

# The improvement of online disdukcapil services through whatsapp application in ownership of death certificates

Dony Dwi Harsono

Institute of Home Administration, Sumedang Regency, Jawa Barat

---

**ARTICLE INFO****Article history:**

Received Mar 20, 2023

Revised Apr 11, 2023

Accepted Apr 28, 2023

**Keywords:**

Death certificate;  
Online services;  
Service Improvement.

**ABSTRACT**

This research is intended to understand and find out how to improve online disdukcapil services through the WhatsApp application in the ownership of death certificates by the Banjarmasin City Population and Civil Registration Service. The research design is qualitative study. The research was conducted at the Population and Civil Registration Service of Banjarmasin City. Data sources were obtained in a primary and secondary ways. Primary sources were from respondents or objects of direct study, while secondary data sources were from literature studies, documentation, books, magazines, journals, newspapers, and regulations related to the objects to be studied in this study. The theory used related to this research was the theories of service improvement from W. Edward and Joseph, namely Understand Service Quality, State the Quality Problem, Evaluate the Root Cause, Plan the Solutions, Do and Check the Solutions, and Act to Standardize the Solutions. The problems were found that the service quality of Whatsapp-based programs in the issuance of death certificates still needs improvement. In addition, many people still need to learn and understand this service. They still need help accommodating queue numbers through WhatsApp and the service seems slow.

*This is an open access article under the [CC BY-NC](#) license.*

**Corresponding Author:**

Dony Dwi Harsono,

Institut Pemerintahan Dalam Negeri,

Jl. Raya Bandung - Sumedang No.Km.20, Cibeusi, Kec. Jatinangor, Kabupaten Sumedang, Jawa Barat 45363

Email: donydw222@gmail.com

---

**1. Introduction**

Improvements to public services must be implemented immediately as the main agenda in an effort to improve service quality performance in accordance with the expectations of the community as service stakeholders, not only the expectations of government rulers (Bekkers & Tummers, 2018). Efforts to improve the performance and quality of services in public organizations are the main keys that can be used as the spearhead of all changes in government administration in Indonesia. The government, as a servant of the state as well as a servant of the community, has a responsibility in carrying out transformation and improving service performance in accordance with the community expectations as the service users.

As stipulated in the Minister of State Apparatus Empowerment and Bureaucratic Reform (Permenpan RB) Number 7 of 2021, in order to encourage the acceleration of service quality improvement, it can be realized with a new breakthrough, namely through innovation in the field of public services. According to Permenpan RB Number 30 of 2014, public service innovation is defined as a breakthrough in the type of public service in the form of new ideas with the main objective of providing an approach and ease of service to the community either directly or indirectly. The meaning of an innovation as a form of novelty does not have to be a creation of a completely new idea, but it can be in the form of a modification, adaptation, or simply an improvement in the quality of existing service innovations (Asmara & Rahayu, 2019).

The delegation of authority from the central government to local governments allows the implementation of services with a more concise bureaucratic path and provides opportunities for local governments to provide improved quality of public service in the field of population administration. This is one of the public service duties performed by the government to serve the general public, including duties and functions, registering and issuing ID cards, family cards, birth certificates, death certificates, and recording mutations and managing population data. In the regions, the task of public administration services becomes a task as well as the local government's authority, represented by the "Civil Registration and Position Service." Law Number 23 of 2006, later updated to Law Number 24 of 2013 concerning Population Administration, provides a solid legal foundation for population administration organizers which contains regulations and the establishment of a system that reflects reforms in the field of population administration. Public services during the Covid-19 pandemic with the use of information technology are a solution in its implementation. Through the delivery of information and services via websites, social media, and applications, services can be carried out without having to have direct contact between the waiter and the person served. According to Tismayuni (2020) from the Ombudsman of the Republic of Indonesia, improving service standards through an online system can be a solution for providing services during a pandemic.

In current increasingly advanced digital era, the government must be more sensitive and responsive in utilizing existing technology. Likewise, the organizers of public administration documents must always modernize themselves, find strategies and approaches to society more accurately, and continue to try to update theories and instrumentation so as to stay caught up with the progress of the times. In this case, one of the things that can be done is through an innovation.

The Population and Civil Registration Service of Banjarmasin city is a Regional Apparatus Work Unit that carries out population administration services based on Permendagri No. 7 of 2019 at the Population and Civil Registration Service in Banjarmasin City which provides public services to the community. The Banjarmasin City Population and Civil Registration Service has created innovations related to the importance of public services in population administration to the Ownership of Death Certificates. The innovation carried out is in the form of Death Certificate Ownership services by simplifying the process of registering these population documents online through the WhatsApp application.

