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# Principles of Good Governance in the Department of Population and Civil Records Pekanbaru

Surya Dailiati<sup>1</sup>, Hernimawati<sup>1</sup> and Sudaryanto<sup>1</sup>

<sup>1</sup>Universitas Lancang Kuning, Pekanbaru, Indonesia, 28265

Tel/Fax: +62761 752658

E-mail: yoyok\_equator@yahoo.com

**Abstract:** Public institutions that provide accountable, transparent, accessible, accessible public services are some of the characteristics of public institutions that have applied good governance principles. The Office of Population and Civil Registration of Pekanbaru City is a public institution that organizes public services in the field of population and civil registration, such as identity card service, family card, registration and issuance of birth certificate and death. This study aims to find out how the principles of good governance. This research is a qualitative descriptive research. The sampling technique used is purposive sampling technique. Techniques of data collection using observation and interviews and questionnaires. Sources of data used in this study is civil apparatus of state and society that take care of administration. The data obtained, analyzed using descriptive analysis technique consisting of data reduction, data presentation and conclusion. Based on the results of research that the application of good governance principles is good but there are some that need to be improved. Namely, equality and upholding the supremacy of the law. For that need an increase in some aspects.

**Keywords:** Principles, Good and Governance

## 1. Introduction

In the governance is known the term Good Government and Good Governance. Good government is an agreement on state arrangements created jointly by governments, civil society, and the private sector. While Good Governance is a solid and responsible development management society that is in line with democratic and efficient market principles, avoidance of investment allocation and corruption prevention both politically and administratively run the budget discipline and the creation of legal and political framework for the growth of activities business. Simply goverment deals with rules while governance execution rules.

In general the government has implemented good government, now live again civil state apparatus to implement it. As happened in the Department of Population and Civil Registration of Pekanbaru City. With the vision of "The Realization of Population Administration Service Orderly, Fast And Accurate", this service has made various efforts, it's just that there are still complaints from the public in the administration of the government. Such clarity of administrative costs that have not been standardized and legal sanctions that have not run in accordance with applicable provisions.

That is, the principles of good governance, especially the establishment of the rule of law and transparency has not gone well. Irregularities have not been made and the charges have not been administrated in accordance with the applicable provisions. Whereas Good governance refers to the notion that power is no longer solely owned or a government affair, but emphasizes the implementation of government functions jointly by government, civil society, and private parties.



In Pekanbaru Municipal Government there are 32 units of regional apparatus work unit / agency. The appointment of the Department of Population and Civil Registration for research activities because only this service that takes care of the population administration of society.

The main task of the Department of Population and Civil Registry (Disdukcapil) is to carry out the preparation and regional policy in the field of population, civil records and transmigration. The functions of this service include; Formulation / implementation of technical policy of civil registration.

According to Deddy Mulyadi (2015), the key to understanding good governance in the view of the Indonesian Transparency Society (MTI) is an understanding of the underlying principles. Departing from these principles is a benchmark for the performance of a government. The principles mentioned Hardjasoemantri in Deddy Mulyadi (2015) including as follows:

- 1) Community Participation, All citizens have a say in decision-making, either directly or through legitimate representatives representing their interests. Comprehensive participation builds on freedom of assembly and expression, as well as the capacity to participate constructively.
- 2) Enforcement of the Supremacy of the Law, The legal framework should be fair and indiscriminately enforced, including the laws concerning human rights.
- 3) Transparency, transparency is built on the basis of free information flow. All government processes, institutions and information need to be accessible to interested parties, and the information available should be sufficient to be understood and monitored.
- 4) Caring for Stakeholders, Institutions and the entire governance process should strive to serve all interested parties.
- 5) Consensus-oriented, Good governance bridges different interests in order to build a comprehensive and best consensus for community groups, and especially in policies and procedures.
- 6) Equality, All citizens have the opportunity to improve or maintain their welfare.
- 7) Effectiveness and Efficiency, Governance processes and institutions produce results according to the needs of citizens and by using the resources that are as optimal as possible.
- 8) Accountability, Decision-makers in government, the private sector and community organizations are accountable both to the public and to the agencies concerned. The form of liability depends on the type of organization concerned.
- 9) Strategic Vision Leaders and communities have a broad and far-reaching perspective on good governance and human development, and the sensitivity to make it happen, must have an understanding of the historical, cultural and social complexities that form the basis for that perspective.

