

## **Effectiveness Of Activity Programs *Weekend Service* in Fulfilling the Need for Population Administration Documents in Sidoarjo District**

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### **Abstrak**

*The research aims to determine how is the effectiveness public services at Sidoarjo's Population and Civil Registrations service are in meeting needs population of administration document on weekend. Theoretical concept that used by researcher is from Joseph W. Duncan's theory of effectiveness at Husna & Mayarni (2022) where the indicators of effectiveness is included: Achievement on the goals, Integration and Adapt of public service. Type of research used by researcher is descriptive qualitative method within sources and the type of data are divided into primary and secondary data through tools activities documentation, employee interviews, and activity observe that's can be used to draw a conclusion. Finding of the effectiveness research in the weekend activity are IKD activation and KTP recording on beginner are considered to haven't been implemented properly in terms of factor that influence service regarding the lack of availability of facilities and infrastructures when activities take place and lack of communication, both to community and to stakeholder that maintain the system.*

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## **1. INTRODUCTION**

Government agencies are not far from providing public services. Public service is one of the actions or activities in which efforts are made to help fulfill the needs of society or citizens. Smooth implementation of public services in terms of management administration is very dependent on the performance of civil servants, non-ASN and honorary employees in an organization/agency and work assessment which should be the basis for the main key to optimizing effectiveness and efficiency of a service provided by the government. (Putriani., Y. & Amri. K., 2024). The basis for the implementation of public services comes from Law Number 25 of 2009 in Article 1 paragraph (1) which reads:

"Public service is an activity or series of activities in order to fulfill service needs in accordance with statutory regulations for every citizen and resident for goods, services and/or administrative services provided by public service providers"

This is also supported by the 1945 Constitution of the Republic of Indonesia Article 28H paragraph (1) which reads:

"Everyone has the right to live in physical and spiritual prosperity, to have a place to live and to have a good living environment and the right to receive health services"

Indonesia has an institution for population growth through recording birth rates, death rates, population of productive age, population of gender and so on, which is the main task of public services at the Population and Civil Registration Service, which is hereinafter abbreviated to Disdukcapil. Disdukcapil itself is a government agency which has the task of implementing regional authority to fulfill the need for population administration

documents and the management of these documents so that they are integrated. Management of Adminduk documents itself, at Disdukcapil will be divided into several areas, starting from Secretariat, Population Registration Sector, Civil Registration Sector, Information Systems Sector and Data Utilization Sector. The government has a big responsibility for providing public services in the form of fulfilling the needs for population administration documents which Disdukcapil has prepared based on basic regional autonomy.

The problem that is often encountered in several agendas at the Sidoarjo Regency Dukcapil Office is regarding services that can be said to be less than satisfactory for the community. The problems referred to include: (1) Availability of KTP Blanks, (2) Delays in processing population administration, (3) Lack of information on the availability of KTP Blanks, (4) Long queues so that many people have not been able to enjoy the process service at Disdukcapil, and (5) Population service activities are always carried out on working days and working hours so that people need to apply for a temporary permit just to take care of the needs of one or more Adminduk documents.

**Table 1: Types of services provided at the Sidoarjo Regency Dukcapil Office.**

No.	Types of Disdukcapil Services
1	Family Card (KK) Services
2	Resident Identity Card (KTP) Services
3	Population Transfer Letter Processing Services (SKPWN/ SKDWN)
4	Child Identity Card (KIA) Services
5	Service for changing population data elements on KK & KTP
6	Marriage certificate issuance service for non-Muslims
7	Sidoarjo's Glorious Integrated Football Pick-up Service Program (JEBETE Sayang)
8	Service Program <i>Goes To School</i> (GTS)
9	Dukcapil Disaster Response Service Program Hope to Reappear Whole (DUTA HATIKU)
10	Service Program <i>Weekend Service</i>
11	Disability, Elderly and ODGJ Care Service Program (Care for Dilan)

