

The Divorce Legalization Services at the Indonesian Embassy (KBRI) Singapore during the Covid-19 Pandemic

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Abstract. *The research entitled Divorce Legalization Services at the Embassy of the Republic of Indonesia (KBRI) Singapore during the Covid-19 Pandemic aims to identify and analyze the public services of the Embassy of the Republic of Indonesia (KBRI) Singapore during the Covid-19 pandemic. To find out the legalization of divorce power of attorney services at the Indonesian Embassy (KBRI) Singapore during the Covid-19 pandemic, and to analyze the obstacles to the legalization of divorce services at the Indonesian Embassy (KBRI) Singapore during the Covid-19 pandemic and look for the solution. The method used in this research is descriptive qualitative method. A qualitative descriptive approach is an approach used to explore further, describe the situation to be observed in the field in a more specific, transparent and in-depth manner. The results of this study can be concluded that the public services of the Republic of Indonesia Embassy (KBRI) Singapore during the Covid-19 pandemic were carried out by utilizing information and communication technology by accessing the website of the Indonesian Embassy (KBRI) Singapore and making queues online in advance so that all the applicant can be scheduled the date and time of arrival. For the service of legalizing a divorce power of attorney, the waiting time to get a queue is approximately 1 month, while for taking documents that have been legalized, the applicant must wait for at least 6 months and the documents are sent to the address in Singapore according to the address stated on the passport. This of course has a negative impact especially for Indonesian lawyers who want to take care of the legalization of power of attorney for their clients. The long waiting time to obtain the legalization of a divorce power of attorney is of course not in accordance with the principles of public service regarding timeliness, speed, convenience and affordability contained in Article 4 of Law Number 25 of 2009 concerning Public Services and also not in accordance with the organizing principle public services regarding the principles of simplicity, clarity and time*

certainty contained in the Decree of the Minister for Empowerment of State Apparatuses (MENPAN) Number 63 of 2003. In fact, every implementation of public services must have service standards as a guarantee of certainty for service recipients. Service standard is a measurement that is carried out in the implementation of public services that must be obeyed by service providers and or recipients. This problem occurs because the online queuing web system will stop automatically when the maximum service quota has been reached so that this affects the accuracy and speed of service time. The absence of clear SOPs in consular services also contributes to causing power of attorney legalization services to be considered chaotic and unclear. In addition, the Indonesian Embassy in Singapore was not responsive and solution-oriented in dealing with complaints from applicants. Thus the authors provide suggestions and solutions so that the Indonesian Embassy in Singapore improves the online service delivery system, namely by repairing the online queuing server so that server downtime and full queues do not occur frequently which results in delays in online divorce power of attorney services. Improving SOPs in consular services so that services for legalizing divorce power of attorney at the Indonesian Embassy (KBRI) in Singapore are more focused, disciplined and timely.

Keywords: Attorney Divorce; Embassy; Public; Service.

1. Introduction

At the end of 2019, the world was shocked by the news of an outbreak of a disease thought to have originated in animals. The virus is thought to have mutated so that it can infect humans and has very fast transmission. This virus later became known as SARSCoV-2, also called CoV-19. According to the World Health Organization (WHO), Corona viruses (Cov) are a virus that infects the respiratory system. Basically, it is an RNA virus that can cause the sufferer to suffer from acute respiratory disease (COVID-19), which will seriously infect the lower respiratory tract, and is followed by symptoms of bronchitis, pneumonia, and fibrosis. Symptoms of this virus will get stronger if the sufferer has a weak immune system / immune system. As well as having an impact on human health.

The massive spread of COVID-19 has forced various countries to make certain policies to protect their citizens. For example, the British government's policy of limiting outdoor activities has been implemented, which prohibits its citizens from traveling outside except for urgent needs, starting from March 23, 2020. Apart from England, Hamzelou also noted that other countries have

implemented similar policies, including South Africa, India , Malaysia, Singapore and the Philippines.³ In Indonesia itself various policies have been issued by the central and regional governments. Starting from appealing to work at home (work from home) for most of the State Civil Apparatus (ASN), eliminating worship activities, and asking people to stay at home and reduce economic activity outside the home.

