Optimization of Civil Servants' Performance at the Department of Population and Civil Registration, South Papua Provincial Government

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KEYWORDS	ABSTRACT
Performance; ASN, Discipline and responsibility; South Papua Civil Registration and Administration Service	The main problem in our study is the Unorderly Administration of Population and Civil Registration Services at the Population and Civil Registration and Community and Village Empowerment Service of Merauke Regency. This is because South Papua Province is a new province. this research aims to analyze the implementation, obstacles, and efforts in applying Ministerial Regulation No. 6 of 2022 for state civil servants at the service in question. The research method we use a qualitative descriptive approach was used, with a Likert Scale method applied to measure respondent tendencies through questionnaires. Data was collected from 5 leaders, 10 task implementers, and 135 community representatives across 4 sub-districts. Primary data came from interviews and questionnaires, while secondary data was obtained from documents. The results show that key dimensions, including resource availability, facilities, performance, SOP clarity, and effectiveness, did not meet performance standards, with scores ranging from 33-66%. However, dimensions such as knowledge, budget, skills, and innovation were within acceptable standards. Based on these findings, the study recommends transitioning from manual to digital services to improve efficiency and reduce costs. Further research and collaboration between government and universities are also recommended to support community service efforts.

Introduction

Overview of ASN performance in the Government of South Papua Province As we all know that the term bureaucracy is synonymous with government and society as one of the elements that feel the impact of the government bureaucracy whether it is good or not. According to Max Weber that "bureaucracy is technically the most efficient organization for life together". Therefore, through government reform, the government seeks to make changes both in the organizational structure and the quality of its human resources in the service towards effective and efficient *good governance*. A good government bureaucracy

is one in which there are apparatus resources that have knowledge, integrity, nationalism and commitment to anti-corruption. The government as a bureaucratic institution has a function to provide services to the community, while the community as a party that gives mandate to the government has the right to obtain services from the government (Hendra & Rachmawati, 2023; Rachmawati, 2016).

South Papua Province is a province that has just been formed by the Central Government. Therefore, the Government of South Papua is still in the process of developing good governance, where one of the elements that play an important role in good governance is the State Civil Apparatus (Ferdinandus, 2006). The State Civil Apparatus in the Government of South Papua is currently still experiencing various problems as a result of research conducted by the team that the problems faced are the quality of its human resources and its management governance starting from planning its organization its implementation its monitoring and evaluation needs to be done better in the future. Previous research has been carried out, namely (1) by Christien Anggelin Susilawati in (2022), which examines "Competency analysis in the placement of structural positions in the Merauke Regency Government". Similarities in the results obtained that the ASN mentality is still low, discipline problems appear in attendance in carrying out tasks. Then there is still low performance, lack of work motivation, lack of initiative and innovation due to lack of knowledge and skills. Based on the study of the results of this research and if the facts in the field that the team is currently conducting research that there has not been a significant change because it is still clear that the problem of discipline is still carried out by the state civil apparatus in carrying out their daily duties, then the problem of the main tasks and functions of each apparatus placed in the organization has not been supported by adequate knowledge and enthusiasm in working innovatively, taking initiative and creativity in carrying out their duties.The difference lies in the research locus, namely in the researcher Sdri. Christien Anggeli Sosuliwati's locus is in Merauke Regency while our research is in South Papua Province. Then the researchers who can be used as comparative material are (2) by Uen Haeruman (2021) who examined the "ASN Performance at the Tasikmalaya City Transportation Office in 2018 that the similarity is in the research focus, namely ASN Performance, namely there are 3 indicators in ASN performance assessment, namely (1) Planning Indicator. (2) Implementation Indicators and (3) Evaluation Indicators. The difference is in the locus. Furthermore, Researcher (3) by Saragih (2018) which examines the Analysis of ASN Performance Appraisal at the Medan Denai District Office. The similarity lies in the focus, namely ASN Performance, the results obtained are that the service process has not shown maximum results; There are still many people who are disappointed with the service of officers; then in terms of employee attendance that there are still public service officers who arrive late with various reasons..this certainly affects the people who want to deal with him. The ability of officers according to the results of the research obtained is good, but there is still public disappointment at the stage of the service process. The community hopes that there will be socialization about the SOP for each section of affairs in the Sub-District Office so that the community knows who they are taking care of the documents they want to obtain. While the difference lies in the locus. The next researcher (4) by Londong et al. (2019). The similarity lies in the focus, namely the performance of ASN, the results obtained that high employee performance as an influence of training factors, work motivation factors and significant job distribution also on the quality of public services as indicated by the higher level of public satisfaction with the services provided by service officers, including supporting facilities for service procedures and provisions for the amount of fees required. Based on the results of the four studies, it shows that the impact of problems of low performance and work motivation and discipline of officers can affect the people served. Based on the results of this analysis, various efforts have been made by the government in improving the performance of its civil servants, including the Government of the province of South Papua, through the application of work attendance "*Finger Print*" it is hoped that state civil servants who work within the government of the