*Source: Sidoarjo Dukcapil Disdukcapil 2024.*

The table above is some of the services available at the Sidoarjo Regency Dukcapil Office. From several types of services, researchers took 2 objects as research material, namely KTP recording and also the service process *Weekend Service*. This activity which is held on the weekend or weekend service is an activity that was proclaimed in order to support the elections in the presidential and regional elections in Sidoarjo Regency. Reported on detik.com by (Akashi, 2024) regarding what documents need to be used as DPT or Permanent Voter List as referred to in General Election Commission Decree Number 799 of 2024 to bring Model C Form KPU Notification/invitation to vote and KTP or certificate such as population biodata if the first-time voter does not yet have an ID card.

The Disdukcapil Agency is available to open services on weekends, which is a good opportunity to take care of population administration document needs while on holiday from daily activities. The population administration documents referred to are KTP recording for first-time voters and IKD activation as support for Minister of Home Affairs Regulation Number 72 of 2022 concerning Standards and Specifications for Hardware, Software and E-KTP Blanks as well as the Implementation of Digital Population Identity. Then, in Minister of Home Affairs Regulation no. 72 yrs. 2022 article 1(5) regarding KTP-El (Electronic Population Identity Card) is an identity card with an electronic chip as official proof of residence which has been issued by the Population and Civil Registration Service. Meanwhile, the IKD application is explained in Minister of Home Affairs

Regulation No. 72 Yr. 2022 Article 1(18) which is the IKD application used as population data that can be displayed on the device as the identity of each resident to make activities easier.

## 2. LITERATURE REVIEW

### I. Effectiveness

Effectiveness means that something happens as a result of what is desired in doing something. According to the Big Indonesian Dictionary, the meaning of effective is the existence of an effect that can produce a result, be successful and come into effect. The effect referred to in effectiveness means conditions that have influence, efficacy, success, and things that are starting to take effect. Several definitions according to experts who also put forward the meaning of effectiveness are as follows:

According to James L. Gibson quoted in Prayoga and Eldo (2024) Effectiveness is the achievement of targets which shows the degree of effectiveness of joint efforts. There are 5 (five) indicators in measuring the effectiveness of an activity, including (1) Productivity in producing quantities and success in implementing the planned activity program; (2) The quality of the changed state Where will involve products, services, people, processes and results as well as resources to meet expectations; (3) Efficiency in the form of minimizing work results with several sources which have been managed based on the availability of existing resources; (4) Flexibility in adapting to environmental changes amidst ongoing activities; and (5) Satisfaction in the form of a benchmark to determine the level of organization that will be able to meet community needs in the future.

According to Sutrisno's opinion in Ranita (2024), there are 5 (five) benchmarks in delivering the effectiveness of a program including: Understanding a program, Accuracy of Targets and Timeliness, Achievement of goals through benchmarks, Real changes. Effectiveness leads more to achieving goals. Efficiency can be in the form of using inputs in terms of high productivity, which is the goal of every organization or every field of activity that takes place. What needs to be anticipated is when efficiency is defined as a reduction in usage which can have a big impact on the running of an activity, which in the end can affect the final results.

According to Joseph W. Duncan in Husna and Mayarni (2022) who states that in paying attention to the effectiveness of an activity, 3 (three) interrelated concepts include: Goal Achievement, Integration, and Adaptation. Of these three concepts, there are several reviews of factors that could be supporting or inhibiting the implementation of an activity, adjusting to what has happened while the activity is taking place.

From the explanation of several theories put forward by experts, it shows how far effectiveness will be achieved in an organization with predetermined goals, which can be reviewed through management in the form of quality, quantity and time required to achieve the goals. Overall, effectiveness is the influence or impact of product production which will be in accordance with the initial goals or targets to be achieved, however, effectiveness will be a big responsibility for policy makers and program implementers. So, overall, it will return to decisions in the organization about things that have become the main focus without having to sacrifice things like costs and others. Effectiveness can also be interpreted as a process in fulfilling/achieving pre-planned goals as a review of activities in order to achieve program effectiveness. If the goals that have been prepared come from a government agency, then the process of fulfilling the goals can be said to be successful if it includes the implementation of the authorities, duties and functions of the agency running appropriately.

