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# Service Quality of Population Administration at the Department of Population and Civil Registration of Bone Regency: An Integrative Literature Review

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**Abstract**

Population administration documents are the gateway to almost every other public service in Indonesia, so the quality of services delivered by the regency-level Department of Population and Civil Registration (Disdukcapil) shapes citizens' access to their basic rights. This article synthesises what existing research reveals about the quality of these services at the Disdukcapil of Bone Regency, South Sulawesi. It applies an integrative literature review following PRISMA 2020. Searches in October 2026 identified 359 records, from which eight empirical studies on the Bone Disdukcapil (2019–2025) formed the core corpus and six studies from other regions, selected purposively from 31 eligible studies, formed a comparative corpus. Each study was appraised with the Mixed Methods Appraisal Tool. None of the core studies applied SERVQUAL or the national community satisfaction survey (SKM) framework, so findings were re-coded by the authors into the nine SKM service elements and cross-walked to SERVQUAL. Administrative indicators were used for triangulation: document coverage, the department's 2024 SKM results and the Ombudsman's assessment. Staff behaviour, competence, free-of-charge services and complaint handling are reported as strengths, each by one or two studies. Requirements, processing time and facilities are reported as weaknesses. The SKM results show the same pattern, with the lowest scores for processing time, facilities and requirements. Digital channels have reduced queues, but adoption is reported to be low among rural and elderly residents. Gaps in document ownership coexist with problems of procedural reliability. Studies relying on officials tended to report more positive assessments than studies that included service users. The article recommends extending existing outreach and service points into assisted digital services, simplifying locally set procedures, and publishing SKM results by element.

**Keywords**: Service Quality, Population Administration, Community Satisfaction Survey, Integrative Review, Bone Regency.

## INTRODUCTION

Population administration is the administrative foundation of the relationship between the state and its citizens. Law Number 23 of 2006, as amended by Law Number 24 of 2013 on Population Administration, obliges the state to record every vital event and to issue population documents such as the electronic identity card (KTP-el), the family card (KK), and birth and death certificates (Republik Indonesia, 2013). Presidential Regulation Number 96 of 2018 sets the national requirements and procedures for population and civil registration, including the documents to be submitted for each service (Republik Indonesia, 2018b). Many requirements are therefore nationally mandated rather than

set by the regency, which matters when studies report that requirements are complicated. Population documents are prerequisites for enrolling children in school, registering for national health insurance, receiving social assistance and voting. When population administration services are slow, complicated or unreachable, citizens are effectively excluded from a chain of other public services. Law Number 25 of 2009 on Public Services therefore requires every service provider to set, publish and comply with service standards that guarantee certainty of procedure, time and cost (Republik Indonesia, 2009).

Service quality in public administration is often assessed with SERVQUAL, which locates quality in the gap between expectations and perceptions across five dimensions: tangibles, reliability, responsiveness, assurance and empathy (Parasuraman et al., 1988). The model was developed for private-sector services and has been widely criticised. Cronin and Taylor (1992) argued that performance-only measures (SERVPERF) predict overall quality better than expectation–perception gaps. Applications in the public sector have shown that its dimensions need adaptation, because citizens are often not free to choose another provider and services are delivered under legal obligations (Wisniewski, 2001). In Indonesia, the national community satisfaction survey (Survei Kepuasan Masyarakat, SKM) under Minister of Administrative and Bureaucratic Reform Regulation Number 14 of 2017 assesses nine service elements: requirements, procedures, processing time, cost, product specification, staff competence, staff behaviour, complaint handling, and facilities (Kementerian Pendayagunaan Aparatur Negara dan Reformasi Birokrasi, 2017). The SKM elements are closer to the findings reported in Indonesian studies and are the basis on which agencies are formally assessed. This review therefore uses them as its primary coding framework and maps them to SERVQUAL for comparison with the international literature.