province of South Papua can come to work on time and leave work on time.Attendance that is on time when starting and finishing work is expected for the state civil apparatus to be more disciplined, increase motivation at work, optimize the performance achieved, be innovative and creative in carrying out tasks (Ahmadi, 2021). Through the use of finger print, it will create work discipline from each state civil apparatus, and this means that it will also provide positive performance and progress that can be achieved. Then the next effort is to improve the low and less productive performance at work of the Government of South Papua along with the change in status from district to province, there is an opportunity for its ASN to increase knowledge and skills, through participating in technical guidance or courses for its state civil apparatus according to the work field of its unit so that later it can become a tough and competitive state civil apparatus. These are some of the efforts of the South Papua provincial government in improving its Apparatus Resources, especially in terms of the quality of its performance. The purpose and objective of the application of the regulation of the minister of home affairs no. 6 of 2022 in this study is to be able to help the Government of the province of South Papua, especially the Office of Adminduk and capil and community and village empowerment to move quickly towards an independent, just and prosperous South Papua. Then the second is to help realize the motto "FAST" which means Smart, Productive and Healthy.

The purpose of this study is to determine and analyze the implementation of the implementation of PermenPAN-RB No. 6 of 2022 for state civil apparatus in the Population Administration and Civil Registration Office of the South Papua Provincial Government. In addition, this study aims to identify obstacles that arise in the implementation of the implementation of these regulations and analyze the efforts made by the South Papua Provincial Government to overcome these obstacles as part of efforts to foster the state civil apparatus.

Research Methods

In research on the implementation of permenPanRb no.6 of 2022. in the population administration and civil registration offices in the southern Papua Provincial Government, researchers used qualitative research methods with an analytical descriptive approach. This method produces descriptive data organized in the form of detailed words (Bogdan & Taylor, 1975; Moleong). This descriptive research does not aim to test hypotheses, but rather describes the "as is" conditions related to certain variables or symptoms (Arikunto, 2021). Data is taken directly from respondents or from secondary sources, such as books, official documents, and other literature.

This research was conducted at the Government Office of South Papua Province and at the Office of Population Administration and Civil Registration of South Papua Province. In this study, the data required include: (1) Primary data obtained directly from respondents or informants through interviews or questionnaires; (2) Secondary data which includes documents such as books, journals, regulations, and government archives relevant to the research problem.n.

The sampling technique used in this research is *purposive sampling*, which is the selection of samples for specific purposes according to the information needs to be obtained (Sugiyono, 2018). Based on this method, several informants from the state civil apparatus with different characteristics, such as position and education, consisting of 5 provincial government leaders and 10 acting ASNs at the Dukcapil Office were selected. In addition, the population of service recipients in South Papua Province, 135 people with diverse characteristics (students, students, farmers, laborers, retirees, and unemployed), were also included.

Data collection techniques in this study included questionnaires, interviews, and documentation, as described by Gulo (2002) and Soekanto (1986). The researcher used a Likert scale-based questionnaire to measure the attitudes of respondents from various backgrounds, such as rank, education, and occupation. In addition, direct interviews with informants were conducted to obtain primary data related to research issues (Subagyo, 1992). Documentation was also used as a secondary data source, which included books, journals, regulations, and government archives relevant to the research topic.