## II. Public service

Public services can be interpreted as providing needs to the community or citizens in terms of fulfilling their rights to goods, services, resources and so on in accordance with statutory regulations. Service The public itself is an action by organizers to serve the needs of the community, which is supported by the Minister of State Apparatus Empowerment Regulation number 63/KEP/M.PAN/7/2003 in terms of general guidelines for the implementation of public services, where this decision regulates several matters regarding the administration of public services. way of public service. From the previous explanation it can be concluded that public service will lead to activities in terms of services to the community carried out by the government to maintain order in various fields in the government so that citizens can fulfil needs from the availability of resources by public service providers.

Good *Governance* as a principle of public service according to Lukman S. in Putri, et al (2023) regarding a series of activities that occur with direct interaction between a person and other people or machines which will provide customer satisfaction. *Good Governance* is defined as a process of involving policy makers in socio-political, economic and resource management activities for the common good of society to uphold values of equality, justice, transparency, accountability, efficiency and effectiveness.

According to UNDP in Darozah (2025) *Good Governance is based on the principles of: Accountability, Transparency, Openness, and the Rule of Law*. These principles are closely adhered to as a reference for the government in achieving what is expected in the future so that good relations with the community can be felt. Implementing *Good Governance* as a reference for good governance can help implement good administrative processes in Indonesia by considering several factors in it. The main factor is the joint involvement between government, private sector and society in terms of increasing efficiency and effectiveness in a public service, second is the visible relationship between the three pillars of government which are intensively involved so that public services can be made a priority. Lastly, public services can better reflect the achievement of the ideals of the definition of *Good Governance*.

## 3. RESEARCH METHOD

Types of research used by researchers in service effectiveness research *weekend service* at the Sidoarjo Dukcapil Disdukcapil uses descriptive qualitative research methods. The descriptive qualitative research method is a method for explaining or defining events that occur. This method is used by researchers to dig up information and analyze the effectiveness of the Sidoarjo Regency Government in collaboration with the Sidoarjo Dukcapil Disdukcapil in supporting the Simultaneous Pilkada of Sidoarjo Regency in 2024 in fulfilling and accelerating ownership of Administer documents for first-time voters in activities *Weekend Service* in October to November with a case study at the Sidoarjo East Ring Public Service Mall.

Data sources and types of data for this research are divided into two, namely primary data and secondary data. Primary data in this research comes from direct interviews with informants/resources as well as the results of field observations. Meanwhile, secondary data in this research was obtained from indirect data, but rather data originating from literature such as articles, books, scientific works, journals and so on.

The subjects in this research are referred to as informants/resources, which are people who have direct knowledge of the continuity of activities as a clear source of information in this research. The sources referred to are:

- a. Head of PDIP Disdukcapil Sidoarjo
- b. SubKo Population Identity
- c. OPD that participates in carrying out service activities at the weekend
- d. Communities receiving weekend services

Data collection process is the most basic thing in the running of the research process, namely through the results of interviews, observation of activities, documentation of activities until in literature study. The data collection technique for this research is through the results of interviews, observations and literature studies. In research measuring the effectiveness of services on weekends, activity observations were carried out at research locations at the East Lingkar MPP and the Sidoarjo District Population and Civil Registry office. Data collection techniques were carried out through documentation of weekend activities and also retrieval of data obtained from document archives. Literature review is Information and data collection techniques by referring to written and library sources. Sources from library studies include scientific articles, journals, books and other scientific works. Documentation and literature studies are included in secondary research data. Then, to analyze the research data this time using a descriptive qualitative method using three steps of analysis in the form of data reduction, data presentation, and drawing conclusions.