Furthermore, another polemic is that the target of recording death certificates has not been achieved because the community still believes that if someone is dead, their business is done. So, there is no need to report and take care of the death and also their low level of awareness of how important the management of the death certificate is (Nindya Alvina K, 2015). In addition, as one of the established government policies, the management of death certificates should be mandatory to be known and obeyed by the public. Because in addition to having benefits for individuals, death certificates are also very influential for the state, namely as a document for the control of population data, which will then be used as data to regulate the country's future development plan (Zainuddin Ali, 2020).

Based on some of the problems above, it shows that the ownership of death certificates is still very low among people from various regions in Indonesia. In fact, socialization has been carried out from the relevant agencies to the community about the importance of the death certificate. The target of recording death certificates has not been achieved because the community still believes that if someone is dead, their business is over. So, there is no need to report and take care of the death and also their low level of awareness of how important the management of the death certificate is. The issue of low ownership of death certificates that are not optimal also occurs in Banjarmasin City. This is interesting to study because looking at the number of achievements of death certificate ownership in Banjarmasin City, it is still very minimal or does not reach the target following the table of the number of residents who have death certificates.

The management of documents that are still often ignored by the public is a death certificate, as stated in law number 24 of 2013 concerning Population Administration states that every death event must be reported to the Implementing Institution in each area no later than 30 (thirty) days since the death event. Referring to the Banjarmasin City Regional Regulation Number 21 of 2014 concerning the Implementation of Population Administration, it is explained that if the delay in reporting population events for 30 days will be subject to a fine of Rp. 25.000, that reporting death events is an obligation that must be obeyed by the community.

The Population and Civil Registration Service of Banjarmasin city is a Regional Apparatus Work Unit that carries out population administration services based on Permendagri No. 7 of 2019 at the

Population and Civil Registration Service in Banjarmasin City which provides public services to the community in making Death Certificates, Birth Certificates, Family Certificate (KK), and Identity Cards (KTP), and other administrative services. Regarding from the data of Disdukcapil Banjarmasin, the failure to achieve the target of the Death Certificate issued is caused by several things, including: low awareness of death reporting from the community, lack of socialization about understanding the importance of Death Certificates, the community in general takes care of Death Certificates only when necessary as a condition, such as inheritance, marriage, pension management, and factors from user agencies that do not require Death Certificates as supporting files in take care of their paperwork (BPJS, Insurance, Bank).

In connection with this research, there has been a lot of research on Service Improvement. Among them is research by Nurhayati et al. (2019) entitled the Improvement of e-KTP Services through Ball Pick-up Innovation at the Sinjai Regency Population and Civil Registration Service. Furthermore, Hadiyanor (2021) research entitled e-KTP Renewal Service at the Banjarmasin City Population and Civil Registration Service. However, both studies only focused on the service of Identity Cards. In contrast to the research that the author reviewed, which focuses on death certificates with online services.

Meanwhile, another study was also conducted by Darnus (2021) entitled Service Quality in the Issuance of Death Certificates in the Cirebon City Population and Civil Registration Service. This research focused on recording death certificates which were still low differences with the author, that the research conducted had implemented online services at the Banjarmasin City Population and Civil Registration Service. Furthermore, Kesu (2021) research entitled The Innovation in Improving Population Services at the Population and Civil Registry Office of Ende Regency, East Nusa Tenggara Province. Then, Dosmaria et al. (2022) entitled Improving Population Services through the Sikancil Application at the Tanjungpinang City Population and Civil Registration Service. Both studies have implemented online service. The difference with this research is that the service was carried out through the online Disdukcapil service through the Whatsapp application.

Through the policy of Head of the Population and Recording Office of Civil of Banjarmasin City and concerning to the Letter of the Director General of Disdukcapil Number 4431/2978/Disdukcapil and the Mayor's Circular Letter Number 442.11/02- P2P/Diskes dated March 20, 2020 concerning information related to the Vigilance of the Spread of Covid-19 Disease in Banjarmasin City, a WhatsApp-based program was created in the service of Population Administration documents. In this service, the public only needs to contact via WhatsApp to apply for a residence document. Through the existence of this program, the public can take advantage of this service to facilitate population management, especially the death certificate document which is one of the mandatory documents for the death of a citizen. It will also provide legal protection. This program is actually a solution to the problem of slow management of death certificates by the community but the facts show that it turns out that many people still complain about complaints from the community to Disdukcapil Banjarmasin, about the slow process of managing death certificates through the WhatsApp application.