The data analysis technique in this study follows the method of Miles and Huberman (1992), which includes three main steps: (1) Data reduction is done by simplifying and highlighting important points from the collected data to make it more systematic; (2) Data presentation using visual displays such as tables or graphs to clarify the relationship between data; and (3) Conclusion drawing and verification, where initial conclusions are made from patterns and meanings identified in the data, then strengthened as additional data is added to ensure validity.

Results and Discussion
Description of the analysis of the performance of the state civil apparatus of the population administration and civil registration offices and community and village empowerment.

The performance analysis of the state civil apparatus (ASN) in the Population and Civil Registration Administration Office and Community and Village Empowerment in South Papua is based on Permendagri No. 6 of 2022 and the Harvard JFK School theory which includes three elements: *support*, *capacity*, and *value*. The purpose of implementing this regulation is to build a reliable ASN performance management system, evaluate the performance of civil servants and PPPK based on regulatory indicators, improve ASN performance and accountability, realize a world-class bureaucracy, and implement a merit system. ASN performance assessment in this study is divided into three main indicators: planning, implementation, and evaluation.

Description of the results of the performance analysis of the performance of the state civil apparatus of the population administration and civil registration offices and community and village empowerment.

The results of the analysis of ASN performance in the Population and Civil Registration Office and Community and Village Empowerment of Merauke Regency show that the office is located in the city center, facilitating access for residents from four sub-districts to take care of population documents. In contrast, the Population and Civil Registration Office of South Papua Province still faces obstacles, such as not having an official building, so the location of the office is difficult for residents to find.

The Merauke District Office strives to continuously improve the quality of services and human resources, especially by implementing information technology to keep up with population growth. The implementation of digital technology in population services is expected to overcome obstacles such as limited forms, because services can be carried out online (Ferdinandus et al., 2023). Thus, services become more efficient and effective, allowing citizens to fill out forms and get electronic signatures or barcodes online.

Matric Optimizing ASN Performance Through the Implementation of PermenPan RB No.6 of 2022 in the Population Administration and Civil Registration Office; Government of South Papua Province

Table 1. Accumulation Matrix of ASN Performance Optimization Planning Indicators

Assessment Indicator	Presentation Tendency	Mentions	Conclusion
1	2	3	4
1. Planning	$\dfrac{325}{450}$ x100%= 72%	No need for improvement	Does not require improvement (above 66) with the conclusion that the optimization of ASN performance through the implementation of permenpanrb no.6 of 2022 in the Civil Registration and Civil Registration Office of the Government of South Papua Province shows a high indicator so it meets the standards of optimal ASN performance.
2.Availability of Apparatus and Expert Resources	$\dfrac{284}{450}$ x100%= 63%	Needs Improvement	Still requires improvement (below 66) with the conclusion that the optimization of ASN performance through the implementation of permenpanrb no.6 of 2022 in the Civil Registration and Civil Registration Office of the South Papua Provincial Government shows moderate indicators So it has not met the standards of optimal ASN performance.
3.Budget Availability	$\dfrac{328}{450}$ x100%= 72 %	No need for improvement	Does not require improvement (above 66) with the conclusion that the optimization of ASN performance through the implementation of permenpanrb no.6 of 2022 in the Civil Registration and Civil Registration Office of the Government of South Papua Province shows a high indicator so it meets the standards of optimal ASN performance.
4.Availability of Infrastructure	$\dfrac{290}{450}$ x100%= 64%	Needs Improvement	Still requires improvement (below 66) with the conclusion that the optimization of ASN performance through the implementation of permenpanrb no.6 of 2022 in the Civil Registration and Civil