SERVQUAL treats citizens as customers, whereas the New Public Service argues that citizens are rights-bearing members of a political community whose voice must shape service delivery (Denhardt & Denhardt, 2000). Fountain (2001) showed that a customer orientation can sit uneasily with equal treatment, because it rewards those best able to voice demands. This review reconciles the two perspectives by using the service elements as a descriptive vocabulary for what citizens experience, while judging the evidence from a rights perspective. It asks not only whether services satisfy those who use them, but also whether they reach those who lack documents, and it asks whose voices are represented in the evidence. More recently, the digital transformation of government has changed the service encounter. Digitalisation reduces face-to-face contact and shifts part of the administrative work to citizens themselves (Lindgren et al., 2019), and it delivers value only when it is accompanied by the redesign of processes rather than the mere digitisation of forms (Mergel et al., 2019). In Indonesia, this shift is reflected in Presidential Regulation Number 95 of 2018 on the Electronic-Based Government System, Minister of Home Affairs Regulation Number 7 of 2019 on online population administration services, and Minister of Home Affairs Regulation Number 72 of 2022, which introduced the Digital Population Identity (IKD) (Kementerian Dalam Negeri, 2019, 2022; Republik Indonesia, 2018a).

Empirical evidence on population administration services across Indonesia is extensive and mixed. The comparative studies used in this review were selected purposively from the eligible literature, as described in the Methods. Studies in Jayapura City and Bogor Regency report good performance across the service quality dimensions (Renyaan & Ilham, 2023; Syahrir, 2023). Other studies identify persistent gaps. In South Halmahera, limited facilities, weak networks and long distances between villages and the regency capital undermined the e-KTP service (Suleman, 2019). Studies of digital services in Sambas and Luwu found that older residents and those unfamiliar with technology still prefer face-to-face services (Danil & Rahmadanita, 2024; Halim et al., 2025).

Bone Regency offers an important setting in which to examine these issues. It is one of the most populous regencies in South Sulawesi, with 820,510 inhabitants in 2023 spread across 27 districts and an area of 4,559 km², and many of its villages are located far from the capital, Watampone (Badan Pusat Statistik Kabupaten Bone, 2024). Administrative data show high coverage of KTP-el recording (98.4 percent of residents required to hold one) but lower birth certificate ownership among children (92.6 percent) and low activation of the Digital Population Identity (7.9 percent) (Dinas Kependudukan dan Pencatatan Sipil Kabupaten Bone, 2025). Bone was rated the regency or city with the highest service quality in South Sulawesi in the Ombudsman's 2025 assessment (Ombudsman Republik Indonesia, 2025). Research on the Bone Disdukcapil is, however, fragmented. Each study adopts a different lens,

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such as responsiveness, e-government or good governance, and some reach seemingly contradictory conclusions. One study rates staff responsiveness as good while reporting that service speed is poor (Ramadani et al., 2022), and studies of e-government describe benefits that a later governance study does not fully confirm (Arifin, 2025; Lestari et al., 2023).

No study has yet synthesised this evidence. Beyond a local evidence map, the Bone case can add to knowledge in two ways. It shows how far assessments of service quality in a regency that performs well on formal compliance measures depend on whose voice is heard. It also shows whether the gains from digitalisation reach residents in a large, mostly rural regency. This article addresses these questions through an integrative literature review. It asks: (1) which service elements at the Bone Disdukcapil are reported as strong or weak, and how consistent is the evidence; (2) what the evidence shows about digitalisation; and (3) what comparison with other regions, and with the composition of informants, reveals about the Bone case.

## METHODS

This study used an integrative literature review, a method suited to synthesising heterogeneous qualitative and quantitative studies in order to produce a new perspective on a topic (Snyder, 2019). Reporting follows PRISMA 2020 where applicable (Page et al., 2021). The object of the review is population administration services delivered by the Disdukcapil of Bone Regency, including KTP-el issuance, family cards, civil registration certificates, online services and the IKD.