Therefore, this study examined how to improve online-based services at the Banjarmasin City Population and Civil Registration Service in the expectation of being able to describe clearly and coherently about how the service process in the ownership of death certificates carried out by the Banjarmasin City Population and Civil Registration Service.

## **2. Research Method**

The research design is qualitative study. The research was conducted at the Population and Civil Registration Service of Banjarmasin City. Data sources were obtained in a primary and secondary ways. Primary sources were from respondents or objects of direct study, while secondary data sources were from literature studies, documentation, books, magazines, journals, newspapers, and regulations related to the objects to be studied in this study. Data collection employed informants as a source of information, so informants must have a lot of experience about problems in the research carried out. Informants here are people who know the problems studied well and are willing to provide information to researchers. The sampling in this study was criterion-based selection. The data collection technique used the source of triangulation technique by comparing the data obtained through several sources, namely interviews, observations, and document studies at the Banjarmasin City Population and Civil Registration Service related to the process of improving online Disdukcapil services. Data analysis techniques used the categorization of data that had been collected and the provision of code, data presentation, and drawing conclusions.

### 3. Results And Discussions

The results of an interview with the Head of disdukcapil or Kadisdukcapil Banjarmasin was conducted on August 9, 2022, he said that, "Yes, to serve the community, of course, we must always improve ourselves in carrying out our duties as community services within the scope of population, don't be complacent quickly. Indeed, the existence of this online service makes service easy but there are still many obstacles that we have to fix, one of which is the number of people who always ask for repeated services on WhatsApp but, apart from that, with the existence of WhatsApp, also the service at the capil office does not queue up to the parking lot. Before an online service, the people queued up to the office parking lot and crowded. The elderly people with the children and so on, hot when waiting for queues. Through this online service, people no longer need to bother going to the office for population services by contacting the admin according to the required services. The Banjarmasin City Population and Civil Registration Service received the Kemenpan RB award which was predicated as a Free from Corruption Area (WBK) on December 21, 2020 and also won an award as an Audit the best result of supervision from the Banjarmasin City Government Inspectorate in 2020."

Likewise, the author's interview through WhatsApp was also carried out with the service staff, Mrs. Lita. She said, "For the service in the dukcapil service itself, we value it quite well, but of course, there is still a need for improvement in service to maximize service to the people to the ownership of death certificates."

According to the Head of Population Administration Information Management, "Yes, of course, we will always improve the quality of this service in various ways so it can increase public satisfaction in receiving services." As a result of the author's interview with Mr. Hamdani, the queue who was in the living room on Friday, August 12, 2022, he said, "WhatsApp services in issuing Death Certificates still need improvements in terms of WhatsApp managers, it is hoped that they can respond more quickly in answering messages from the community or fast respond." Furthermore, the author's interview was also conducted with Mr. Iqbal, and he said that "The service of issuing death certificates via WhatsApp application really needs to be improved, especially now that the service through this online system must have many things that need to be improved, one of which is the admin number which I think is not much at least there is a special deterrent so as not to be confused to chat the admin." From some of the information submitted by the informants through interviews, it can be seen that related to Understanding Service Quality Improvement Needs, vocabularies coding can be seen as follows:

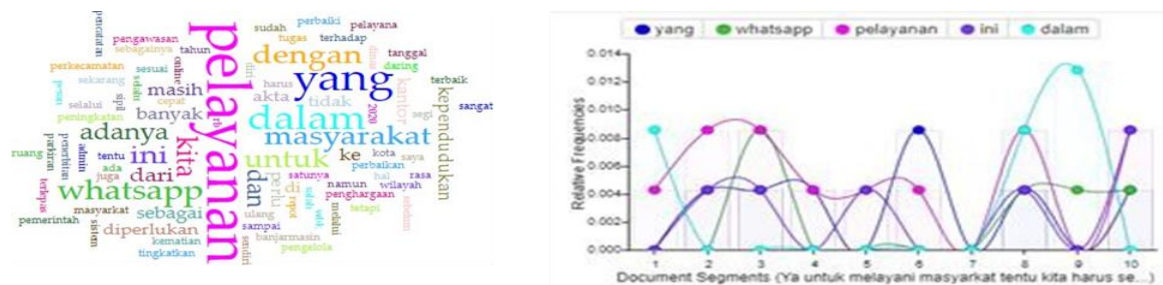


Figure 1. Coding Informant Answers

Source: Coding Voyant Tools, 2022.