In the Niara Journal of Volume 8 Number 2, it is said that the people can implement the local regulations should be given sanctions. That is, there is a threat of sanctions for those who do not comply with public policy. This will directly support the implementation of good governance principles in government institutions.

## **2. Methods**

The research was conducted at the Office of Population and Civil Registration of Pekanbaru City. Population and sample in this research is State Civil Apparatus who served in Office of Population Civil

Registry of Pekanbaru City. The sampling technique used is the census for government apparatus and accidental engineering for the community. To collect the necessary data, then used the technique of data collection by doing observation, interview and distributing questionnaire. The data has been collected by type and form of data, then analyzed in descriptively qualitative.

### **3. Results and Discussion**

From the research that has been done, it is known that the Department of Population and Civil Registration of Pekanbaru City has implemented the principles of good governance which include; Community participation, enforcement of law supremacy, transparency, concern for stakeholders. Kemudin is oriented to consensus, equality, effectiveness and efficiency and accountability and strategic vision. This is evidenced by the accuracy of population data that can provide an overview, reference and guidance of the Government in taking a policy and know the Information System Administration Population existing in the Government of Pekanbaru City, including in viewing the gap that exists. From these figures can provide a number of recommendations to develop local policies, research and as a basis for other data collection such as describing the proportion and number of unemployed and so forth. Population Data Pekanbaru City can be used by government agencies / private as well as other parties in need. Population data based on population registration at the Department of Population and Civil Registration of Pekanbaru City. In the future, efforts will be made to present more accurate and valid data, among others by improving the existing system in the Department of Population and Civil Registration of Pekanbaru City. Valid and accurate data is also very dependent on the character and behavior of the community itself so it is expected that people who do registration and management in the Department of Population and Civil Registration Pekanbaru City fill the biosatanya correctly and complete and not too late to register.

### **4. Discussion**

#### *4.1 Family Card Ownership*

Family Card is one of the few resident documents that must be owned by the family. The family card shows the kinship relationship between the head of the family and the members of his family. In order to avoid multiple heads of families, women can become heads of households due to marital status of widows as well as being second, third or fourth wives of a man, while their husbands become heads of families only in one wife, according to the agreement within the family. A family head is responsible for family members. The Family Card is an identity card containing data on names, family structure and relationships, as well as the identity of family members such as age, sex, marital status, activity status, employment status, disability status and so on. The results showed the number of families and the number of families with Family Card in Pekanbaru City was listed around 264,370 families, 246,426 families have family cards. Whereas 17,944 who do not have Family Card so need to find the cause factor. So the percentage of families with Family Card is 93.21%. If according to the kecamatan, the lowest percentage of ownership of Family Card in Pekanbaru Town District (91.31%) while highest in Rumbai District (95.29%).

#### *4.2 Ownership of Identity Card*

The Identity Card is one of the legal identities for the population which is evidence that the person is recognized as a resident in an administrative area of Indonesia. Based on Law Number 23 Year 2006 and Law Number 24 Year 2013, Identity Card must be owned by all residents in Indonesia who are 17 years of age or above or those who are under 17 years old but have already married, in this profile Called mandatory residents. By having a POPULAR POPULATION CARD the residents can easily take care of

everything related to legality and obtain other basic social and economic services; Such as banking affairs, taking care of land certificates, taking care of marriage, education, employment and so on.

#### 4.3 Ownership of Deed

Deed is a document of population that is very important and must be owned by all residents in Indonesia. A Deed is a State recognition of a person's civil status whether in relation to kinship or in connection with other legal services. These deeds include birth certificates, death certificates, marriage certificates and divorce certificates.

### 5. Conclusion

From the research, the first conclusion was obtained, the Pekanbaru City Population and Civil Registry Office has applied the principles of good governance well. Second, the implementation of the principle of good governance has not been running maximally.

### 6. Suggestion

Therefore it is necessary first, maximize the application of the principles of good governance in the Department of Population and Civil Registration of Pekanbaru City. Second, carry out socialization related to good governance principles in every district and sub-district in Pekanbaru City.

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