At a more technical level, Indonesian Immigration has also begun to make various adaptations in carrying out the task of protecting and serving the community. This can be seen from changes in Standard Operating Procedures during the Covid-19 Pandemic. The Ministry of Law and Human Rights and the Directorate General of Immigration have issued various policy innovations to adapt various health protocols as an effort to prevent the transmission of Covid-19 during the Covid-19 pandemic, both in terms of working at Immigration Checkpoints, adjusting service desks for service applicants immigration with protective screens, dress adjustments by making Special Service Clothes (PDK) for employees, to the implementation of the Work from Home and Work From Office systems. This is not only implemented by the Indonesian government, The Embassy of the Republic of Indonesia in Singapore also implements online services including obtaining divorce power of attorney. Where since March 23, 2020 all Public Services, namely immigration, consular, and employment services can only be carried out by prior agreement by sending an email to singapura.kbri@kemenlu.go.id.

Regarding the legalization of power of attorney or personal documents for Indonesian citizens specifically for work permit holders who are domiciled in Singapore, for consular services after the Covid-19 pandemic, an appointment must be made through an online queue. This came into force after the Ministry of Foreign Affairs Circular Note SE/00076/PK/06/2022/64 concerning Indonesia as a state party to the 1961 Convention on the Elimination of Legalization Requirements for Foreign Public Documents (Apostille Convention). Prior to the Covid-19 pandemic, the legalization of power of attorney or personal documents for Indonesian citizens was carried out by coming directly to the Indonesian Embassy in Singapore with the required documents, and at that time the legalization was also given.

This was proven when the author, in this case, in his capacity as an advocate, got a client from Singaporean Overseas Women Workers (TKW) in a divorce case with case number: 1414/Pdt.G/2021/PA.Clp between Erna Setyowati and Abdurrohman. At that time the writer (advocate) had made a special and special power of attorney which was then sent to the client's address in Singapore to request legalization at the Indonesian Embassy in Singapore. Prior to the Covid-19 pandemic, applicants (clients) could go directly to the Consular section at the

Indonesian Embassy in Singapore bringing all ORIGINAL documents according to the requirements and at that time legalization could also be carried out. However, after Covid-19, in terms of processing the legalization of a power of attorney, the applicant (client) must make an appointment online. The waiting time to get a queue is approximately 1 month, Meanwhile, for taking documents that have been legalized, the applicant (client) must wait for at least 6 months. This certainly has a negative impact, especially for Indonesian lawyers who want to take care of the legalization of power of attorney for their clients.

Besides that, the long waiting time to get a queue for services for the legalization of power of attorney, which reaches almost 1 month, is of course not in accordance with the principles of public service regarding timeliness, speed, convenience and affordability contained in Article 4 of Law Number 25 of 2009 concerning Public services and also not in accordance with the principles of public service delivery regarding the principles of simplicity, clarity and certainty of time contained in the Decree of the Minister for Empowerment of State Apparatuses (MENPAN) Number 63 of 2003. Even though every implementation of public services must have service standards as a guarantee of certainty for recipients service. Service standard is a measurement that is carried out in the administration of public services that must be obeyed by service givers and or recipients.

Based on the Regulation of the Minister of Administrative Reform and Bureaucratic Reform of the Republic of Indonesia Number 15 of 2014 concerning Guidelines for Service Standards, as stipulated in Law Number 25 of 2009 concerning Public Services states that the components of service standards at least include requirements; systems, mechanisms, and procedures; completion period; fees/tariffs; service products; handling of complaints, suggestions and feedback. So in the author's opinion, if the service at the Indonesian Embassy in Singapore does not apply one of them, especially regarding the completion period, it can be said that the Indonesian Embassy in Singapore has not implemented it perfectly regarding the Service Standard Guidelines in accordance with the mandate of Law Number 25 of 2009 concerning Public service.

This study aims to determine the legalization of divorce power of attorney services at the Indonesian Embassy (KBRI) Singapore during the Covid-19 pandemic and to analyze the obstacles to the legalization of divorce services at the Indonesian Embassy (KBRI) Singapore during the Covid-19 pandemic and looking for a solution.