#### Understanding Service Quality Improvement Needs

Based on the picture related to Understanding Service Quality Improvement Needs, several keywords refer to the informant's answer with a large pronunciation frequency, such as the words pelayanan, WhatsApp, dalam, ini, and yang.

Based on the analysis of the author, it can be concluded that the quality of WhatsApp-based program services in issuing death certificates at the Banjarmasin City Population and Civil Registration Service still needs improvement in various aspects, such as fast response services, good queue accommodation, and a choice of more death certificate service numbers in order to provide excellent death certificate services to the people.

The Department of Population and Civil Registration has felt quite optimal in carrying out death certificate issuance services through this application, but the people, as the recipient of the service, still wanted service improvements, such as good and fast response from the service provider. In addition, because

the death certificate service is online, the Dukcapil Office itself cannot limit the services that will be provided and from the community of course constantly contact the existing WhatsApp service number. Thus, the service becomes booming.

### State the Quality Problem

In improving the service of WhatsApp-based programs in issuing death certificates at the Banjarmasin City Population and Civil Registration Service through Stating the Quality Problem. In its implementation, the author succeeded in obtaining the main information to be used as primary data in analyzing how to state quality problems in WhatsApp-based program services in issuing death certificates at the Banjarmasin City Population and Civil Registration Service.

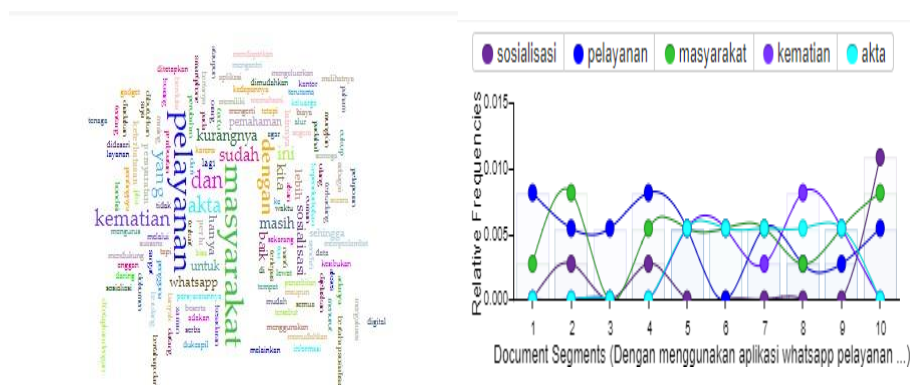
The result of an interview with the Head of the Population and Civil Registration Service, Mr. Yusna Irawan, SE, M.Eng, he said that, "By using the WhatsApp application, services will be easier, but not all people, especially parents who do not understand about smartphones. People can easily access information or services only through WhatsApp. Population Services through this application are now quite good in my opinion. The community is certainly facilitated by this service. But sometimes, people ask repeatedly even though the requirements have been explained, thus slowing down the service. Maybe later we will hold another socialization so that the people can understand the requirements that have been set."

Another interview was conducted with the Head of the Population Administration Information System, Mrs. Rusida Liantie, S. IP who said that, "Through this digital era, we see that the service through WhatsApp can certainly make it easier for many people because we don't need to spend more energy to come and queue at the dukcapil service office, but only through our respective gadgets we can get these services. This service is already quite good, just need more socialization so that the public understands and understands the flow of services that are with WhatsApp today."

Likewise, the author's interview with Mr. Muadz as a community, he said that "This service is good enough, just need more socialization so that the people can understand the flow of service with WhatsApp today."

In line with Pa Muadz, the author's interview with Mr. hamdani also said that, "From the community itself, as a service user, it is very supportive of this service regardless of the lack of public understanding of the importance of death certificates, limited public access to the place of service for making death certificates both due to limited costs and time. The atmosphere and condition of the family who are still grieving and have other activities so they are reluctant to immediately take care of the death certificate along with changes in data on other population documents. There is still a lack of public awareness, reporting death certificates is still based on if only needed and the lack of public understanding of the requirements for issuing death certificates. Hopefully, this online service will be even better in the future and it is necessary to hold socialization gradually."

From some of the information submitted by informants through interviews, it can be seen that related to Understanding State the Quality Problem, it can be seen the vocabularies coding as follows:



**Figure 2.** Coding Informant Answers

Source: Coding Voyant Tools, 2022.

According to the coding results, it is known that the most frequent words based on the informant's answer is the words of pelayanan sosialisasi, masyarakat, kematian, and masyarakat.

