

## **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.

### **INTRODUCTION**

The government in providing services must be carried out in accordance with the expectations and demands of citizens within the framework of good governance. One form of rights that must be obtained by the community is being given the space to express thoughts verbally and in writing and so on, in this case are complaints on the implementation of public services provided by the government. Theoretically, in order to carry out effective complaint handling and be able to contribute to realizing good government, it is necessary to handle complaints by adopting the principles of good governance, namely transparency. Government integrity is now more valued in terms of transparency (Yeremias 2008). The need for the principle of transparency, also clarified by Mardiasmo, is that in providing services to the community, local governments are required to be more transparent and accountable and can realize good governance by listening to the voices or aspirations of the community (Mardiasmo 2006). Transparency is important because with it all

aspects of the service delivery process are open and can be easily identified by users and stakeholders who need it.

In public services, there are often complaints related to services and data utilization. In the service of complaints that often occurs is the delay in the completion of documents, this can occur more than one day. Whereas according to the SOP, the longest delay in document completion after the file is declared complete is in a matter of hours. Meanwhile, in the use of data content, there is often a match between the contents of the data, so that the document cannot be used. For example, there is a mismatch of names, population registration numbers from one data to another. In Central Buton Regency, especially during this COVID-19 pandemic, what often happens is a problem in using data related to social assistance funds and family cards of hope. Due to the discrepancy between the population document data with one another. As a result, the distribution of funds is hampered.

The settlement of population data complaints at the population and civil registry offices has actually been equipped with an SOP (operational procedure system,). Residents who complain submit their complaints at the front office, show the completeness of the requirements, indicate problems in service. After receiving the complaint, the officer checks the requirements and provides an explanation. If it is clear, the officer is obliged to solve the problem and provide improvements. The problem is that oftentimes, the handling of these complaints is not transparent. Where often residents who want to resolve complaints by not going through the procedure. Often, residents take advantage of the acquaintance factor, their families and even use the services of individuals who ask for additional money (illegal levies) with guaranteed settlements in a fast time. This shows injustice in service delivery. It often happens that people who submit complaints as they are in accordance with service provisions are actually slower than applicants who have family or influential people or users of unscrupulous services. This is clearly also a matter of uncertainty and lack of transparency. The problem is, many of the SOPs for resolving complaints are not known to the residents, the mechanism is known only if the residents directly get an explanation from the front officer. There is no such information, which is stored on the office information board or on owned social media or other places. In fact, there should be disclosure of information about officers who have been appointed to guard the complaint counter, including procedures, costs, and time for handling complaints. Likewise, there is no form of information that has been published, in the publication of information regarding responses for resolving complaints received, in addition there is no information related to the progress of complaints that have been able to be resolved to service users.

Normatively, there are many rules regarding the handling of complaints that can be used as an instrument for enforcing community rights in service at once, an instrument for transparency. In KEPMENPAN Number 63 of 2003, to accommodate complaints, service units or organizations are required to provide complaint channels, for example: complaint boxes, complaint counters, can also be through call centers, hotlines, or through mass media such as radio, newspapers. Likewise, according to KEPMENPAN Number 118 of 2004 concerning the Handling of Public Complaints. It is explained that public complaints are a form of implementation of community supervision submitted by the community in the form of constructive thoughts, suggestions, ideas, complaints or complaints.

If public complaints are not handled properly, correctly and appropriately, it will have an impact on the public's sense of trust and loyalty to government administrators. The same condition can occur in Central Buton Regency. Therefore, complaint management with good governance is important. Responding and being responsive to incoming complaints is a very important part in managing complaints. The need for information or data related to public complaints about services is considered very urgent, because it requires a management system that can accommodate information or complaint data and is integrated in a database system.

Based on the description above, the researcher is interested in conducting research related to complaints from the perspective of good governance with the title Transparency in Complaint Handling at the Population and Civil Registration Office of Public Services in Central Buton Regency. In particular, transparency of complaint handling in terms of informativeness (providing the flow of information, news, explanations of mechanisms, procedures, data, facts to stakeholders who need clear and accurate information), openness, in the sense of giving everyone the right to obtain information quickly and accurately. access data in public bodies, and every public information is open and accessible to every user of public information. and Disclosure in the sense of disclosing to the public or the public on activities and performance, including financial performance

## **LITERATURE REVIEW**

### **A. Governance**

The use of the term governance is used to reaffirm the need for significant changes through government processes, methods and achievements (Wibawa, 2009). In this concept it is interpreted that state actors must be able to collaborate with the private sector and civil society to build consensus and synergy in carrying out state functions. open, transparent, efficient and accountable (Wibawa, 2009). Thinking about governance is more directed at democratic governance. This idea is inspired by the idea that the failure of a country in its development is not only caused by the very dominant role of the government but can also be caused by the failure to create democratization.