			Registration Office of the South Papua Provincial Government shows moderate indicators So it has not met the standards of optimal ASN performance.
5.Achievement of Performance and Results	293 __x100%= 65% 450	Needs Improvement	Still requires improvement (below 66) with the conclusion that the optimization of ASN performance through the implementation of permenpanrb no.6 of 2022 in the Civil Registration and Civil Registration Office of the South Papua Provincial Government shows moderate indicators So it has not met the standards of optimal ASN performance.
Optimization of ASN Performance in the field of Planning	340 __x 100%=45% 760	Needs improvement	Still requires improvement (below 66) with the conclusion that the optimization of ASN performance through the implementation of permenpanrb no.6 of 2022 in the Civil Registration and Civil Registration Office of the South Papua Provincial Government shows moderate indicators So it has not met the standards of optimal ASN performance.

Source: data June 2024

The table shows that the planning dimension indicator in optimizing ASN performance through the implementation of Permenpan RB number 6 of 2022 in the Population and Civil Registration Office and Community and Village Empowerment of the South Papua Provincial Government, in general, the percentage is 45%, meaning that ASN performance in the agency has not met optimal standards in the field of planning (Dara, 2021). The conclusion is that the planning for optimizing the performance of ASN still needs improvement because of the 5 assessment indicators measured there are only 2 (two) indicators that get a percentage value above 66 while the other assessment indicators totaling 3 (three) get an assessment below 66, meaning that they still need improvement in the tendency of the assessment indicators in the planning field to get a percentage of 76% with the designation not requiring improvement, Based on the results of interviews with the head of the Population and Civil Registration Office of Merauke Regency, the planning and budget indicators used by the agency are in accordance with the previously prepared plans, so there are no shortcomings, for example in terms of the expenditure budget that is annually obtained by the agency ... thus he said.

Table 2. Accumulation Matrix of ASN Performance Optimization Implementation Indicators

Assessment Indicator	Presentation Tendency	Mentions	Conclusion
1.Knowledge	323 __x100%= 72%	No need for	Does not require improvement (above 66) with the conclusion that the optimization of ASN

	450	improvement	performance through the implementation of permenpanrb no.6 of 2022 in the Civil Registration and Civil Registration Office of the Government of South Papua Province shows a high indicator so it meets the standards of optimal ASN performance.
2.Skills	330 __x100%= 73 % 450	No need for improvement	Does not require improvement (above 66) with the conclusion that the optimization of ASN performance through the implementation of permenpanrb no.6 of 2022 in the Civil Registration and Civil Registration Office of the Government of South Papua Province shows a high indicator so it meets the standards of optimal ASN performance.
3.Creative and Innovative	326 __x100%= 72 % 450	No need for improvement	Does not require improvement (above 66) with the conclusion that the optimization of ASN performance through the implementation of permenpanrb no.6 of 2022 in the Civil Registration and Civil Registration Office of the Government of South Papua Province shows a high indicator so it meets the standards of optimal ASN performance.
4.Clarity of SOP	285 __x100%= 63 % 450	Needs Improvement	Still requires improvement (below 66) with the conclusion that the optimization of ASN performance through the implementation of permenpanrb no.6 of 2022 in the Civil Registration and Civil Registration Office of the South Papua Provincial Government shows moderate indicators So it has not met the standards of optimal ASN performance.
5.Good manners	289 __x100%=64 % 450	Needs Improvement	Still requires improvement (below 66) with the conclusion that the optimization of ASN performance through the implementation of permenpanrb no.6 of 2022 in

			the Civil Registration and Civil Registration Office of the South Papua Provincial Government shows moderate indicators So it has not met the standards of optimal ASN performance.
6.Communication	278 __x100%= 61 % 450	Needs Improve ment	Still requires improvement (below 66) with the conclusion that the optimization of ASN performance through the implementation of permenpanrb no.6 of 2022 in the Civil Registration and Civil Registration Office of the South Papua Provincial Government shows moderate indicators So it has not met the standards of optimal ASN performance.
Implementation of ASN Performance Optimization	405 __x100%=45% 900	Needs Improve ment	Still requires improvement (below 66) with the conclusion that the optimization of ASN performance through the implementation of permenpanrb no.6 of 2022 in the Civil Registration and Civil Registration Office of the South Papua Provincial Government shows moderate indicators So it has not met the standards of optimal ASN performance.