Based on the author's analysis, it can be concluded that the service of issuing death certificates via WhatsApp application is welcomed by the public, of course, because the service is only accessed through smartphones and is very easy. For those parents who cannot access the death certificate service through WhatsApp, they can ask for help with their children or anyone who can because this service does not require the person concerned to contact dukcapil via WhatsApp but the relevant documents are needed so that this service can be carried out properly. The quality problem in WhatsApp-based program services in issuing death certificates at the Banjarmasin City Population and Civil Registration Service is that many people still do not know and understand about this service and it is necessary to socialize how the community should obtain this service, even though it has been socialized through the Disdukcapil Banjarmasin YouTube account with the title Dukcapil Greeting the People, the video is only watched not until 100 times. In addition, not all people can use smartphones to get services.

Accuracy is needed in its development to carry out various improvement processes related to the process approach. It is then necessary to have the right data and information, so that the development has been planned correctly, on target, and the results of its development can be predicted more precisely. The relevant agencies are expected to be able to sort and choose what is the cause of the problem that occurs, so that this can be addressed. Improving WhatsApp-based online disdukcapil services, it analyzes how to evaluate the root cause of problems in the quality of WhatsApp-based program services in issuing death certificates to the Banjarmasin City Population and Civil Registration Service.

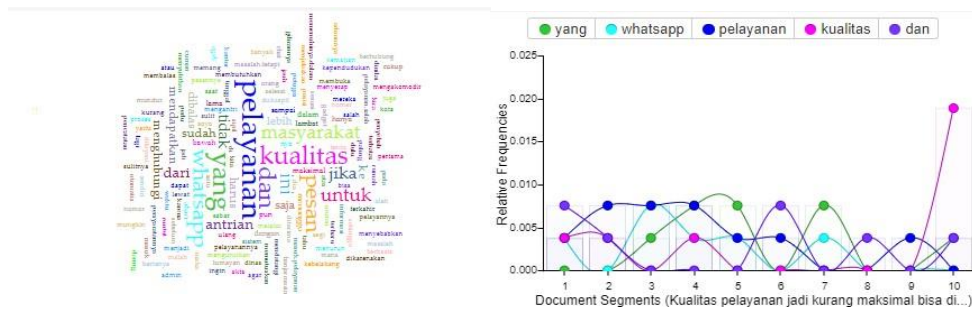
The author interviewed with the Head of the Population and Civil Registration Service of Banjarmasin City in his room on Thursday, August 9, 2022, he said that "The quality of service is not optimal because it is difficult if you only explain via WhatsApp and the public. In absorbing the information, it must be patient and queue to be replied to in order to get services."

Not much different from the results of the author's interview with the Head of Population Administration Information Management, Mrs. Fakhriawaty, S.Sos, MA in her room on Tuesday, August 9, 2022, which stated that, "One of the causes of service quality is considered less than optimal, if you need information to get services at the Banjarmasin City Population and Civil Registration Service, you have to go through a long WhatsApp service queue, making it difficult for the public if they only want to ask for their requirements before fulfilling them. So many people report in the complaint of Dukcapil Banjarmasin."

The results of the author's interview with Mrs. Rusida Liyantie, S.IP as the Head of the Banjarmasin City Civil Registration Population Administration Information System section on Wednesday, August 10, 2022 who said that, "In this WhatsApp-based service, of course, one of the problems that causes the quality of service to decrease is the difficulty of accommodating the service queue number. The messaging system in WhatsApp itself automatically sorts messages from the most recently received to the bottom that have been received by the gadget longer in order of time. So, if only the person who queued up by contacting the dukcapil service via whatsapp contacted first and he couldn't wait for his message to be replied to and decided to re-contact. So, the queue will even go backwards because this service officer replies to the message from the bottom up or from the first message to the last one to enter."

From the beneficiary side, the death certificate issuance service via WhatsApp also provides an opinion on the root of the existing service problem. The author's interview with Mr. Iqbal Adistya on the terrace of his house on Friday, August 12, 2022, he said that "Service via WhatsApp I think is slower the process because we have to wait for our messages to be replied to and do not know which position the message queue has reached, if people do not open their gadgets when their turn is served, of course this will be a problem. But with this online service, people no longer need to go to the dukcapil office directly because my house is a bit far away, just chat the admin of the death certificate then we can get the service. Only in terms of service quality, it is indeed slow, maybe many are served and the admin number is also limited."

