Issuance of Birth Certificates for Children from Unreligious Marriages with Mrs. Sutri Jaya, namely the Dukcapil employee who served the Certificate Issuance procedure stated that:

"Completion of birth certificate issuance as promised quickly as long as the requirements are complete"

"In the administration of free births, Dukcapil does not charge any fees"

"The service of issuing birth certificates for children from unregistered marriages is satisfactory"

The researcher conducted an interview on August 1, 2024 regarding Data Verification and Issuance of Birth Certificates for Children from Unregistered Marriages to Mrs. Okari Widowati, an Employee Who Provides Community Services in the Birth Certificate Service Procedure for Children from Unregistered Marriages, namely:

"The completion time for issuing a birth certificate is according to the time requirements, approximately 1 hour to complete"

"The cost of processing a birth certificate is free, thank God."

"The service of issuing birth certificates for children from unregistered marriages is already satisfactory. The Central Bengkulu Population and Civil Registry Service has met the requirements of the ministry"

Discussion

Analysis of Public Satisfaction in the Service of Issuing Birth Certificates for Children from Unreligious Marriages at the Central Bengkulu Civil Registry Office

This chapter will present a discussion of the research and discussion based on the researcher's findings in the field during the research. Discussion of the researcher's results related to the results of the Analysis of Birth Certificate Issuance Services for Children from Unregistered Marriages at the Population and Civil Registration Office of Central Bengkulu Regency. In the analysis obtained by the author during direct field research, there are several things that the author obtained from service procedures, requirements for making birth certificates, time and costs for making birth certificates, facilities available at the Dukcapil Service, and direct activities of employees at the Dukcapil Service in Central Bengkulu, namely as follows:

Procedure for Deed Making Services

Here are the Procedures for Processing a Birth Certificate (Minister of Home Affairs Regulation No. 9 of 2016). First, Go directly to the Dukcapil Office of Central Bengkulu Regency. Second, The applicant fills out and signs the birth certificate form and submits the requirements to the officer. Third, The officer verifies and validates the application and requirements and records the birth data in the population database. Fourth, The civil registration officer at the Dukcapil Office signs and issues the birth certificate registration and birth certificate extract. Finally, the Birth Certificate Extract is given to the applicant.

Community in the Event of Unfulfilled Marriage Certificate

According to Permendagri No. 9 of 2016, First, Birth Certificate from a Doctor/midwife/birth attendant. Second, Marriage certificate/excerpt of marriage certificate. Third, Family Card where the resident will be registered as a family member. Fourth, e-KTP of parents/guardians/reporters. Fifth, Passport for non-resident Indonesian citizens and foreigners. Sixth, Absolute Responsibility Statement (SPTJM) of the truth of birth data (if there is no birth certificate from a doctor/midwife/birth attendant. Seventh, In the event that the marriage certificate/excerpt of the marriage certificate is not fulfilled, it is replaced with an SPTJM of truth as a married couple (the relationship in the Family Card indicates the marital status as husband and wife. Examination Report (BAP) from the police or SPTJM of the truth of birth data for children whose origin or whereabouts are unknown from their

parents. The difference in the requirements for issuing a birth certificate for a child from an official marriage and a child from a secret marriage is only in point seven of the requirements, namely in the event that the marriage certificate/marriage certificate extract is not fulfilled, it is replaced with an SPTJM of proof as a married couple (the relationship in the KK shows the status of the marital relationship as husband and wife. If the above requirements are complete, the issuance of a birth certificate for a child from a secret marriage can be issued on time and there are no technical obstacles in accordance with the mandate of Permendagri No. 19 of 2018.

Application Process: Submitting the Requirement Form to the Dukcapil Officer

In the timely completion time, With the provision of complete requirements, and no technical constraints. In accordance with the Mandate of Permendagri No. 19 of 2018. In other words, birth certificates can be issued directly on the day, date, year, when the community makes a request if there are no obstacles. And the cost of issuing birth certificates for children of official marriages or from unregistered marriages is free of charge according to Law No. 24 of 2013 Article 79 A.