Local governments (including Central Buton Regency) have a great opportunity to encourage good governance. The government of Central Buton Regency (particularly the Population Service and Sipil Records)) must carry out population administration as well as possible in order to create good governance. There are intensive demands made by the community for the government to implement good governance in line with the increasing level of knowledge and education of the community, in addition to the influence of globalization. The old pattern of government administration is now no longer in accordance with the late changing social order.

### **B. Transparency and Factors Affecting Transparency**

The concept of transparency refers to a situation where all aspects of the service delivery process are open and can be easily identified by users and stakeholders in need. If all aspects of the service delivery process such as requirements, costs and time required, service delivery methods, as well as the rights and obligations of service providers and service users are publicly published so that they are easily accessible and understood by the public, then the practice of service delivery can be judged to have high transparency. Loina (2003) states that transparency is the existence of

openness in presenting information about every aspect of government policies that can be reached by the public.

According to Mardiasmo, transparent public services should include the following elements (Mardiasmo 2002): Informativeness (informative), providing information flow, news, explanations of mechanisms, procedures, data, facts to stakeholders who need clear and accurate information. Openness (openness), the disclosure of Public Information gives the right to everyone to obtain information by accessing data in public bodies, and emphasizes that every public information must be open and accessible to every user of public information, apart from excluded information that regulated by law. Disclosure (disclosure), disclosure to the public or the public (stakeholders) on financial activities and performance.

There are several factors that influence the application of the principle of transparency in public services, including the first, the professionalism of Human Resources. In this perspective, employees who always maintain their professionalism should be given rewards or awards for the best performance. On the other hand, the lack of professionalism in human resources, especially with a corrupt mentality, can hinder the application of the principle of transparency in the implementation of public services. Second, the accuracy of the system or rules governing transparency. The existence of a good system and rules can encourage the application of the principle of transparency. Each type of service should be based on the existing system and rules. Third, healthy environmental competition. Competition among local governments to improve performance (public services) to create a transparent government is carried out by always improving services by receiving input from the community because the community is the user of the service. Fourth, the system that regulates rewards and punishments. Fifth, society's tolerance for deviation. People who do not understand the bureaucracy just surrender to the officers. It will be even more problematic if people are used to the irregularities that occur in the public service process. and sixth the existence of law enforcement (Wiharto, 2011)

### **C. Complaint Handling**

Complaint is a form of dissatisfaction with service recipients. Complaints that are resolved properly and professionally will have a positive impact later on the organization, because then the recipients of the service feel that their opinions are highly valued. It is the right of service recipients to express their dissatisfaction. Complaints for the organization itself can be used as a form of self-evaluation of the performance that has been carried out by the organization. With the complaints of service recipients, organizations can identify existing weaknesses and correct these weaknesses. Complaints can be made verbally or in writing. Based on the above understanding, it can be concluded that complaints are a form of aspiration of service recipients for the dissatisfaction they experience with an item or service, both verbally and in writing. Therefore, the organization must have a specific procedure for handling complaints. that is, with the right attitude and responsiveness and the value of politeness is important when receiving complaints/complaints if complaints from customers can be handled properly, it will create a more satisfied feeling for the product or service.

Dyah Hariani (2008) explains that in practice, complaints from service users (community) and stakeholders need to be classified based on certain types of complaints. Classification of certain types of complaints include: First, complaints regarding delays in the service process. Complaints

about delays in the service process are a frequent factor in service delivery. Second, the officers are not friendly. People who receive services that are not in line with expectations are usually closely related to officers as service providers. Third, information that is not clear. Information in the provision of services becomes the direction and purpose for the community in receiving and managing all needs which include services.