From some of the information submitted by informants through interviews, it can be known that related to Evaluating the Root Cause, the coding vocabularies can be seen as follows:



**Figure 3.** Coding Informant Answers of Evaluating the Root Cause  
 Source: Coding Voyant Tools, 2022.

From the coding results, it is known that the frequency of words that come from informant answers is pelayanan, kualitas, and WhatsApp. So, it can be concluded that the root cause of the quality problem of WhatsApp-based program services in issuing death certificates at the Banjarmasin City Population and Civil Registration Service is the difficulty of accommodating queue numbers if through WhatsApp and the service seems slow because people have to wait for queues that he himself does not know when it is his turn to get services. It can be seen from appendix IV to community complaints. In the future, disdukcapil can create a population service application to replace the WhatsApp service that is now being carried out. The application must also be attached a sample document that should be attached to obtain the service of a death certificate. That way the service management will be more organized and the provision of information will be easier to understand by the public if it is in the visual form in the application. There were ten reports of public complaints in the process of making death certificates via WhatsApp.

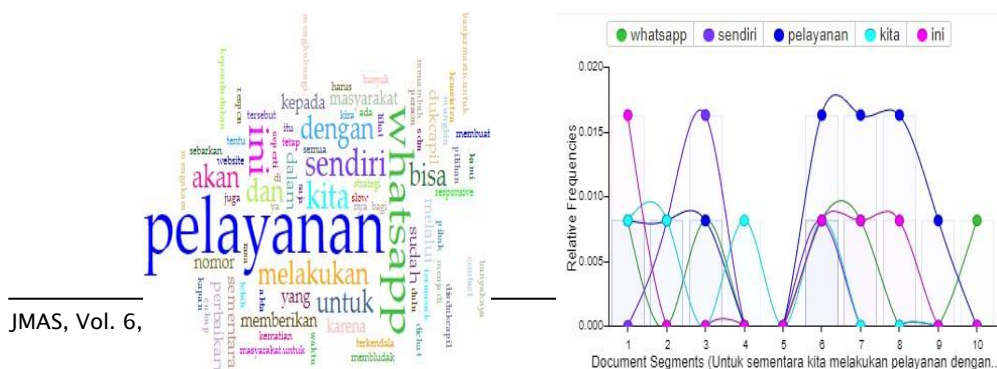
Planning determines the problem to be addressed, collects relevant data, and ascertains the root cause. The core of this method is the ability to plan actions correctly. It is necessary to have a clear set of targets and identify processes related to achieving each of these targets. In improving the service of disdukcapil online WhatsApp in the ownership of death certificates in the Population and Civil Registration Service of Banjarmasin City with planing the solutions, namely by determining what improvements will be made in the service.

As a result of the interview with Kadisdukcapil Banjarmasin, he said, "For the time being, we do services with WhatsApp. This is enough like this first because we think that the dukcapil itself has provided all population services including the death certificate itself that can be through WhatsApp itself. We have distributed the service number and it is also on the Banjarmasin disdukcapil website."

The answer that was not much different was given from the interview with the Head of Population Administration Information Management, he said that "For the time being, the strategy to make more improvements to Dukcapil human resources must remain consistent and responsive in providing services to the community."

The service of issuing death certificates via WhatsApp has been added by the Dukcapil service itself, following the results of the author's interview with the Civil Registration Population Administration Information System of Section Chief who said that, "For our own improvement, we see that in WhatsApp service, it may be constrained by service time. Because of the service through Whatsapp, the public can access the service at any time, of course this will make the service boom a lot and become a slow-response. We think that by adding a service contact person, it will be able to provide many options for the public to contact the WhatsApp number that will be chatted."

From some of the information submitted by informants through interviews, it can be seen that the vocabularies coding as follows:



**Figure 4.** Coding Informant Answers

Source: Coding Voyant Tools, 2022.

The coding results show that the frequency of words that come from the informant's answers is pelayanan and WhatsApp. Based on the analysis from the author, it can be concluded that the improvement plan that will be carried out on WhatsApp-based program services in issuing death certificates at the Banjarmasin City Population and Civil Registration Service is the addition of a service contact person to make services not stacked and services will be easier with the division of service fields based on certain WhatsApp numbers. This WhatsApp-based death certificate service is already available for various contact person options. Totally, there are six choices of numbers that can be contacted by the public. However, maybe many people do not know the information in detail. Here is a picture of the service number that the recipient of the death certificate service can contact. Skills in using technology are also important in carrying out death certificate services. This is in accordance with Law Number 25 of 2009 concerning Public Services, namely the competence of the implementer about the abilities that must be possessed by the implementer including knowledge, expertise, skills, and experience.