Verify Data and Issue Birth Certificates for Children from Unlawful Marriages

During direct observation, there are several things that the author can take, namely that there are quite good facilities in the Bengkulu Tengah Dukcapil Office, namely, comfortable facilities, there are fans in the corner of the waiting room for the public waiting for the issuance process, clean, there are trash cans in every corner of the room, toilets are available and clean, and there is a special room for breastfeeding mothers/breast milk room, the facilities at the Bengkulu Tengah Dukcapil Office according to the author are quite adequate. It can be concluded that the Population and Civil Registration Service of Central Bengkulu Regency has operational hours of 7:45-15:30 WIB. In the observation findings on May 29, 2024, the author observed that the Central Bengkulu Dukcapil office had several employees who were late for the Dukcapil service when they entered during operational hours and many Central Bengkulu Dukcapil employees did not come in during working hours, while the author's findings when conducting research on August 1, 2024, employees at the Dukcapil Service arrived on time. And the facilities that the author found or the results of the author's observations were, service on time according to operational hours, people who would take care of their needs were directed directly to the service counter, in making AKTA, KK, KTP, etc. if the requirements have met the requirements then the issuance is completed in 1 day, if in the issuance there are obstacles such as power outages or other obstacles, the issuance will be postponed until the specified time. In addition, the service is also friendly, the employees of the Bengkulu Tengah Dukcapil Office provide good service, if there is a problem experienced by the community, the employees immediately provide a good solution during the issuance service procedure. Overall, the service of issuing birth certificates for children of unregistered marriages at the Bengkulu Tengah Dukcapil Office shows a moderate level of effectiveness. Although it has succeeded in providing solutions for many cases, there is still room for improvement, especially in terms of service speed, accessibility, and adjustment to the socio-cultural complexity of the local community. In conclusion, the social and legal impacts on children from unregistered marriages are very

significant and can affect various aspects of their lives. A comprehensive approach involving the government, society, and social institutions is needed to address these challenges and ensure the protection and fulfillment of children's rights, regardless of their parents' marital status.

Conclusion

Based on the results of research conducted at the Central Bengkulu Population and Civil Registration Office, there are 4 components as follows:

1. Procedure for Deed Making Services, In the service procedure for making certificates, the level of public satisfaction in the service sector is quite satisfactory, because informants gave an assessment that almost all informants assessed it with satisfaction. The service for issuing birth certificates for children from unregistered marriages at the Bengkulu Tengah Dukcapil Office has been carried out with reference to applicable procedures and regulations.
2. Community in the Event of Unfulfilled Marriage Certificate, The level of public satisfaction is also considered good by many, when people come with the problem of not having a marriage certificate, the Dukcapil Service employees immediately provide a solution by simply attaching the SPTJM letter for husband and wife.
3. Application Process: Submitting the Requirement Form to the Dukcapil Officer, The level of satisfaction of all informants felt quite satisfied with the Application Process for Submitting the Requirement Form to the Dukcapil Officer because the employees provided friendly and polite service. Almost all informants stated that the service was good.
4. Verify Data and Issue Birth Certificates for Children from Unregistered Marriages, In terms of public satisfaction, they are already satisfied with the overall service. The issuance of this birth certificate is very fast if the attached requirements are complete, the public only needs to wait 1-2 hours with that the public can get a child's birth certificate.

Based on the 4 components above, the Central Bengkulu Dukcapil Office has made several efforts to overcome these obstacles, including, Implementing a ball-picking program to reach people in remote areas, Simplifying service procedures as far as possible by regulations, Although these efforts have been made, further improvements and innovations are still needed to improve the quality and accessibility of services, as well as to address the social and legal impacts faced by children from unregistered marriages.

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