Source: data June 2024

The table shows that the implementation dimension indicator in optimizing ASN performance through the implementation of permenpan rb number 6 of 2022 in the Population and Civil Registration Office and Community and Village Empowerment of the Government of South Papua Province, in general, the percentage is 45%, meaning that ASN performance in the agency still needs improvement because of the 6 indicators that (three) obtained a percentage of 72% above 66 with the designation of not requiring improvement, there are 3 indicators, namely the knowledge assessment indicator obtaining a percentage of 7, The budget availability assessment indicator obtained a percentage of 72% with the designation Not needing improvement, other assessment indicators obtained a percentage of 63% with the designation needing improvement, the courtesy assessment indicator obtained a percentage of 64% with the designation needing improvement, then the communication assessment indicator obtained a percentage of 61% with the designation dutuhuh improvement. Based on the results of an interview with Mr. Nasrull, the head of the population information and information sector of the Population and Civil Registration Office of Merauke Regency, that in the implementation of tasks in the field, many of them are taken over by the father himself, which should be the task of the technical implementers in the field, namely the ASN employee staff under him, so there is still a need for intensive guidance and assistance on tasks in the field .. he said.

Table 3. Accumulation Matrix of ASN Performance Optimization Evaluation Indicators

Assessment Indicator	Presentation Tendency	Mentions	Description
1	2	3	4
1. Responsibility	293 __x100%= 65 % 450	Needs improvement	Still requires improvement (below 66) with the conclusion that the optimization of ASN performance through the implementation of permenpanrb no.6 of 2022 in the Civil Registration and Civil Registration Office of the South Papua Provincial Government shows moderate indicators So it has not met the standards of optimal ASN performance.
2.Friendliness	272 __x100%= 60 % 450	Needs improvement	Still requires improvement (below 66) with the conclusion that the optimization of ASN performance through the implementation of permenpanrb no.6 of 2022 in the Civil Registration and Civil Registration Office of the South Papua Provincial Government shows moderate indicators So it has not met the standards of optimal ASN performance.
3.Dexterity and responsiveness	304 __x100%= 68 % 450	No need for improvement	Does not require improvement (above 66) with the conclusion that the optimization of ASN performance through the implementation of permenpanrb no.6 of 2022 in the Civil Registration and Civil Registration Office of the Government of South Papua Province shows a high indicator So it is already
4.Accuracy	286 __x100%= 64 % 450	Needs improvement	Still requires improvement (below 66) with the conclusion that the optimization of ASN performance through the implementation of permenpanrb no.6 of 2022 in the Civil Registration and Civil Registration Office of the South Papua Provincial Government shows moderate indicators So it has not met the standards of optimal ASN performance.
5.Cooperation	324 __x100%=76 % 450	No need for improvement	Does not require improvement (above 66) with the conclusion that the optimization of ASN performance through the implementation of permenpanrb no.6 of 2022 in the Civil Registration and Civil Registration Office of the Government of South Papua Province shows a high indicator So it is already
6.Discipline	324 __x100%=76 %	No need for	Does not require improvement (above 66) with the conclusion that the

	450	improvement	optimization of ASN performance through the implementation of permenpanrb no.6 of 2022 in the Civil Registration and Civil Registration Office of the Government of South Papua Province shows a high indicator So it is already
7. Effectiveness and efficiency	$\frac{288}{450}$ x100%=64 %	Needs improvement	Still requires improvement (below 66) with the conclusion that the optimization of ASN performance through the implementation of permenpanrb no.6 of 2022 in the Civil Registration and Civil Registration Office of the Government of South Papua Province shows moderate indicators so it has not met the standards of optimal ASN performance.
8. Initiative	$\frac{317}{450}$ x100%=70%	No need for repair	Does not require improvement (above 66) with the conclusion that the optimization of ASN performance through the implementation of permenpanrb no.6 of 2022 in the Civil Registration and Civil Registration Office of the Government of South Papua Province shows a high indicator so it has met the optimal ASN performance standards.
1. Satisfaction	$\frac{290}{450}$ x100%=64 %	Needs improvement	Still requires improvement (below 66) with the conclusion that the optimization of ASN performance through the implementation of permenpanrb no.6 of 2022 in the Civil Registration and Civil Registration Office of the South Papua Provincial Government shows moderate indicators So it has not met the standards of optimal ASN performance.
Evaluation Optimizing ASN Performance	$\frac{607}{1350}$ x100%=45%	Needs improvement	Still requires improvement (below 66) with the conclusion that the optimization of ASN performance through the implementation of permenpanrb no.6 of 2022 in the Civil Registration and Civil Registration Office of the South Papua Provincial Government shows moderate indicators So it has not met the standards of optimal ASN performance.