**Figure 5.** The Contact Number of *Disdukcapil* Online Service

Source: Population and Civil Registration Service, 2022

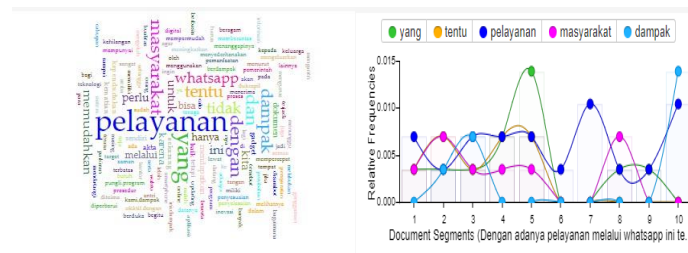
Doing the planned solution changes will confirm the results by comparing data before and after the program is run. Analyzing the results found will provide decisions that must be made that can be at risk of negative or positive. In improving online disdukcapil services through the WhatsApp application in the ownership of death certificates at the Banjarmasin City Population and Civil Registration Service by doing and checking the solutions, namely implementing and monitoring solution plans to existing service problems.

In its implementation, the author succeeded in obtaining the main information to become primary data in analyzing how to implement and find out the solution plan for the problem of WhatsApp-based program services in issuing death certificates at the Banjarmasin City Population and Civil Registration Service. The result of the author's interview with the Head of the Banjarmasin City Population and Civil Registration Service in his room on Monday, August 9, 2022 who said that, "Then, of course the opinions of each individual can vary, because every time we do any service from the perspective of the people, we always hope to get the best service. But, with the service through WhatsApp, we can still serve the community even though it does not have to be through face-to-face. Of course, with the SOP that has been set."

As a result of the author's interview with the Head of Population Administration Information Management who said that, "I think the solution provided by the Banjarmasin City Population and Civil Registration Service is appropriate. Where the Banjarmasin City Government through the Mayor instructed Banjarmasin City to carry out Large-Scale Social Restrictions (PSBB) and for some agencies it is recommended to work from home but Dukcapil could still provide services to the community through WhatsApp."

Based on the results of the author's interview with the Head of the Civil Registration Population Administration Information System on Wednesday, August 10, 2022 at the Banjarmasin City Population and Civil Registration Office, he said that "The mechanism or SOP in this program is set before this program is implemented. Besides, it is a reference in the implementation of services in the field. Because the service is carried out every day, even though our service closes after the operating hours end, we continue to process documents at home even though it is not the service operating hours anymore. Because in the existing mechanism, service time is only during office operating hours. So, we had to work beyond office hours to complete the service of the paperwork. We don't want the enthusiasm of the people to welcome this program





**Figure 7.** Coding Informant Answers  
Source: Coding Voyant Tools, 2022.

The coding results show that the frequency of words derived from informant answers is pelayanan, dampak, and masyarakat. Based on the author's observations during the implementation of the study and the results of the interview, the analysis can be concluded that the impact that occurs on WhatsApp-based program services in issuing death certificates at the Banjarmasin City Population and Civil Registration Service aims to facilitate services to the community because they do not have to go to the service unit of the Population and Civil Registration Service but can access only through their gadgets to get that service.

In 2020, 1486 death certificates were issued by the Population and Civil Registration Service. This number is the result of the sum of each month in 2020. Most numbers of death certificates issued in June was 187, and the fewest in May was 71. In order to see the increase that occurred in the issuance of death certificate documents in this WhatsApp-based program, the authors compared the data on the issuance of death certificate documents in 2021 to see the existing increase.

**Table 1.** Number of Death Certificates Issuances in Banjarmasin City in 2021

No	Month	General	Special	Total	Men	Woman	Total
1	2	3	4	5	6	7	
1	January	100	13	113	73	40	113
2	February	84	54	138	84	54	138
3	March	127	61	188	118	70	188
4	April	129	43	172	110	62	172
5	May	100	47	147	96	51	147
6	June	82	56	138	90	48	138
7	July	87	79	166	93	73	166
8	August	289	81	370	240	130	370
9	September	124	143	267	163	104	267
10	October	123	86	209	119	90	209
11	November	156	54	210	130	80	210
12	December	125	63	188	109	79	188
			Total				2306

Source: Banjarmasin City Population and Civil Registration Service in 2022

According to the comparison of the two tables that the author presents, the increase in the issuance of death certificate documents amounted to 820 sheets of death certificates. The author concludes that the death certificate issuance program through the WhatsApp application can be very easy for the public and increase issuance in managing death certificate documents with competent resources and optimal service. From 2020 to 2021, there was a significant increase in services through the WhatsApp application for death certificate services.