#### **D. Public Service and Population Administration Service (Identity Card)**

Sinambela, (2006) defines public service as providing services (serving) the needs of people or communities who have an interest in the organization in accordance with the basic rules and procedures that have been set. One form of public service provided by the government is population administration services. Population administration is a series of structuring and controlling activities in the issuance of population documents and data through population registration, civil registration, management of population administration information and the utilization of the results for public services and development of other sectors. The state is obliged to give identity to its population because in their life the population needs an identity in order to obtain the rights and obligations. The identity of the population in Indonesia is regulated in Law Number 23 of 2006 concerning population administration.

#### **RESEARCH METHODS**

Researchers speak and hear directly from the actors or resource persons involved so that they use a qualitative approach. According to Bogdan and Taylor (Agustinova, 2015) qualitative research is one of the research procedures that produces descriptive data in the form of speech or writing and the behavior of the people being observed. With this approach, transparency and the factors that influence it at the Department of Population and Civil Registration of Central Buton Regency are observed to explain complaint handling in population administration services. This research is included in descriptive research which aims to describe transparency and accountability and the factors that influence them. In this study, the selection of resource persons or informants was carried out through purposive sampling technique so as to be able to provide information and data accurately. While the secondary data obtained include data on complaints and solutions provided and data on human resources at the Population and Civil Registry Office of Central Buton Regency and reports on handling service complaints. In this study the interviewees were, the head of the registration service and staff of the Department of Population and Civil Registration of Central Buton Regency, a village head in Central Buton and three community members who immediately received complaint handling services. The researcher also made observations related to transparency, among others observing the provision of information related to the handling of complaints, for example the mechanism and procedures were in accordance with SOPs and applicable rules, including whether there was openness in handling complaints. Finally, the researcher also conducts a document study to explore various information and factual data related to the problems that are the object of research, namely transparency and accountability as well as the factors that influence them. This study conducted data analysis as described by Miles and Huberman (Agustinova, 2015). The data analysis technique in question is data collection, data reduction, displaying data and drawing conclusions.

## RESULTS

### A. Transparency

In handling complaints related to population administration services at the Department of Population and Civil Registration of Central Buton Regency, there is a tendency that there is a flow of information either by the Population and Civil Registration office or directly by service officers. Information provided through the distribution of bundles, small billboards posted at the civil and population registry office and several village offices both outside and inside the office. There are explained the requirements needed in each file management, including if there is a service error. It was easy and it was conveyed that the time required to receive a new residence document was not long and the cost was also free.

However, there is no information or news regarding the handling of complaints or complaint services either on the Dukcapil Service website, whats up, or facebook. Information disclosure of the population and civil registry office of Central Buton Regency already exists. However, information is still limited on the methods and mechanisms for handling services, including complaints, while data on the results and progress or developments of complaint complaints services, including complaints handling reports are difficult to obtain. Whereas transparency is related to the need for openness to get important information, including online. So that the public can find out all things related to handling complaints online through their smartphones. This is important for those whose access is far from the population and civil registry office in Lakudo.

Complaint data is not available, either on the bulletin board or online. Complaint data must be requested directly from the relevant section, namely the service section. There has been no special attention or more related to data on public complaints about population services. Impressed indeed, there has been no special attention or more related to public complaints against population services. It is only considered as a complement and support if needed. The data obtained is only limited to writing and inputting errors. Other data is not visible at all. According to the researcher, the Department of Population and Civil Registry of Central Buton Regency basically does not intend to cover up anything or hide its success or failure and its limitations in handling complaints. Or do not want to cover up data on their ability to serve complaints such as timeliness in handling, conformity with procedures or services as requested or showing whether there is a violation. However, according to the researchers, they look more at the limitations of existing resources. The number of employees and their capabilities, especially related to handling complaints, are still lacking. There is also no official budget for handling complaints. In fact, if you follow good governance, especially service transparency, the Population and Civil Registry Office of Central Buton Regency should show its seriousness with detailed data regarding the handling of this complaint. Inventories related to incoming data, their progress or progress, presentation of success, data on community satisfaction with handling complaints should also be available. Data related to the details of the type of complaint should also be shown to the public.

Based on the data search, based on the registration book and service guest book in the field of population and civil registration services, it was found that the types of complaints that were most often obtained in 2021 were improvements in data writing and the number of duplicate or duplicate data. There is also a request for an activation request for a population identification number whose category is actually a service request where the number reaches 6304 requests or requests in 2021. Each of these complaints or requests has its own settlement model and different settlement times,

ranging from internal manual consolidation, to the need for coordination with the main admin in the ministry of home affairs.

