

STATE CIVIL APPARATUS (ASN) PERFORMANCE CONCEPT IN IMPROVING THE QUALITY OF POPULATION ADMINISTRATION SERVICES IN THE CIBINONG DISTRICT

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Abstract

Background - Population administration is a crucial aspect of state administration, playing a significant role in governance and development. Effective population registration and civil registration, as pillars of the population administration system, must be well-organized to enhance governance and support development efforts. In Cibinong District, one of the 40 districts in Bogor Regency, population administration faces notable challenges. In 2021, Cibinong District had a population of 346,426 people within an area of 41.52 km², resulting in a density of 7,292 people/km². The district is divided into 13 sub-districts, 167 Citizens' Associations, and 1,027 Neighborhood Associations. Despite its importance, many residents, particularly migrants from outside the area, lack essential population documents.

Purpose - This study aims to analyze the performance of the State Civil Apparatus (ASN) in Cibinong District in delivering population administration services and addressing the emerging challenges.

methodology - The research adopts a qualitative approach, utilizing interviews, observations, and document analysis to gather data. This method enables a comprehensive exploration of service delivery and problem-solving mechanisms employed by the ASN.

Findings - The findings reveal that while efforts have been made to improve population administration services, significant gaps remain, particularly in document accessibility for residents. Factors affecting the ASN's performance include resource limitations, coordination challenges, and varying levels of public awareness. To address these issues, this study highlights the importance of applying the concepts of rewarding and punishing as a motivational strategy to enhance performance and accountability. In conclusion, improving population administration services in Cibinong District requires a combination of increased resource allocation, better inter-agency coordination, and the implementation of performance-based incentives. These measures are essential for ensuring comprehensive population documentation and fostering governance and development in the region.

Originality - Research Value Despite the limitations, this research offers several contributions: **Policy Implications:** The study provides actionable insights for policymakers and local governments to improve population administration services. The recommendations on resource allocation, inter-agency coordination, and performance-based incentives offer practical strategies to overcome existing challenges. **Contribution to Governance:** By focusing on the performance of the State Civil Apparatus (ASN), the study contributes to the broader discourse on improving governance practices, particularly in the public service sector, to ensure greater efficiency and transparency in administrative systems. **Theoretical Contribution:** The study highlights the importance of the concepts of rewarding and punishing as motivational tools in enhancing civil service performance. This can contribute to the development of governance theories and frameworks that emphasize accountability and performance management. **Community Impact:** By addressing the issue of document accessibility for migrants and local residents, the research has the potential to influence policies aimed at improving the inclusivity and effectiveness of population administration services, which is crucial for supporting sustainable development and enhancing social equity. **Future Research:** This research lays the groundwork for further exploration into the relationship between administrative performance, resource constraints, and service delivery. Future studies could expand the sample size or examine the long-term effectiveness of proposed solutions.

Keywords: The Concept of Rewarding and Punishing