Searches were run between 12 and 19 October 2026 in Google Scholar, the Garuda portal, the websites of Indonesian public administration journals and the repositories of universities in South Sulawesi. The search strings were (“Disdukcapil” OR “Dinas Kependudukan dan Pencatatan Sipil” OR “Dinas Kependudukan dan Catatan Sipil”) AND “Bone” for the core corpus, and (“kualitas pelayanan” OR “responsivitas” OR “e-government”) AND (“administrasi kependudukan” OR “Disdukcapil”) for the comparative corpus, with English equivalents. In Google Scholar, the first 200 results of each string were screened. Studies were included if they (a) were empirical; (b) examined population administration services delivered by a Disdukcapil; (c) were published between 2019 and 2026; and (d) had an accessible full text. Peer-reviewed journal articles and academic theses were eligible. Theses were retained but rated in the quality appraisal, and journals were checked for an editorial board and a stated peer-review process. Studies of other agencies, including village offices, were excluded.

Figure 1 shows the selection process. Of 359 records, 67 duplicates were removed, 241 were excluded by title and abstract, and 51 full texts were assessed: 11 on Bone and 40 on other regions. Three Bone studies were excluded (two on village offices and one duplicate publication), leaving eight core studies. Of the 40 studies of other regions, nine were excluded (four non-empirical, three failing the journal check and two without full text), leaving 31 eligible studies. Because a full synthesis of the national literature was beyond the scope of this review, six of these were selected purposively by maximum variation. The selection covered remote regencies in North Maluku and West Kalimantan, a neighbouring regency in South Sulawesi, a regency in Gorontalo, a regency in Java and an eastern provincial capital. It included both positive and critical assessments and both qualitative and survey designs. Among the three studies that failed the journal check was one from Merauke, whose journal’s peer-review process could not be verified.

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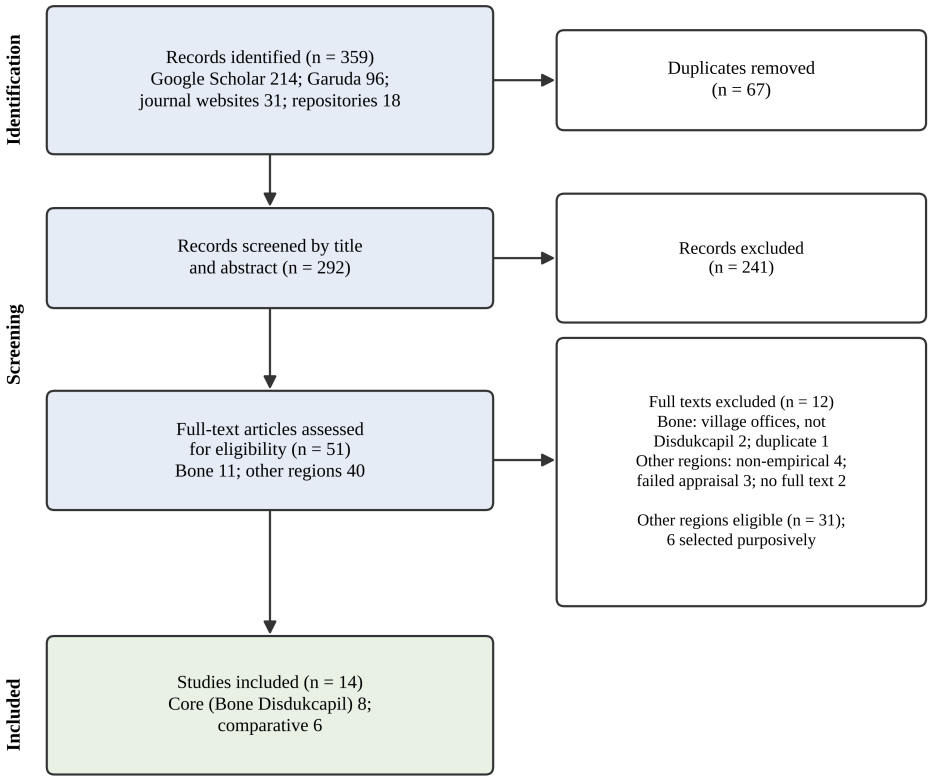


Figure 1. PRISMA 2020 Flow Diagram of Study Selection

Source: Authors' search, 2026.

