

TRANSPARENCY IN HANDLING POPULATION ADMINISTRATION SERVICE COMPLAINTS OF THE POPULATION AND CIVIL REGISTRY OFFICE OF CENTRAL BUTON REGENCY

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ABSTRACT

This study aims to explain transparency as well as the factors that influence them at the Department of Population and Civil Registry of Central Buton Regency in handling complaints about population administration services. This study uses a descriptive method with a qualitative approach. Sources of data are primary data and secondary data, the informants were selected using purposive sampling technique. Data were collected by interview, observation and documentation techniques. The data were analyzed by preparing and organizing, reducing and presenting the data. The results of the study show that related to transparency, there is a provision of information flow and information disclosure, but it is limited. Information is still limited on the ways and mechanisms of handling services, including complaints, while data on the results and progress or development of complaints complaints services, including complaints handling reports are difficult to obtain. Regarding the factors that affect transparency, the first is the professionalism of Human Resources, Basically every employee carries out their duties responsibly and has expertise and is sufficiently disciplined. There are no regulations at the level of regional regulations, regent regulations or decrees at the head of service level and many people do not know about the accuracy of the system and rules. The absence of an integrated and integrated management starting from the operational procedure system, supervision and performance appraisal, making reports makes it difficult to carry out these rewards and punishments. Most stated that there is no tolerance for both technical errors in services and for deviations. All employees comply with all applicable regulations and have understood the existence of criminal threats related to serious violations.

Keywords: Transparency, Complaint Handling, Population Administration Services.