2. Research Methods

The research method that the writer uses is descriptive qualitative research. This

method is used on the basis of the consideration that this research wants to describe the conditions that will be observed in the field in a more specific, transparent and in-depth manner. Besides that, this research tries to explore deeply and in detail from this phenomenon which will not be answered if the informant only fills out a questionnaire. So it requires an intense approach to explore the things needed so that detailed and accurate data can be obtained directly from the source.

3. Results and Discussion

3.1. Overview of the Public Services of the Embassy of the Republic of Indonesia (KBRI) Singapore During the Covid-19 Pandemic

Seeing the many needs of Indonesian Workers related to services, in this case the services during the Covid-19 pandemic were still carried out by the Indonesian Embassy (KBRI) in Singapore so that they could meet the service needs of Indonesian Workers. Public service format is the main task of a bureaucracy in order to serve the needs of the community in accessing government administration needs. Public service is one of the barometers of bureaucratic performance where a bureaucracy that is able to provide good public services is considered to have good performance as well, conversely an organization that does not provide good public services is considered a bureaucracy that cannot provide services to the public.

Public services carried out by various government organizations so far have been carried out in a traditional way in the sense that people who need public services must come directly to the place of public services, so that public services require government officials to provide services to people who wish to request services to meet face to face. direct. Public services like this have long been held which have not turned a blind eye to being able to provide services to the community well, not least people who are satisfied with the services provided.

Prior to the Covid-19 pandemic, public services at the Indonesian Embassy (KBRI) in Singapore were held directly to bring together the Embassy and Indonesian workers who needed services. After the Covid-19 pandemic to improve good public services for Indonesian immigrants, the Embassy of the Republic of Indonesia (KBRI) Singapore initiated a digital-based public service in which between the Embassy and Indonesian workers who request public services do not have to meet face to face, but can be done by using information and communication technology. Indonesian workers who will request public services only need to access the web page that has been provided and then follow the instructions.

For services at the Embassy of the Republic of Indonesia (KBRI) Singapore, you

can access it through the website of the Embassy of the Republic of Indonesia (KBRI) Singapore <https://www.kemlu.go.id/singapore/id>. Just choose a representative service, then choose a public service infographic. Since the Covid-19 pandemic, several services at the Indonesian Embassy in Singapore have been carried out online by creating an online queue in advance so that all applicants can schedule a date and time of arrival. Currently, the obstacles in the form of regulations both internal and external to the Indonesian Embassy can still be adjusted to the working procedures of the service during Covid-19 according to the Covid-19 service health protocol. The main obstacle lies in adjusting work procedures which must prioritize the health of all, both officers and applicants who enter the service area at the Indonesian Embassy in Singapore. At the time before Covid-19, everyone could enter the Indonesian Embassy in Singapore.

3.2. Divorce Legalization Services at the Indonesian Embassy (KBRI) Singapore During the Covid-19 Pandemic

During the Covid-19 pandemic, the implementation of public services at the Indonesian Embassy (KBRI) in Singapore certainly underwent many changes due to the implementation of policies that were expected to prevent and minimize transmission, such as limiting human mobility to reduce contact between sufferers or people who suspected of being a virus carrier in society, travel restrictions or travel restrictions, full lockdowns, limiting social relations (social distancing), implementing Work from Home and Work From Office systems, even restrictions on public services. One of the restrictions on public services carried out by the Embassy of the Republic of Indonesia (KBRI) in Singapore is that services are carried out online.

Even though there is a policy related to adjusting the work system during the Covid-19 pandemic, public services must still be carried out based on public service standards as stipulated in the Law of the Republic of Indonesia Number 25 of 2009 concerning Public Services and the Regulation of the Minister of Administrative Reform and Bureaucratic Reform of the Republic of Indonesia Number 15 of 2014 concerning Service Standard Guidelines. Service standard is a benchmark that is used as a guideline for service delivery and a reference for evaluating service quality as an obligation and promise of administrators to the public in the framework of quality, fast, easy, affordable and measurable services.

Meanwhile, according to Article 21 of the Law of the Republic of Indonesia Number 25 of 2009 concerning Public Services, the components of public service standards at least include:

1. Legal basis

Laws and regulations that form the basis of service delivery.

2. Condition

Requirements (documents or other things) that must be met in managing a type of service, both technical and administrative requirements.

3. Systems, mechanisms, and procedures

Standardized service procedures for service providers and recipients, including complaints.