Source data June 2024

The table shows that the evaluation dimension indicator in optimizing ASN performance through the implementation of permenpan rb number 6 of 2022 in the Population and Civil

Registration Office and Community and Village Empowerment of the Government of South Papua Province, in general the percentage is 45%, meaning that the performance of ASN in the agency still requires improvement because of the 9 indicators (three) obtained a percentage above 66 with the designation of not requiring improvement, the three indicators are the cooperation assessment indicator obtained a percentage of 76%, the discipline assessment indicator obtained a percentage of 76% with the designation of not needing improvement, the initiative assessment indicator obtained a percentage of 70%, others obtained a percentage below 66 with the designation of needing improvement, namely the responsibility assessment indicator obtained a percentage of 65% with the designation of needing improvement, then the friendliness assessment indicator obtained a percentage of 60% with the designation of needing improvement. The accuracy assessment indicator obtained a percentage of 64%, the effectiveness and efficiency assessment indicator obtained a percentage of 64% and the public satisfaction assessment indicator obtained a percentage of 64^ with the designation needing improvement. Based on the results of interviews with Mr. Nasrull (2021), the head of the population information and information sector of the Population and Civil Registration Office of Merauke Regency and through the observations of the research team that there is still a need for intensive guidance and mentoring of ASN staff field officers, including discipline issues at work time.

Table 4. Summary matrix of indicators that have not met performance standards Optimal ASN

Assessment Indicator	Presentation Tendency	Mentions	Description
1. Availability of apparatus resources and experts	$\frac{284}{450} \times 100\% = 63\%$	Needs improvement	Still requires improvement (below 66) with the conclusion that the optimization of ASN performance through the implementation of permenpanrb no.6 of 2022 in the Civil Registration and Civil Registration Office of the South Papua Provincial Government shows moderate indicators So it has not met the standards of optimal ASN performance.
2. Availability of Infrastructure	$\frac{290}{450} \times 100\% = 64\%$	Needs improvement	Still requires improvement (below 66) with the conclusion that the optimization of ASN performance through the implementation of permenpanrb no.6 of 2022 in the Civil Registration and Civil Registration Office of the Government of South Papua Province shows moderate indicators so it has not met the standards of optimal ASN performance.

3.Achievement of Performance and Results	$\dfrac{293}{450}$ x100%= 65%	Needs improvement	Still requires improvement (below 66) with the conclusion that the optimization of ASN performance through the implementation of permenpanrb no.6 of 2022 in the Civil Registration and Civil Registration Office of the South Papua Provincial Government shows moderate indicators So it has not met the standards of optimal ASN performance.
4.Clarity of SOP	$\dfrac{285}{450}$ x100%= 63 %	Needs improvement	Still requires improvement (below 66) with the conclusion that the optimization of ASN performance through the implementation of permenpanrb no.6 of 2022 in the Civil Registration and Civil Registration Office of the South Papua Provincial Government shows moderate indicators So it has not met the standards of optimal ASN performance.
5.Courtesy	$\dfrac{289}{450}$ x100% = 64 %	Needs improvement	Still requires improvement (below 66) with the conclusion that the optimization of ASN performance through the implementation of permenpanrb no.6 of 2022 in the Civil Registration and Civil Registration Office of the South Papua Provincial Government shows moderate indicators So it has not met the standards of optimal ASN performance.
6.Communication	$\dfrac{278}{450}$ x100%= 61 %	Needs improvement	Still requires improvement (below 66) with the conclusion that the optimization of ASN performance through the implementation of permenpanrb no.6 of 2022 in the Civil Registration and Civil Registration Office of the South Papua Provincial Government shows moderate indicators So it has not met the standards of optimal ASN performance.
7.Responsibility	$\dfrac{293}{450}$ x100%= 65 %	Needs improvement	Still requires improvement (below 66) with the conclusion that the optimization of ASN performance through the implementation of permenpanrb no.6 of 2022 in