## 4. RESEARCH RESULTS AND DISCUSSION

### 4.1. Research result

Population data will generally be released by Disdukcapil. Population registration documents which can be processed by Disdukcapil consist of: (1) Add Biodata, (2) Recording of Population Identification Card, (3) Activation of IKD (4) Family Card, (5) Child's Identity Card, (6) Death Certificate, (7) SKPWNI & SKDWNl.

Activity program *Weekend Service* This event was held by the Sidoarjo Dukcapil Disdukcapil at the East Ring Public Services Mall for the sake of continuity in supporting the smooth running of the simultaneous Regional Election process. For services provided on activities *Weekend Service* is regarding KTP recording for first-time voters who are 18 years old and IKD activation. Program implementation *Weekend Service* itself has been held 9 times in 2024 in order to support simultaneous regional elections. Operation of this activity began on Saturday, 5 October 2024 and ended on Regional Head Election Day on Wednesday, 27 November 2024. Delivered by the Head of Data Utilization and Service Innovation (Kabid PDIP), Mrs. Latifah Indira Dewi, S.T. or usually known as Ibu Lala, stated that:

"As the name suggests, it is an activity program *Weekend Service* This can be done online and offline, if online we open a 24-hour service. Maybe for the scope carried out on Saturday & Sunday at MPP starting from 08:00 WIB to 12:00 WIB. The service provided at that time was Beginner KTP Recording and IKD Activation."

The same statement was also delivered by the Sub-Coordinator of Identity, Bapak Azwar Rifqy or familiarly called Pak Rifqy who delivered about the activities *Weekend Service* when walking on the field

"Sometimes *Weekend Service* not just at MPP, we can do recordings at prisons, we can do it at Social Services. When is the Peduli Dilan day (Disability Care Program, ODGJ, Elderly) on Saturdays and Sundays, during preparation for the Presidential Election? During the Pilkada we stayed at the office (MPP office), during the Presidential Election yesterday we went around recording for those who had not done

the recording. "So, there are teams that stay on duty, there are teams that are in the field."

At the Sidoarjo Disdukcapil head office, at the East Ring Public Services Mall, and the Sukodono Public Services Mini Mall, which almost every day carries out public services in the form of managing population administration applications. Generally, employees carry out the public service process directly face to face with the public, or online through submissions on the Via Online Services site (PLAVON Dukcapil). Mrs. Lala conveyed the purpose of the program *Weekend Service* through interviews conducted.

"Only KTP recording and IKD activation, other than that it can be done at any time *weekdays* like what colleagues do through submissions on PLAVON. Why only those two services? "Because our orientation is to enliven the democratic party and complete mandatory ID cards for those who are 17 years old and already have the right to vote."



**Figure 1. Documentation of the Weekend Service activity program at MPP Lingkar Timur Sidoarjo.**

#### 4.2. Discussion

In research on activities *Weekend Service* in Sidoarjo district, researchers will measure the scale of effectiveness based on 3 (three) indicators measuring the scale of effectiveness in a program run by the Sidoarjo Dukcapil Disdukcapil in terms of alleviation ownership of a Resident Identity Card for first-time voters as well as the IKD activation process. Therefore, to determine the scale in terms of the effectiveness of weekend service activities carried out by the Sidoarjo Population and Civil Registration Office, researchers used Joseph W. Duncan's theory in Husna & Mayarni (2022) which will be explained as follows:

##### 1. Goal Achievement

From the results of joint interviews with resource persons by researchers, especially the Head of the PDIP Division and the Identity Sub-Command for the provision of Weekend Service services in the implementation of KTP Recording services for novice owners, this has been achieved. This can be seen from the enthusiasm of the people who are willing to attend the East Lingkar MPP on holidays by carrying out KTP recording services. Because in accordance with the submission in the General Election Commission Decree Number 799 of 2024 regarding what documents need to be used as a DPT or Permanent Voter List, it is to bring Model C Form KPU Notification/invitation and KTP. In implementation *Weekend Service* In order to support the process of simultaneously electing regional heads (Sentak Pilkada), the author states that the achievement of the objectives of this activity can be achieved and is also of course effective for the community because the community

can freely apply for recording during holidays for KTP recording. This can be seen from the results of the following data coverage during activities *Weekend Service* implemented between October to November to support the Simultaneous Pilkada implementation process which is presented as follows:



Source: Centralized SIAK Online

**Figure 2. Graph of KTP Recording History at the East Circle MPP**

## 2. Integration

Based on the results of interviews with resource persons and also adapting to Joseph W. Duncan's theory in Husna & Mayarni (2022), effectiveness can be measured by measuring integrity. Integrity is the ability to measure the level of capability of an organization in government agencies which is involved in a socialization process. In accordance with what Mr. Rifqy said during service activities *Weekend Service* at the Sidoarjo Population and Civil Registration Service where socialization was held through the Dukcapil Greet the Community (DSM) activity which apart from discussing held this program, too on activities There are several explanations regarding dukcapil services in fulfilling ownership of population documents in the form of KTP.



Source: YouTube Disdukcapil Sidoarjo



### Figure 3. Explanation of service innovations available at Dukcapil Sidoarjo

In the explanation given by the Head of Service as the resource person at this activity, it was to fulfill the need for population administration documents and orderly administration of the community, that the community also needed to understand the importance of having population documents including ownership of a KTP and fulfilling the digitization of population administration documents through the IKD application as was also necessary. supported in Permendagri No. 72 of 2022 concerning Standards and Specifications for Electronic Resident Card Software and Forms and Digital Population Identity Organizers. By holding socialization on the DSM, it is hoped that the public will also understand the information provided by the resource persons regarding the importance of orderly ownership of population administration documents. In this case, the researcher feels that the public really understands the delivery of DSM activities and also the socialization process carried out as evidenced by several questions in the comments column and can also be answered by resource persons during DSM activities. Moreover, simultaneously when *Weekend Service* In Progress, the public also feels that they can understand the process of implementing KTP recording and IKD activation, the public can have the opportunity to ask questions so that they can easily understand matters that are still related to population documents.

### 3. Adaptation

Adaptation is how a government organization can adapt to the conditions of the surrounding environment so that it can play an important role in society, if we look at the ability of employees and infrastructure to meet the needs of society. *Weekend Service* is based on the adaptation of an agency in providing a large number of employees for activities and also providing comparable equipment in accordance with the continuity of the series of activities. On this occasion, the Sidoarjo Dukcapil Disdukcapil was said to be able to adapt quite well and also received support and enthusiasm from the people of Sidoarjo district for its services. *Weekend Service* This process is running, it can be seen in the results of the application and implementation process in the following table:

**Table 2 IKD Activation Services by Disdukcapil Sidoarjo**

Activity Date	Number (male)	Number (female)	Information
Saturday, October 5, 2024	426	513	Disdukcapil
Sunday, October 6, 2024	27	19	Disdukcapil
Saturday, October 12, 2024	428	519	Disdukcapil
Sunday, October 13, 2024	19	15	Disdukcapil
Saturday, 19 October 2024	427	465	Disdukcapil
Sunday, October 20, 2024	32	49	Disdukcapil
Saturday, October 26 2024	772	841	Disdukcapil
Sunday, October 27, 2024	9	6	Disdukcapil
Saturday, November 2, 2024	635	655	Disdukcapil
Sunday, November 3, 2024	44	36	Disdukcapil
Saturday, November 9, 2024	193	190	Disdukcapil
Sunday, November 10, 2024	5	6	Disdukcapil
Saturday, November 16, 2024	9	16	Disdukcapil
Sunday, November 17, 2024	39	32	Disdukcapil
Saturday, November 23, 2024	27	25	Disdukcapil