4. Time period

The period of time required to complete the entire service process of each type of service.

5. Fees/tariffs

Fees charged to service recipients in managing and/or obtaining services from the operator, the amount of which is determined based on an agreement between the provider and the community.

6. Service product

The results of services provided and received are in accordance with predetermined conditions.

7. Facilities, infrastructure, and/or facilities

Equipment and facilities needed in providing services, including equipment and service facilities for vulnerable groups.

8. Executor competence

Capabilities that must be owned by the executor which includes knowledge, expertise, skills and experience.

9. Internal monitoring

The system of internal control and direct supervision carried out by the head of the work unit or the executor's direct supervisor.

10. Handling of complaints, suggestions, and feedback

Procedures for handling complaints and follow-up.

11. Number of Executors

Executor availability according to workload. Information regarding the composition or number of officers carrying out tasks according to the distribution and description of tasks.

12. Service guarantee

Providing certainty that services are carried out in accordance with service standards.

13. Service security and safety guarantee

In the form of a commitment to provide a sense of security, free from danger, risk and doubt.

14. Executor performance evaluation

Assessment to find out how far the executor of activities in accordance with service standards.

While the service standard components according to the Regulation of the Minister of Administrative Reform and Bureaucratic Reform of the Republic of Indonesia Number 15 of 2014 concerning Service Standard Guidelines are divided into two parts, namely:

1. Components of Service Standards related to the service delivery process (service points) include:

- a. Condition
- b. Systems, mechanisms, and procedures
- c. Term of service
- d. Fees/tariffs
- e. Service product
- f. Handling of complaints, suggestions and input/appreciation

2. Components of Service Standards related to the service management process

(manufacturing) include:

- a. Legal basis
- b. Facilities and infrastructure, and/or facilities
- c. Executor competence
- d. Internal monitoring
- e. Number of executors
- f. Service guarantee
- g. Service security and safety guarantee
- h. Executor performance evaluation

At the Embassy of the Republic of Indonesia (KBRI) in Singapore, the service for legalizing divorce power of attorney during the Covid-19 pandemic was carried out online and face-to-face. For the legalization of power of attorney or personal documents for Indonesian citizens specifically for work permit holders who are domiciled in Singapore, with the issuance of a Circular Letter of the Ministry of Foreign Affairs SE/00076/PK/06/2022/64 Indonesia as a party to the convention on the elimination of legalization requirements for foreign public documents in 1961 (Apostille Convention), for consular services must make an appointment via online queue at <https://services.indonesianembassy.sg/>.

Based on this circular letter, the Indonesian Embassy (KBRI) Singapore began making changes related to service standards, namely providing services online by utilizing technology. The use of technology during the Covid-19 pandemic is one way to avoid face-to-face activities in the field of public services. Because by utilizing existing technology, the community or public can receive services easily, namely from their respective residences, which means there is no need to come directly to the office.

However, in fact, based on the results of an interview with an informant regarding the online service for legalizing a divorce power of attorney at the Indonesian Embassy (KBRI) in Singapore, the waiting time to get in line is approximately 1 month, after getting an appointment schedule with consular officials, only then will the power of attorney legalization service be provided. in the presence of a consular officer may be carried out. Meanwhile, for taking

documents that have been legalized, the applicant (client) must wait for a minimum of 6 months and the document is sent to the address in Singapore according to the address stated on the passport. In this case, if the applicant is an Indonesian Migrant Worker (TKI), then the document will be sent to the address of the employer where the TKI works.

Other informants said that online public services were unsatisfactory, such as the difficulty of obtaining information via telephone, WhatsApp, live chat, electronic mail / e-mail and so on provided by public service providers to reduce crowds. This was also confirmed by other informants who said that apart from the difficulty in obtaining information online, such as difficulty contacting or not responding to WhatsApp, live chat, electronic mail/e-mail and so on, the information obtained online was limited, for example, public service providers could only provide information in general only via telephone, whatsapp, live chat, electronic mail / e-mail and so on.