The results of this study indicate that there are many weaknesses related to the transparency of complaint handling. In contrast to this, the results of research by Septa Anastasia et al (2021) found that the level of information transparency carried out at the East Java Communications and Information Office showed that the response was quite good from residents. Dissemination of information carried out by the East Java Diskominfo in realtime through the Kominfo website and Twitter account @KominfoJatim such as the information conveyed is not only in the form of narrative explanations but also attached a video regarding the news. Suci Styawan (2013) found that the Surabaya II City Land Office openly provided information about the complaint handling process, information about authorized officers at the complaint counter, then the Surabaya II City Land Office also held workshops or other forms of meetings with several interested parties as a form of transparency. them to handle complaints of any kind. The meeting was attended by several parties such as a notary, officials in the sub-district which is their working area, and the community. There is also disclosure of information about officers who have been appointed to guard the complaint counter. There is also information about the procedures, costs, and time for handling complaints published through the BPN RI website, while publications in the office environment have not been found so that most people do not know the procedures for handling complaints. From all forms of information that have been published, there has been no publication of information regarding responses or recommendations for the settlement of received complaints, in addition there is no information related to the progress of complaints that have been able to be resolved to users of the Surabaya City Land Office II service.

Complex problems related to handling complaints can affect the willingness of the community to submit complaints or aspirations, because the community does not know whether the service organization has an effective complaint handling system. Even though the role of the community is very much needed in the implementation of public services for the creation of good governance. The ease of obtaining information on various aspects of public service delivery is evidence that government institutions have implemented the principle of transparency. The Department of Population and Civil Registration of Central Buton Regency must increase the transparency of handling complaints or complaints through more optimal complaint handling management with information disclosure to information disclosure.

Several previous studies stated that the condition of complaint management had not run optimally and was considered ineffective. Complaints management also still needs improvement. First, Vivian Tumuber et al (2018) found that so far the handling of community complaints, especially in health services at the Pasan District Health Center, Southeast Minahasa Regency is still not optimal. Public complaints have not been given an open space in the form of a complaint box or suggestions and short messages via SMS, and others that are not integrated into an effective and transparent mechanism or complaint management. With the absence of a place or forum for the community to channel complaints directly to the puskesmas health services, it reduces the satisfaction of the community who cannot submit various complaints such as input, criticism and suggestions from the community.

Kristianten (2006) has described the availability and accessibility of documents as an important part of transparency. In addition, the clarity and completeness of information, the openness of the process, and the regulatory framework that ensures transparency. Kristianten (2006) suggests that to measure transparency, it can be seen from the willingness or accessibility of documents in the context of this study that documents regarding service complaints at the civil registration office of Central Buton Regency are easily obtained by people who come to take care of or other needs. If you follow the thoughts of Kristianten (2006), next is the clarity and completeness of the information. This means that information related to service complaints should be clear and complete. The clarity and completeness of the information available at the Population and Civil Registration Office of Central Buton Regency does not meet the indicators as stated by Kristianten (2006) above. The tendency of the results of interviews and observations as stated by the informants above explains that they do not receive information related to service complaints documents. In fact, according to Kristianten (2006) transparency will have a positive impact on governance. Transparency will increase the accountability of policy makers so that public control over policy-making authorities will run effectively.

### **B. Factors Affecting Transparency**

In the context of general services at the Population and Civil Registration Office of Central Buton Regency, Professionalism of Human Resources, Basically every employee carries out their duties responsibly and has expertise, and masters the use of existing equipment. Employees are quite proficient, because some have attended education and training. The line of coordination of the head of service and the secretary of the Department of Population and Civil Registration of Central Buton Regency has been able to prepare and mobilize competent human resources. In addition, the ASN of the population and civil registration services is quite disciplined and always ready to serve the community in the service sector. The readiness of the employees at the Central Buton Population and Civil Registry Office is quite good and quite disciplined, always arriving on time. Although indeed, sometimes employees get out of the office during working hours for quite a long time and leave the office early. However, this professionalism has not been able to be used as the basis for optimizing the handling of complaints. The absence of standardized strategy designs and standards through the management of handling complaints or complaints causes the potential capacity and discipline of ASN to not be optimized.