Each study was appraised with the Mixed Methods Appraisal Tool (MMAT), which covers qualitative and quantitative designs (Hong et al., 2018). Studies meeting four or five of the five criteria were rated high, three moderate, and two or fewer low. In the synthesis, no finding was treated as established unless it was reported by at least one study rated moderate or high, and the number and quality of supporting studies are reported for every finding. Data were extracted into a matrix recording author, year, focus, method, analytical framework, number and type of informants, and key findings (Supplementary Table S1).

None of the core studies used SERVQUAL or the SKM framework, so the coding is the authors' own retrospective re-coding of findings produced under different frameworks. Findings were coded deductively into the nine SKM elements and inductively for themes that cut across them, and the codes were synthesised thematically (Braun & Clarke, 2006). To avoid double counting, each reported finding was coded to a single element, defined by the content of the original indicator rather than the dimension under which the original authors reported it. Findings on whether residents hold documents were coded as an inductive theme of access and coverage, since they concern reach rather than service quality. Only findings explicitly reported by the original authors were coded, and contradictory findings were retained and discussed. Coding was carried out independently by the first and second authors. They agreed on 41 of 47 coded findings (87 percent), and the remaining six were resolved by discussion.

To triangulate the qualitative studies, the review used administrative indicators. These were the department's 2024 SKM report and 2025 document coverage figures (Dinas Kependudukan dan Pencatatan Sipil Kabupaten Bone, 2025), the department's 2021 service standard decree (Dinas Kependudukan dan Pencatatan Sipil Kabupaten Bone, 2021) and the Ombudsman's 2025 assessment (Ombudsman Republik Indonesia, 2025).

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## RESULTS AND DISCUSSION

### Results

### Characteristics of the Core Corpus

Table 1 summarises the eight core studies. They were published between 2019 and 2025. All used qualitative or qualitative-descriptive designs based on interviews, observation and documentation. Mashuri et al. (2022) also report percentage scores per indicator without describing the instrument or respondents, and their informants were officials, beginning with the head of the department. These scores were therefore given no weight in the synthesis. The analytical lenses varied: two studies examined responsiveness, four examined e-government or the IKD, one applied good governance principles and one assessed the e-KTP service. Three studies were rated high quality, two moderate and three low (an undergraduate thesis, a study whose instrument was not reported and a study that did not report its informants). Informants were officials only in three studies, and four studies included service users. One study did not report its informants.

Table 1. Characteristics of Core Studies on the Bone Disdukcapil

| Study | Focus | Method | Informants | Key findings | MMAT |
|---|---|---|---|---|---|
| Margawan (2019) | e-KTP issuance | Qualitative descriptive (thesis) | 10: 4 officials, 6 users | Service not yet optimal; complicated procedures; many residents without e-KTP | Low |
| Ramadani et al. (2022) | Responsiveness | Qualitative | 6: 3 officials, 3 users | Responding to citizens, accuracy and complaint handling good; speed poor due to network errors and staff shortage | Moderate |
| Mashuri et al. (2022) | Responsiveness | Qualitative descriptive; percentage scores, instrument not reported | Officials, incl. head of department | Responsiveness good; highest score for responding to the public, lowest for accuracy | Low |
| Lestari et al. (2023) | E-government | Qualitative descriptive | 4: officials only | Online services reduced queues; human, financial and infrastructure capacity adequate | Moderate |
| Jaharuddin (2024) | IKD | Qualitative descriptive | Not reported | IKD efficient, fairly effective and transparent | Low |
| Sakir et al. (2024) | E-government | Qualitative case study | 5: 3 in structural positions, 2 staff | Support, capacity and value present; queues reduced; budget changes a challenge | High |
| Siraj et al. (2024) | E-government | Qualitative phenomenological | 7: 4 officials, 3 users | Implementation fairly good; low adoption among rural and elderly residents; no formal staff training | High |
| Arifin (2025) | Good governance | Qualitative descriptive | 8: 3 officials, 5 users | Free service and competent staff; complicated requirements, processing time and facilities need improvement | High |

Note: MMAT = Mixed Methods Appraisal Tool rating. Source: Compiled by the authors from the reviewed studies, 2026.

