



Exploring Readiness for Implementing Citizen-Friendly Public Service Policy in Makassar Civil Registry Office

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Abstract

Citizen-friendly public service has emerged as a crucial aspect of modern governance, emphasizing inclusivity, empathy, and efficiency. However, the readiness to implement such policies at the local government level, particularly within civil registration services, remains underexplored. This study aims to examine institutional, procedural, and human resource readiness for implementing a citizen-friendly public service policy at the Civil Registry Office of Makassar City. Using a qualitative descriptive approach, data were collected through in-depth interviews, non-participant observations, and document analysis. Findings reveal that while digital transformation initiatives such as the 'Kucata'ki' application have improved administrative efficiency, significant challenges persist in digital literacy, communication ethics, and public awareness. The study concludes that readiness for implementing citizen-friendly services requires not only technological preparation but also ethical, procedural, and collaborative foundations to ensure inclusivity and trust in public service delivery. The results provide valuable insights for developing a comprehensive implementation strategy for inclusive and human-centered public services in Indonesia.

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INTRODUCTION

In the discourse of governance, public service is often positioned as a reflection of bureaucratic capacity and integrity. Several studies indicate that the success of public services may be associated with accessibility, efficiency, fairness, and responsiveness to citizens' needs (Adawiyah et al., 2024; Al - Muttaqin & Nugroho, 2025; Suryoputri & Susanto, 2022). In the local context, administrative units such as the Department of Population and Civil Registration (Disdukcapil) are frequently examined due to their direct role in fulfilling citizens' civil rights, including identity documents and civil records (Husni et al., 2025; Sanusi et al., 2024). Nevertheless, the quality of services in this sector does not always reflect the principles of inclusive public service, and numerous reports suggest the presence of significant challenges, particularly in technical, ethical, and structural aspects (Fikri & Tjenreng, 2025; Mufassaroh et al., 2023).

Recently, the condition of public services at the Makassar City Department of Population and Civil Registration (Disdukcapil) has become a topic of public discussion. Based on community reports and field observations, several issues have been identified as obstacles to achieving optimal service delivery. Some residents reported that the administrative procedures for obtaining population documents remain confusing. The lack of clarity regarding document requirements, for

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