From these problems, the author argues that the service for legalizing divorce power of attorney at the Embassy of the Republic of Indonesia (KBRI) Singapore during the Covid-19 pandemic was not in accordance with the principles of public service regarding timeliness, speed, convenience and affordability contained in Article 4 of the Law Number 25 of 2009 concerning Public Services and also not in accordance with the principles of public service delivery regarding the principles of simplicity, clarity and certainty of time contained in the Decree of the Minister for Empowerment of State Apparatuses (MENPAN) Number 63/Kep/M.PAN/7/2003. Meanwhile, according to Article 4 of Law Number 25 of 2009 concerning Public Service, the principles of public service are:

1. Public interest;

The provision of services must not prioritize personal and/or group interests.

2. Legal certainty;

Guarantee the realization of rights and obligations in the delivery of services.

3. Equal rights;

The provision of services does not discriminate between ethnicity, race, religion, class, gender, and economic status.

4. Balance of rights and obligations;

Fulfillment of rights must be proportional to the obligations that must be carried out, both by the provider and recipient of the service.

5. Professionalism;

Service executors must have competence in accordance with the field of duty.

6. Participatory;

Increasing community participation in the delivery of services by taking into account the aspirations, needs and expectations of the community.

7. Equal treatment or non-discrimination;

Every citizen has the right to fair service.

8. Openness;

each service recipient can easily access and obtain information about the desired service.

9. Accountability;

The process of providing services must be accountable in accordance with the provisions of laws and regulations.

10. Special facilities and treatment for vulnerable groups;

Providing convenience to vulnerable groups so as to create justice in services.

11. Punctuality; And

Completion of each type of service is carried out on time in accordance with service standards.

12. Speed, convenience, and affordability

Every type of service is done quickly, easily, and affordably.

Because the purpose of public service is basically to satisfy the community, to achieve that satisfaction requires professional quality of public service by taking into account the principles of public service. In accordance with the Decree of the Minister for Empowerment of State Apparatuses (MENPAN) Number 63/Kep/M.PAN/7/2003, that the principles of administering public services are as follows:

1. Simplicity

Simplicity is related to public service procedures that are not complicated, easy to understand and easy to implement by the community.

2. Clarity

The clarification in question includes in terms of technical and administrative requirements for public services, work units of officials who are authorized and responsible for providing services and resolving complaints in the implementation of public services, details of public service fees and payment procedures.

3. Certainty of time

Completion and implementation of public services can be completed within a predetermined time period.

4. Accuracy

Accuracy means that the product or public service provided must be correct, appropriate and legal.

5. Security

As long as the community is in the process of performing public services, they must be able to receive a sense of security and legal certainty.

6. Responsibility

Leaders of public service providers are responsible for administering services and resolving complaints in the implementation of public services.

7. Complete facilities and infrastructure

Availability of work equipment and other adequate support to help complete a public service.

8. Ease of access

Places and locations as well as service facilities that are adequate and easy to reach by the community and utilize existing technology.

9. Discipline, courtesy and friendliness

Providing services must be disciplined, polite, friendly, and sincere in providing

services.

10. Comfort

The service environment must be orderly, orderly, a comfortable waiting room, clean, tidy, and provide supporting facilities such as parking lots, toilets and others.

Apart from that, in the Regulation of the Minister of Administrative Reform and Bureaucratic Reform Number 36 of 2012 concerning Technical Guidelines for the Preparation, Determination and Application of Service Standards, there are several principles in preparing, establishing and implementing service standards applied by service providers. The principles of these services are as follows:

1. Simple

Service standards that are easy to understand, easy to follow, easy to implement, easy to measure, with clear procedures and affordable costs for the community and organizers.

2. Consistency

In preparing and implementing service standards, attention must be paid to provisions in adhering to time, procedures, requirements, and setting affordable service fees.

3. participatory

Preparation of service standards by involving the community and related parties to discuss together and gain alignment on the basis of commitments or agreement results.

4. Accountable

Matters regulated in service standards must be consistently implemented and accounted for to interested parties.

5. Ongoing

Service standards must apply according to policy developments and the need to improve service quality.

6. Transparency

It must be easily accessible and known by the whole community.

7. Justice

Service standards must guarantee that the services provided can reach all people of different economic status, geographical location distance, and differences in physical and mental capabilities.