### Synthesis by Service Element

Table 2 maps the findings onto the nine SKM elements and their nearest SERVQUAL dimensions, with the number of supporting studies. The evidence base is thin: most elements rest on one or two core studies, and one element (product specification) and one SERVQUAL dimension (empathy) have no direct evidence. Within these limits, a pattern recurs. Elements related to the conduct of staff are reported as strengths, whereas elements related to requirements, time and facilities are reported as weaknesses. Figure 2 shows this pattern alongside the department's SKM results.

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Table 2. Synthesis of Core Findings by SKM Element

| SKM element | SERVQUAL | Reported strengths (studies) | Reported weaknesses (studies) | Studies (n) |
|---|---|---|---|---|
| Requirements | Reliability | — | Complicated requirements (Margawan, 2019; Arifin, 2025) | 2 (1 high, 1 low) |
| Procedures | Reliability | Follow SOPs; electronically based (Ramadani et al., 2022) | — | 1 (moderate) |
| Processing time | Reliability | — | Slow service, processing time (Ramadani et al., 2022; Arifin, 2025) | 2 (1 high, 1 moderate) |
| Cost | Assurance | Free of charge (Lestari et al., 2023; Arifin, 2025) | — | 2 (1 high, 1 moderate) |
| Product specification | Reliability | — | — | 0 |
| Staff competence | Assurance | Competent (Lestari et al., 2023; Arifin, 2025) | No formal digital training (Siraj et al., 2024) | 3 (2 high, 1 moderate) |
| Staff behaviour | Responsiveness | Willing to respond (Ramadani et al., 2022; Mashuri et al., 2022) | — | 2 (1 moderate, 1 low) |
| Complaint handling | Responsiveness | Mobile number and online form (Ramadani et al., 2022) | — | 1 (moderate) |
| Facilities and network | Tangibles | Back office adequate (Lestari et al., 2023; Sakir et al., 2024) | Network errors; facility complaints (Ramadani et al., 2022; Arifin, 2025) | 4 (2 high, 2 moderate) |
| *Access and coverage (inductive)* | No equivalent | — | Residents without e-KTP or birth certificate; low rural and elderly adoption (Margawan, 2019; Siraj et al., 2024; Arifin, 2025) | 3 (2 high, 1 low) |

Note: SERVQUAL empathy (individual attention) has no SKM equivalent and no direct evidence in the corpus. Source: Authors' synthesis, 2026.

Procedures appear to be observed: services follow standard operating procedures and are electronically based (Ramadani et al., 2022). Two studies, one of them an undergraduate thesis, describe the requirements as complicated (Margawan, 2019; Arifin, 2025), and two report slow processing (Ramadani et al., 2022; Arifin, 2025). The evidence is limited, but the administrative data point the same way. The department's service standard sets a processing time of one working day for KTP-el, family cards and birth certificates when requirements are complete, and in the 2024 SKM, processing time (3.12) and requirements (3.21) received the lowest and third-lowest element scores (Dinas Kependudukan dan Pencatatan Sipil Kabupaten Bone, 2021, 2025). Because many requirements are set nationally by Presidential Regulation 96/2018, the corpus cannot show whether the complications arise from national rules or from local practice, such as requests for additional documents. None of the studies distinguishes the two.