			the Civil Registration and Civil Registration Office of the South Papua Provincial Government shows moderate indicators So it has not met the standards of optimal ASN performance.
8.Friendliness	$\dfrac{272}{450} \times 100\% = 60\%$	Needs improvement	Still requires improvement (below 66) with the conclusion that the optimization of ASN performance through the implementation of permenpanrb no.6 of 2022 in the Civil Registration and Civil Registration Office of the South Papua Provincial Government shows moderate indicators So it has not met the standards of optimal ASN performance.
9.Accuracy	$\dfrac{286}{450} \times 100\% = 64\%$	Needs improvement	Still requires improvement (below 66) with the conclusion that the optimization of ASN performance through the implementation of permenpanrb no.6 of 2022 in the Civil Registration and Civil Registration Office of the South Papua Provincial Government shows moderate indicators So it has not met the standards of optimal ASN performance.
10.Discipline	$\dfrac{276}{450} \times 100\% = 61\%$	Needs improvement	Still requires improvement (below 66) with the conclusion that the optimization of ASN performance through the implementation of permenpanrb no.6 of 2022 in the Civil Registration and Civil Registration Office of the South Papua Provincial Government shows moderate indicators So it has not met the standards of optimal ASN performance.
11.Effectiveness and efficiency	$\dfrac{288}{450} \times 100\% = 64\%$	Needs improvement	Still requires improvement (below 66) with the conclusion that the optimization of ASN performance through the implementation of permenpanrb no.6 of 2022 in the Civil Registration and Civil Registration Office of the South Papua Provincial Government shows moderate indicators So it has not met the standards of optimal ASN performance.

| 12.Satisfaction | 290 __x 100% = 64 % 450 | Needs improvement | Still requires improvement (below 66) with the conclusion that the optimization of ASN performance through the implementation of permenpanrb no.6 of 2022 in the Civil Registration and Civil Registration Office of the South Papua Provincial Government shows moderate indicators So it has not met the standards of optimal ASN performance. |

Data Suber June 2024

The table shows that indicators consisting of planning, implementation and evaluation indicators that get a percentage between 33 - 66 of 150 respondents are indicators that hinder the realization of optimizing ASN performance through the application of Permenpan RB number 6 of 2022 in the Population and Civil Registration Office and Community and Village Empowerment of the South Papua Provincial Government, because in tendency the percentage of 12 indicators obtained a percentage below 66 with the designation needs improvement. Based on the results of interviews with Mr. Nasrull (2015), head of the population information and information sector of the Merauke Regency Population and Civil Registration Office and Mr. Hengky, secretary of the provincial population and civil registration office and through direct observation of the research team, it is still necessary to provide intensive guidance and assistance to ASN staff field officers, including the issue of discipline at work time.

Table 5. Summary matrix of indicators that have met the standard optmal ASN performance

Assessment Indicator	Presentation Tendency	Mentions	Description
1	2	3	4
1. Availability of Operational Budget	328 __x100%= 72 % 450	No need for improvement	Does not require improvement (above 66) with the conclusion that the optimization of ASN performance through the implementation of permenpanrb no.6 of 2022 in the Civil Registration and Civil Registration Office of the Government of South Papua Province shows a high indicator so that it meets optimal performance standards.
2. Knowledge	323 __x100%= 72% 450	No need for improvement	Does not require improvement (above 66) with the conclusion that the optimization of ASN performance through the implementation of permenpanrb no.6 of 2022 in the Civil Registration and Civil