Observations of researchers, in public services, researchers see that every employee carries out their duties responsibly and has expertise, and masters in using existing equipment, such as being skilled and mastering computers and laptops. In addition, they also master skills other than laptops and computers (IT), such as mastering the administrative information system for using cameras to take digital photos, retinal scan tools, fingerprint recording devices, signature recording devices, biometric data retrieval tools, reading devices. cards (card readers), as well as other technological tools. Employees are quite proficient, because some have attended education and training. Without the skills, expertise, skills, abilities possessed by an employee it is impossible if a service can run professionally.

Based on observations and document data, researchers found that the resources owned by the Department of Population and Civil Registration of Central Buton Regency were quite adequate. The number of employees of the Department of Population and Civil Registration of Central Buton Regency is 28 people, of which 12 are civil servants and the remaining 16 are temporary workers.



The apparatus of the Population and Civil Registration Service of Central Buton Regency which has the rank of Group II, 4 people, 4 people in class III and 4 people have the rank of class IV and they provide services to the community according to their competence and main duties and functions. The employees who are directly responsible at the Dukcapil Office regarding the handling of complaints are submitted to each type of service, in their implementation they are always assisted by other honorary staff.

The current conditions, especially those directly related to handling complaints, are predicated as civil servants only three people with a bachelor's degree education, while the non-civil servants are 2 people where 2 people are in the first strata and the other two are high school graduates. However, those who directly provide services are sometimes assisted by several other employees who are still temporary employees. Although, only high school graduates, some of them have attended technical guidance training for the management of SIAK (Population Administration Information System) and Provincial and Regency Database Administrators (ADB) organized by the Directorate General of Population and Civil Registration of the Ministry of Home Affairs, both implemented in Kendari and Jakarta with proof of certificate. Employees who are directly related to the handling of the complaint in question

The second aspect is that there are no regulations at the level of regional regulations, regent regulations or decrees at the head of service level. Whereas the public complaint handling system must be institutional, procedural, and integrative; and comprehensively through the umbrella of a policy and will be implemented in the field. Many people do not know about the accuracy of the system and the rules. Informants named Febi and Ismail explained that many people do not know about the accuracy of the system and the rules. However, the system in service delivery is still lacking, especially the absence of complaint services through WA, and often what is requested in the old service process is only confirmed. The regulation of the minister for the utilization of state apparatus and bureaucratic reform number 05 of 2009 concerning general guidelines for handling public complaints for government agencies explains the provisions that must be regulated in the procedures and mechanisms for handling complaints, at least including the determination of officials authorized to manage complaints, determining the procedure for transferring complaints from the recipient of the complaint to the competent technical officer, determining the procedure for providing information to the complainant about the obstacles that arise in the problem solving process, determining the procedure for providing information from field officers to administrative officers about whether or not the problem has been resolved and informing the existing obstacles and informing the party submitting the complaint, in the event that the problem complained of has been successfully resolved. Public complaints are made no later than 30 (thirty) days after the party submitting the complaint receives the service. The complaint handling process is carried out by the Operator through confirmation and clarification, research and examination and reporting of research and examination results..

Furthermore, related to healthy environmental competition, in the researcher's view, basically the Dukcapil Service internally and in relation to other agencies that also perform service functions have tried to provide services transparently, even though the instruments and systems they have built are not standardized and regulated in policies. The instruments and mechanisms for transparency are the same as for other existing services. Meanwhile, if there is a violation of the principle of transparency, it is returned to the individual character. The absence of an integrated

and integrated management starting from the operating procedure system, monitoring and performance appraisal, report generation and integration of planning to evaluation of complaint handling makes it difficult to carry out rewards and punishments, and indeed this has never been done with an integrated data-based regulatory system. A warning is given only for minor errors such as writing or typing errors. In fact, the Dukcapil employees view the importance of the incentive element, especially in all types of services. For them, mainly honorary staff or apprentices who are actively providing services are mostly driven by incentives in the form of funds or honorariums. And in fact, income is very important for the lives of employees, especially for those who are married. However, the provision of incentives is adjusted to their respective duties or positions and of course the performance displayed. Income in the form of honorariums, bonuses and overtime wages makes employees motivated to work harder and get work done quickly. For honorary workers, it is not good if they just work and spend a lot of energy without being given incentives. If not, they will do a lot of alternative activities to meet their needs. So far, the incentives they have received have been budgeted for by the dukcapil agency, which has been sourced from the APBD, but there have also been service funds that have been budgeted for from the central budget.