Services are free of charge, and staff are generally regarded as competent (Arifin, 2025; Lestari et al., 2023). Siraj et al. (2024), however, note that staff have only basic system-operating skills and have received no formal training. Two studies rate staff willingness to respond as good (Mashuri et al., 2022; Ramadani et al., 2022). Responsiveness is thus the most directly studied quality, but the evidence comes from only two studies, one of which is rated low. Staff are reported to be willing to help, but network errors and too few staff for the number of applicants limit how quickly they can do so (Ramadani et al., 2022). In the 2024 SKM, cost (3.92) and staff behaviour (3.52) received the highest scores.

Evidence on complaint handling comes from a single study: the head of the department made a mobile number available to the public, and complaints were received through an online form (Ramadani et al., 2022).

Studies that relied on official informants describe the infrastructure as adequate to support online services (Lestari et al., 2023; Sakir et al., 2024). Studies that included users report frequent network errors (Ramadani et al., 2022) and common complaints about facilities (Arifin, 2025). Back-office

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systems may be adequate, but front-office conditions and network stability, which citizens experience, may not be. Facilities received the second-lowest SKM score (3.17).

No study measured individual attention to citizens, the core of SERVQUAL empathy. The evidence usually coded under empathy in fact concerns reach. The service was judged not adaptive enough to community needs (Margawan, 2019), some residents still lacked an e-KTP or a birth certificate (Arifin, 2025), and adoption of online channels is low among rural and elderly residents (Siraj et al., 2024). This illustrates the main limit of re-coding non-SERVQUAL studies: some findings concern whether citizens are served at all, which none of the SERVQUAL dimensions captures. Administrative data confirm that gaps remain mainly in birth certificates for children (92.6 percent coverage) and IKD activation (7.9 percent), rather than in KTP-el recording (98.4 percent).

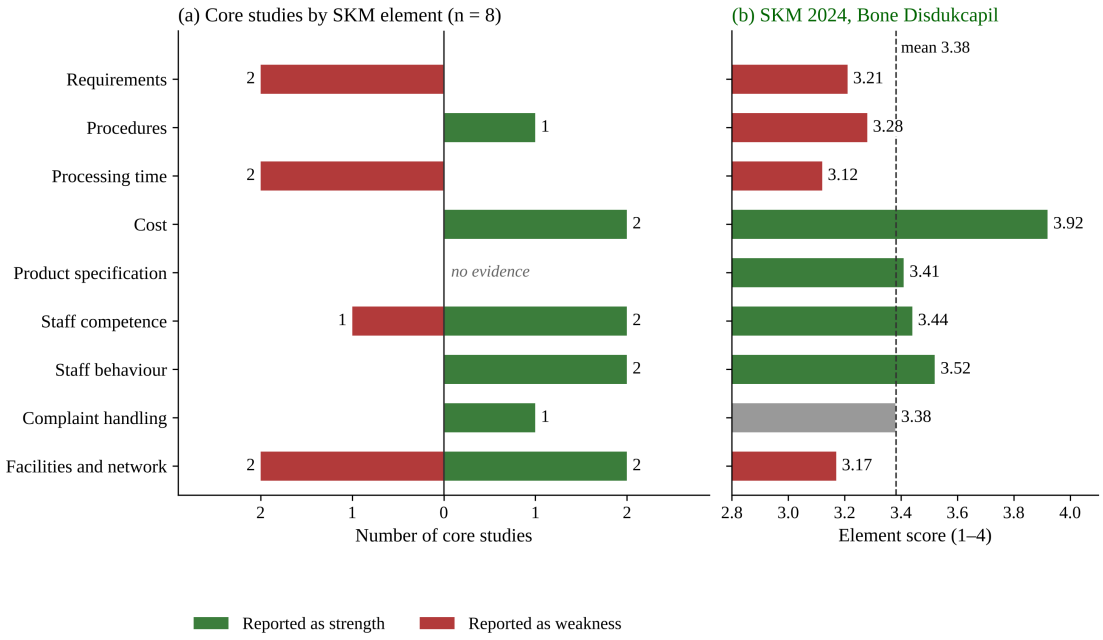


Figure 2. Reported Strengths and Weaknesses by SKM Element and SKM Scores, Bone Disdukcapil

Source: Authors' synthesis, 2026; SKM 2024 from Dinas Kependudukan dan Pencatatan Sipil Kabupaten Bone (2025).