			Registration Office of the Government of South Papua Province shows a high indicator so that it meets optimal performance standards.
3. skills	330 __x100% = 73 % 450	No need for improvement	Does not require improvement (above 66) with the conclusion that the optimization of ASN performance through the implementation of permenpanrb no.6 of 2022 in the Civil Registration and Civil Registration Office of the Government of South Papua Province shows a high indicator so that it meets optimal performance standards.
4. Creative and innovative	326 __x100% = 72 % 450	No need for improvement	Does not require improvement (above 66) with the conclusion that the optimization of ASN performance through the implementation of permenpanrb no.6 of 2022 in the Civil Registration and Civil Registration Office of the Government of South Papua Province shows a high indicator so that it meets optimal performance standards.
5 Cooperation	324 __x100%= 76 % 450	No need for improvement	Does not require improvement (above 66) with the conclusion that the optimization of ASN performance through the implementation of permenpanrb no.6 of 2022 in the Civil Registration and Civil Registration Office of the Government of South Papua Province shows a high indicator so that it meets optimal performance standards.
6.Initiative	317 __x100%= 70 % 450	No need for improvement	Does not require improvement (above 66) with the conclusion that the optimization of ASN performance through the implementation of permenpanrb no.6 of 2022 in the Civil Registration and Civil Registration Office of the Government of South Papua Province shows a high indicator so that it meets optimal performance standards.

Data Source June 2024

The table shows that the indicators consisting of planning, implementation and evaluation indicators that obtain a percentage of 67-100 from 150 respondents are indicators that support the realization of optimizing ASN performance through the implementation of Permenpan RB number 6 of 2022 in the Population and Civil Registration Office and Community and Village Empowerment of the Government of South Papua Province, because in tendency the percentage of 6 indicators obtained a percentage above 66 with the designation does not need improvement. Based on the results of interviews with Mr. Nasrull, head of the population information and information sector of the Population and Civil Registration Office of Merauke Regency and Mrs. Head of the Population and Civil Registration Office of Merauke Regency and through direct observation of the research team that from several supporting infrastructure facilities such as the building occupied by the Population and Civil Registration Office of Merauke Regency is of a modern standard type, apart from that from several tools or machines used for population and civil registration services that are standard, in addition there are several Bachelor graduates both S1 and S2 who have standard knowledge competencies as well.

Conclusion

Based on the results of research on efforts to optimize ASN performance through the implementation of Permenpanrb Number 6 of 2022 at the Population and Civil Registry Office and the Community and Village Empowerment Office of South Papua Province, it can be concluded that in general the implementation of population and civil registration administration services at the Population and Civil Registry Office of South Papua Province, after being measured based on existing indicators in the aspects of planning, implementation, and evaluation, shows results with a percentage between 33-66%. This shows that the performance of these services has not met the expected standards and requires improvement, especially in dimensions such as the availability of natural resources and experts, infrastructure facilities, achievement of work results, clarity of SOPs, politeness, communication, responsibility, friendliness, timeliness, discipline, effectiveness and efficiency, and community satisfaction. However, there are also several dimensions that have met performance standards with percentages between 67-100%, such as the availability of operational budgets, knowledge, skills, creativity, innovation, cooperation, and initiative.

Regarding the obstacles faced, the results showed that the Population and Civil Registration Office of Merauke Regency still needs support for adequate infrastructure facilities. From a managerial perspective, problems that need to be improved include clarity of SOPs, employee attitudes, communication, responsibility, friendliness, accuracy, discipline, and cooperation between related elements. Nevertheless, the Population and Civil Registration Office of South Papua Province has taken concrete steps to respond to the demands of the times, including the development of information technology and the dynamics of population development. Short-term improvement plans, such as the construction of a provincial Dukcapil office building equipped with information technology facilities, as well as the need for experts to operate information technology equipment, are the main focus. In addition, tiered and continuous supervision is also needed to ensure services remain optimal for the community.

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