Sunday, November 24, 2024	40	41	Disdukcapil
Wednesday, November 27, 2024	11	7	Disdukcapil
Amount	3.143		3.435

Source: Centralized SIAK Online

From the table above, it can be seen the enthusiasm of the people of Sidoarjo in implementing the IKD Activation which was held over the weekend. When providing IKD activation, it is not only carried out at the East Lingkar MPP, but it can also be carried out at several sub-district offices that have partnered with the Sidoarjo Population and Civil Registry Office and always carry out the communication process via the Whatsapp application.

Apart from effectiveness in implementing activities which can be measured through three indicators, the implementation of Weekend Service activities is also influenced by several factors such as:

1. **Human Resources**, where the provision of human resources at the Sidoarjo Dukcapil Office is very supportive. This is the same as what was conveyed by Mrs. Lala as head of the PDIP division who said that several Sidoarjo Disdukcapil service activities, apart from being carried out by employees but also students who do internships at the Sidoarjo Disdukcapil agency, can contribute to providing population administration services including activities *Weekend Service*. In the activities carried out, the public can understand the concept of the importance of population administration documents based on the explanations given by employees during the activities *Weekend Service* due to employees during activities taking place also provide instructions on what must be done when recording KTP and activating IKD as well as an announcement from Instagram regarding what documents to bring during the activity *Weekend Service*.
2. **Sarana Prasarana**, based on the information submitted regarding the provision of facilities and infrastructure in implementing activities *Weekend Service* is adequate and can fulfill in terms of fulfillment objective activity. However, this only applies when the activity is carried out in the office center and MPP East Lingkar, because the lack of infrastructure and facilities can be seen when carrying out activities outside the office such as providing biometric and recording equipment for KTP recording needs. Apart from that, there are obstacles to IKD activation where there are limitations on specifications of android or devices owned by the community. This can cause problems in the IKD activation process, where people are forced to adapt to the specifications provided by this IKD application.

## 5. CONCLUSIONS AND RECOMMENDATIONS

In research on "Effectiveness of Activity Programs *Weekend Service* In Fulfilling the Need for Population Administration Documents in Sidoarjo Regency" it can be concluded that the implementation of this activity can fulfill the objectives and effectiveness The program is seen from several aspects reviewed of three indicators. Achievement of service activity objectives *Weekend Service* for the community to understand the importance of population administration documents and also the community's understanding of participation in supporting the Simultaneous Pilkada, supported by the integration of the Sidoarjo Dukcapil agency through online service socialization in DSM activities on YouTube and also the adaptation of the Sidoarjo Dukcapil Disdukcapil in managing the

surrounding environment during the Weekend. Service for maintaining communication with various parties. However, in the end it was very unfortunate due to the lack of effectiveness of the activities *Weekend Service* reviewed the provision of digital infrastructure that could hamper the process of ownership of population administration documents should be fulfilled and owned by the community.

From the conclusions obtained, the researcher can convey the following suggestions:

1. Facilities and Infrastructure, it is hoped that the Sidoarjo Dukcapil agency will focus a little more on the procurement of tools for recording needs and tools for procuring population administration document service activities so that the ongoing activities can reduce impacts and obstacles in the service process to the community.
2. Communication: Researchers hope that communication will be established within the Sidoarjo Dukcapil agency nor Disdukcapil agencies in other regions to ensure and review the provision of the IKD digital application in terms of changes, maintenance and also updating the application so that it is more flexible and supportive considering the conditions of the average community in Indonesia.
3. Regulations, the researcher hopes that in the future, both the Ministry of Home Affairs and the Sidoarjo Dukcapil Office can provide input or make policies regarding a regulation to the community so that the community can also carry out orderly population administration and broaden their horizons regarding the importance of population documents.

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