**Digitalisation**

Four core studies examine e-government or the IKD. Online services reduced queue congestion at the office, kept services running during the COVID-19 pandemic and made service time more efficient for citizens (Lestari et al., 2023; Sakir et al., 2024). The IKD was described as efficient and transparent (Jaharuddin, 2024), although that study is rated low and its informants are not reported. Siraj et al. (2024) add that the regional government allocated a relatively large budget to e-government, but that adoption remained limited in rural areas and among older residents because of low understanding of and comfort with technology. Indirect evidence from a self-service application for administrative letters in Bana Village, Bontocani District, which is not a Disdukcapil service, points in the same direction. The application was constrained by application errors, weak network connections and limited smartphone skills (Hajrah et al., 2023).

**Comparison with Other Regions and the Role of Informants**

The comparative corpus shows that the Bone pattern is not unique. In Luwu, a neighbouring regency in South Sulawesi, many residents continued to register in person because the website was still being improved and some residents were unfamiliar with information technology (Halim et al., 2025). In Sambas, adoption of the IKD lagged among elderly residents and was constrained by weak internet access in remote areas (Danil & Rahmadanita, 2024). South Halmahera illustrates a divergence between official and external assessments: the head of the department described the service as good, while the

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Ombudsman did not (Suleman, 2019). By contrast, studies in Jayapura and Bogor reported good quality across dimensions (Renyaan & Ilham, 2023; Syahrir, 2023). A survey in Bone Bolango, Gorontalo, a different regency from Bone, found that employee professionalism was associated with perceived service quality (Lukum et al., 2026).

Table 3 cross-tabulates the informant base of all 14 studies against their overall assessment. All four qualitative studies that relied wholly or mainly on officials reached positive assessments, and none of the six qualitative studies that included service users did. Five of the six reported mixed findings and one reported negative findings. The two user surveys, in Bogor and Bone Bolango, reported positive assessments. Informant type thus appears to shape conclusions in qualitative studies, but the survey results suggest that method also matters. Interviews may elicit complaints that rating scales do not.

Table 3. Informant Base and Overall Assessment of the 14 Studies

| Informant base | Positive | Mixed | Negative | Total |
|---|---|---|---|---|
| Qualitative, officials only or mainly | 4 | 0 | 0 | 4 (Mashuri; Lestari; Sakir; Renyaan) |
| Qualitative, including service users | 0 | 5 | 1 | 6 (Ramadani; Siraj; Arifin; Halim; Danil; Margawan) |
| Survey of service users | 2 | 0 | 0 | 2 (Syahrir; Lukum) |
| Officials and external assessment | 0 | 1 | 0 | 1 (Suleman) |
| Not reported | 1 | 0 | 0 | 1 (Jaharuddin) |
| **Total** | **7** | **6** | **1** | **14** |

Source: Authors' coding, 2026. Margawan (2019) is the only study coded negative.

## Discussion

The review supports a qualified answer to the first research question. On the available evidence, service quality at the Bone Disdukcapil appears relationally strong but systemically fragile. Staff behaviour, competence and the absence of fees are reported as strengths, while requirements, processing time and facilities are reported as weaknesses. Two cautions apply. First, each element rests on one to four studies, several of them rated low. Second, the relational strengths come mainly from studies that relied on officials, and Table 3 shows that such studies were consistently more positive. The conclusion may therefore partly reflect who was interviewed. That the department's own SKM, based on service users, shows the same ordering of elements gives the pattern more weight than the qualitative studies alone could.

Parasuraman et al. (1988) found reliability to be the most important dimension for customers of private services in the United States. Whether citizens using population administration services weigh reliability most heavily has not been tested in Bone or in the studies reviewed here, so this review does not assume it. What the evidence does show is that courteous and willing staff coexist with requirements that users find complicated and with processing that is reported to be slow. Gaps in document ownership coexist with these problems of procedural reliability. Because the studies are cross-sectional and use different frameworks, the corpus cannot show that one problem has replaced the other over time.