By not heeding the principles and principles of public service, at least the Embassy of the Republic of Indonesia (KBRI) Singapore has not implemented perfectly the Service Standard Guidelines in accordance with the mandate of Law Number 25 of 2009 concerning Public Services, Regulation of the Minister of Administrative Reform and Bureaucratic Reform of the Republic Indonesia Number 15 of 2014 concerning Guidelines for Service Standards, Regulation of the Minister of Administrative Reform and Bureaucratic Reform of the Republic of Indonesia Number 36 of 2012 concerning Technical Guidelines for the Preparation, Determination and Application of Service Standards, and Decree of the Minister for Empowerment of State Apparatuses (MENPAN) Number 63/Kep/M .PAN/7/2003 concerning General Guidelines for the Implementation of Public Services.

Whereas public service is a series of activities in the framework of fulfilling service needs in accordance with statutory regulations for every citizen and resident for goods, services, and/or administrative services provided by public services. The provision of services within this scope must be fulfilled by the government in a good, accountable and maximum manner, so that satisfaction in the community in receiving services can be fulfilled. Public services do not only provide physical services, but the attitudes and behavior of service providers are an important point in public services. Community satisfaction is not only seen in the speed of service, ease of service and so on, but on aspects of kindness and ethics in providing services.

Because the community, in this case Indonesian citizens in Singapore, have the right to receive good and quality service with fast, easy, cheap, timely and good service. What is needed by the community in terms of public services is the obligation of the Embassy of the Republic of Indonesia (KBRI) Singapore to serve them. So that if this can be done well, public services will also run well in accordance with the principles and principles of public service. But on the contrary, if the service received or perceived is lower than expected, it can be said that the service quality is bad.

In assessing the extent to which the quality of public services provided by government officials, it is necessary to have criteria that indicate whether a given public service can be said to be good or bad, qualified or not. In this regard,

Zeithaml said that:

SERVQUAL is an empirically derived method that may be used by a service organization to improve service quality. The method involves the development of an understanding of the perceived service needs of target customers. These measured perceptions of service quality for the organization in question, are then compared against an organization that is "excellent". The resulting gap analysis may then be used as a driver for service quality improvement.

SERVQUAL is an empirically derived method that can be used by service organizations to improve service quality. This method includes developing an understanding of the service needs felt by customers. This is measured from the perception of service quality for the organization concerned, then compared to a "very good" organization. The resulting gap analysis can then be used as a guide for improving service quality. Zeithaml states that service quality is determined by two things, namely: expected service and perceived service. Expected service and received service are determined by the dimension of service quality which consists of ten dimensions. According to Zeithaml, Parassuraman and Berry, there are ten main factors that determine service quality, namely: Tangibles (tangible); Reliability (reliability); Responsiveness; Competence (Competent); Access (Access); Courtesy (Courtesy); Communication (Communication); Credibility (Credibility); Security (Security); Understanding The Customer (Understanding the party being served). However, in subsequent developments that the ten dimensions of service quality above were summarized into five main dimensions consisting of reliability, responsiveness, assurance (which includes competence, courtesy, credibility, and security), empathy (which includes access, communication and understanding the customer), as well as tangibles.

3.3. Analysis of Constraints on Obstacles to Legalizing Divorce Power of Attorney Services at the Indonesian Embassy (KBRI) Singapore During the Covid-19 Pandemic and Their Solutions

Building a quality service is not easy, because there will be several challenges and obstacles that must be addressed positively for the development of further services. These challenges and constraints naturally occur considering the many supporting components of public service management. As previously explained, the obstacle to legalizing divorce power of attorney services at the Indonesian Embassy (KBRI) Singapore during the Covid-19 period was regarding the accuracy and speed of service provided by the Indonesian Embassy (KBRI) Singapore. From this presentation, the author can analyze the causes of problems with the accuracy and speed of service for the legalization of divorce power of attorney at the Indonesian Embassy (KBRI) Singapore during Covid-19, namely:

15. To get the online queue, the applicant must wait for approximately one

month. This is because the online queue web system will stop automatically when the maximum service quota has been reached. In one day, online queue requests usually reach thousands, while the maximum service quota in one day is only a little over a hundred.

16. There is no clear SOP for consular services, so the power of attorney legalization service can be considered chaotic and unclear.