#### 4. Conclusion

The implementation and monitoring of the solution plan to the problem of WhatsApp-based program services in issuing death certificates at the Banjarmasin City Population and Civil Registration Service are running according to the SOP. The implementation of services also can still run even though employees work from home during large-scale social restrictions in Banjarmasin. The impact that occurs of WhatsApp-based program services in issuing death certificates at the Banjarmasin City Population and Civil Registration Service is to facilitate services to the community because they do not have to go to the service unit of the office directly but can only go through their respective gadgets to get these services. Future research should be able to conduct research on the best program service design and can be used by the whole community.

## References

- Asmara, A. Y., & Rahayu, A. Y. S. (2019). Inovasi Pelayanan Kesehatan Gancang Aron Di Kabupaten Banyuwangi Dalam Perspektif Matrik Inovasi Sektor Publik. *JPSI (Journal of Public Sector Innovations)*, 3(2), 57. <https://doi.org/10.26740/jpsi.v3n2.p57-67>
- Bekkers, V., & Tummers, L. (2018). Innovation in the public sector: Towards an open and collaborative approach. *International Review of Administrative Sciences*, 84(2), 209–213. <https://doi.org/10.1177/0020852318761797>
- Darnus. (2021). Kualitas Pelayanan Dalam Penerbitan Akta Kematian Di Dinas Kependudukan Dan Pencatatan Sipil Kota Cirebon. *Ilmiah Publika*, 9, 88–100.
- Dosmaria, P., Debora, T., & Maria, Y. (2022). Peningkatan Pelayanan Kependudukan Melalui Aplikasi Sikancil Pada Dinas Kependudukan Dan Pencatatan Sipil Kota Tanjungpinang. *Journal of Comprehensive Science (JCS)*, 1(3), 365–373. <https://doi.org/10.36418/jcs.v1i3.61>
- Hadiyanor, E. (2021). Pelayanan Pembaharuan E-Ktp Pada Dinas Kependudukan Dan Pencatatan Sipil Kota Banjarmasin. *Jurnal Administrasi Publik dan Pembangunan*, 2(1), 67. <https://doi.org/10.20527/jpp.v2i1.2773>
- Hendrastuti. (2011). *Administrasi kependudukan berbasis registrasi - Google Books*. [https://www.google.co.id/books/edition/Administrasi\\_kependudukan\\_berbasis\\_regis/3a-IMwEACAAJ?hl=id](https://www.google.co.id/books/edition/Administrasi_kependudukan_berbasis_regis/3a-IMwEACAAJ?hl=id)
- Kemendagri. (2005). Peraturan Menteri Dalam Negeri Republik Indonesia. *Arsip Nasional Republik Indonesia*, 32, 1–6.
- Kesu, A. G. (2021). Inovasi Dalam Peningkatan Pelayanan Kependudukan Pada Dinas Kependudukan Dan Catatan Sipil Kabupaten Ende Provinsi Nusa Tenggara Timur. *PRAJA Observer: Jurnal Penelitian Administrasi Publik*, 1(3), 6.
- Menkumham RI. (2009). Undang Undang Nomor 25 Tahun 2009 tentang Pelayanan Publik. *Lembaran Negara RI Tahun 2009. Sekretariat Negara. Jakarta, 2003*(1), 20–28.
- Nasional, C. (2000). Keputusan Presiden Republik Indonesia Nomor 44 Tahun 2000 Tentang Komisi Ombudsman Nasional. *Journal of Petrology*, 369(1), 1689–1699. <http://dx.doi.org/10.1016/j.jsames.2011.03.003><https://doi.org/10.1016/j.gr.2017.08.001><http://dx.doi.org/10.1016/j.precamres.2014.12.018><http://dx.doi.org/10.1016/j.precamres.2011.08.005><http://dx.doi.org/10.1080/00206814.2014.902757>
- Nurhayati, Hamka, H., & Juharni. (2019). Implementasi Kebijakan Tambahan Penghasilan Pegawai Pada Sekretariat Daerah Kabupaten Polewali Mandar. *Jurnal Paradigma Administrasi Negara*, 1(2), 1–4. <https://journal.unibos.ac.id/paradigma/article/view/301>
- Zainuddin Ali. (2020). Hukum Pidana Islam. *Hukum Islam*, 10(January), 18–44.