On the second question, digitalisation has reduced queues for those who can use online channels, but the studies do not show that it has simplified requirements. This is consistent with the argument that digital transformation requires process redesign rather than the transfer of existing procedures to an online channel (Mergel et al., 2019). Digitalisation also redistributes the work of administration. When the service encounter moves online, citizens must supply the devices, connectivity and skills that were previously provided by the office (Lindgren et al., 2019), and the digital divide concerns skills and use as well as access (van Dijk, 2020). A plausible hypothesis, which the corpus cannot test, is that residents in and around Watampone benefit first, while rural and elderly residents, who are also more likely to lack documents, benefit least. No data on online applications by district were available to test it.

On the third question, the comparison suggests that the positive assessments in some studies should be read with caution. In Bone, as in South Halmahera (Suleman, 2019), studies whose evidence came largely from officials emphasised benefits, whereas studies that included citizens recorded complaints. This is a methodological as well as a substantive finding. From the New Public Service perspective, the citizen's voice is central to judging public services (Denhardt & Denhardt, 2000). Yet none of the core

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studies measured citizens' perceptions with a validated instrument, and none tracked service quality over time. The Bone Bolango survey (Lukum et al., 2026) is a single cross-sectional regression in another regency and cannot show that professionalism determines service quality in Bone. Together with the absence of formal digital training in Bone (Siraj et al., 2024), it suggests only that staff development is worth examining.

These findings have practical implications, and several build on what Bone already has. Law 25/2009 requires service standards that guarantee certainty of requirements and processing time (Republik Indonesia, 2009). Simplification should therefore focus on the procedures and document requests set locally, within the limits of Presidential Regulation 96/2018. The department has run outreach services (jemput bola) for birth certificates in villages since 2019, and Bone has operated a public service mall (MPP) since 2022 (Pemerintah Kabupaten Bone, 2022, 2023). These could be extended into assisted digital service points, where staff help residents without skills or devices to use online channels and activate the IKD. Finally, the department could publish its SKM results by element, so that improvement can be tracked from users' assessments rather than internal ones (Kementerian Pendayagunaan Aparatur Negara dan Reformasi Birokrasi, 2017).

The review has several limitations. The core corpus is small and entirely qualitative, and three of its eight studies are rated low. The SKM and SERVQUAL coding is a retrospective re-coding of studies that used other frameworks. Officials dominate the informants of several studies, and the corpus includes an undergraduate thesis. The comparative corpus is a purposive selection from 31 eligible studies rather than a full synthesis. The administrative indicators are the department's own reports and were not independently verified. Finally, the studies are cross-sectional, so no change over time can be inferred.

## CONCLUSION

### Conclusion

This review of 14 studies, eight of them on the Bone Disdukcapil, finds that population administration services there are reported to be strong in staff behaviour, competence, free-of-charge services and complaint handling, but weak in requirements, processing time and facilities. The evidence for each element is limited to one to four studies. The department's SKM results show the same pattern. Digital channels have reduced queues, but adoption is reported to be low among rural and elderly residents, and gaps in document ownership, especially birth certificates and the IKD, coexist with procedural problems. Studies relying on officials were consistently more positive than those that included service users, so the strengths reported in the literature should be read with this in mind.

### Recommendation

The Disdukcapil of Bone Regency is advised to simplify the requirements and procedures it sets locally and to publish processing times. It could also extend its outreach services and its MPP counter into assisted digital service points, provide formal training in digital systems for staff, and publish SKM results by element. Future research should survey service users across urban and rural districts with a validated SKM or SERVQUAL instrument, distinguish national from local sources of procedural burden, and examine IKD adoption among elderly and rural residents. A systematic review of the national literature with quality appraisal would show whether the influence of informant type found here holds more widely.

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