17. The Embassy of the Republic of Indonesia (KBRI) in Singapore was not responsive and solution-oriented in dealing with complaints from applicants. The author is of the opinion that the Indonesian Embassy in Singapore seems less professional in providing services.

18. There are still many Singaporean citizens who are technology illiterate.

19. Cultural factors, namely based on the results of interviews with several respondents they said that they preferred services that were carried out face-to-face compared to services that were carried out online.

From these obstacles, the author tries to provide suggestions and solutions to improve services for the legalization of divorce power of attorney at the Indonesian Embassy (KBRI) Singapore during the Covid-19 pandemic, including:

1. Provide clear information about service standards

Service standards at the Indonesian Embassy (KBRI) Singapore underwent changes during the Covid-19 pandemic, including the issuance of a Circular Letter of the Ministry of Foreign Affairs SE/00076/PK/06/2022/64 concerning Indonesia as a party to the convention abolishing legalization requirements for foreign public document of 1961 (Apostille Convention), consular services must make an appointment via online queue at <https://services.indonesianembassy.sg/>.

In this regard, the importance of service standards is used as a reference in measuring service effectiveness and measuring service user satisfaction in a public service unit. The consular SOP at the Indonesian Embassy (KBRI) in Singapore must be revised again so that the service process is carried out in accordance with the SOP so that order and discipline are created in providing services. In this case, to improve the quality of public services, it is necessary to have public service standards first. These public service standards are the entry point for the unsatisfactory aspect of public service received by the community so far. Good service will ultimately be able to provide satisfaction to the community. Optimal service in the end will also be able to improve the image of the Embassy of the Republic of Indonesia (KBRI) in Singapore so that the image of the organization in the eyes of the public continues to improve. The existence of

a good organizational image, then everything that is done by the organization will be considered good too.

2. Improving the online service delivery system

During a pandemic, technology should be a way to prevent face-to-face activities from occurring if it is owned by an agency in the field of public services. Because by utilizing existing technology, the community or public can receive services easily, namely from their respective residences, which means there is no need to come directly to the office, in essence the community or public must have a smartphone/computer connected to the internet network to access internet-based services. the online.

This online based service is implementation of Electronic Government or commonly known as e-Government. E-Government is the use of technology in increasing access and delivery of government services that can benefit all citizens. But unfortunately the implementation of online-based services at the Indonesian Embassy (KBRI) in Singapore is considered not ready because it is still frequent server downtime occurs and the queue is full so that online services that should be expected to expedite the service process actually take longer because the waiting time to get a queue can be up to one month long.

3. Improving the Competence of Service Executors

Competence is the main capital for officers or employees as service implementers. With the competence possessed, it will make it easier for us to do work and reduce the risk of errors when doing a job. Competence is a set of integrated capabilities, consisting of knowledge, skills and attitudes, which are conditional for effective performance, in a particular context, profession, organization, position, role and situation. With competence, service quality will be produced, then with service quality it will also produce work performance and the realization of effectiveness and efficiency within an organization.

4. Follow up service

Following up on services can help isolate aspects of the service that need improvement. The Embassy of the Republic of Indonesia (KBRI) Singapore needs to take the initiative to contact some or all of the applicants to find out their level of satisfaction or perception of the services provided. The Embassy of the Republic of Indonesia (KBRI) Singapore can also make it easy for applicants to communicate, both regarding their needs and complaints.

5. Develop a service quality information system

A service information system is a system that uses various kinds of research in a systematic way to collect and disseminate service quality information to support decision making. The information needed covers all aspects, namely current and past data, quantitative and qualitative, internal and external, as well as information about the Indonesian Embassy. and the applicants.

4. Conclusion

Based on the results of the discussion described above, the authors can draw the conclusion that during the Covid-19 pandemic the service for legalizing a divorce power of attorney at the Indonesian Embassy in Singapore could not be said to be a good public servant because it was not in accordance with the principles of public service regarding timeliness, speed, convenience and affordability contained in Article 4 of Law Number 25 of 2009 concerning Public Services and also not in accordance with the principles of public service delivery regarding the principles of simplicity, clarity and certainty of time contained in the Decree of the Minister for Empowerment of State Apparatuses (MENPAN) Number 63/Kep/M.PAN/7/2003. In fact, every implementation of public services must have service standards as a guarantee of certainty for service recipients.

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