Related to society's tolerance for deviation, there are different attitudes. Most of them stated that they had zero tolerance, both related to technical errors in services and to irregularities such as brokers and additional fees (illegal levies and so on). In the general understanding of the community they know that population administration services are free and must be carried out as well as possible, including in handling complaints. But for a few people, even if a little, considers that there are errors and slight deviations, it is normal and normal. Characteristics of residents like this are usually people who are pragmatic, don't want to be busy and want an easy way to get services. Finally, regarding law enforcement, all employees comply with all applicable regulations and have understood the existence of criminal threats related to serious violations such as illegal levies and so on. The Department of Population and Civil Registration of Central Buton Regency also has a service notice which is an instrument of prevention. Based on some of the opinions above, there seems to be a different attitude by the community. Most of them stated that they had zero tolerance, both related to technical errors in services and to irregularities such as brokers and additional fees (illegal levies and so on). But for a few people, even if a little, considers that there are errors and slight deviations, it is normal and normal.

In the observations of researchers, regarding public services, every employee must know and understand the applicable regulations in carrying out their duties. In a simple picture, most of the employees always come early and are always active in the morning. By paying attention to the sanctions for disciplinary violations given by the Population and Civil Registry Office of Central Buton Regency, it is still only a warning and strengthened by employee discipline awareness, it is an indication that there have been no real sanctions for employees in the office environment.

By law, the community can file a lawsuit if there is a serious violation. The public can sue the organizer or implementer through the state administrative court, in the event that the public services provided cause losses in the field of state administration. In the event that the organizer commits an unlawful act in the provision of public services, the public can file a lawsuit to the court, in accordance with the provisions of the legislation. Finally, in the event that the organizer

is suspected of committing a crime in the provision of public services, the public may report the organizer to the authorities, in accordance with the provisions of the legislation

Based on the description above, the factors that affect this transparency must also be quite good, but there are more things that must be overcome, starting from a standard system and management based on strong policies at the regional level, healthy environmental competition to a reward and punishment system. . Whereas according to Widya Larasati (2016) awards indicate that organizational members feel valued if they can channel their duties well. The culture of giving recognition does not always contain the opportunity to get a promotion, but rewards can also be done in other ways. At the Yogyakarta Class I Immigration Office, the recognition given is more of an assessment at the end of each year for all employees in the office. The handling of complaints carried out by the Information and Communications Facilities Section supports this recognition dimension (Widya Larasati 2016).

## CONCLUSION

Regarding transparency, in handling complaints related to population administration services at the Department of Population and Civil Registration of Central Buton Regency, there is provision of information flow but there is no online complaint service information either on the Dukcapil Service website, whats up, or facebook. Information disclosure of the population and civil registry office of Central Buton Regency already exists. However, information is still limited on the methods and mechanisms for handling services, including complaints, while data on the results and progress or developments of complaint complaints services, including complaints handling reports are difficult to obtain. Complaint data is not available, either on the bulletin board or online.

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 masters in using existing equipment. Employees are quite proficient, because some have attended education and training (Training). In addition, employees are quite disciplined and always ready to serve the community in the service sector. The second aspect is that 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. Furthermore, related to healthy environmental competition, in the researcher's view, basically the Dukcapil Service internally and in relation to other agencies that also perform service functions have tried to provide services transparently, even though the instruments and systems they have built are not standardized and regulated in policies. The absence of an integrated and integrated management starting from the operational procedure system, supervision and performance appraisal, report generation and integration of planning to evaluation of complaint handling makes it difficult to carry out rewards and punishments. Related to community tolerance for deviations, there are different attitudes. However, the majority stated that there was no tolerance for both technical errors in the service and for irregularities such as brokers and additional fees (illegal levies and so on). Regarding law enforcement, all employees comply with all applicable regulations and have understood the existence of criminal threats related to serious violations such as illegal levies and so on. The Department of Population and Civil Registration of Central Buton Regency also has a service notice which is an instrument of prevention..

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