

## **Electronic Resident Card-Making Services (KTP-el)**

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### **Abstract**




Based on Constitution no. 25 of 2009 concerning public services are all forms of activities in a series of fulfilling service needs for every citizen, both goods, services, and administrative services provided by public services. In the implementation of public services, there are still problems that cause people's lack of satisfaction, as is the case in the management of KTP-el which until now cannot be applied according to the specified procedure. This study aims to determine the quality of service in making KTP-el in Kabupaten Padang Lawas Utara. The research method used is descriptive qualitative method, with nine informants in the study with data collection techniques, namely observation, interviews, and documentation. Data analysis uses data reduction, data presentation, and conclusion. Based on the results of research on the quality of service in making *KTP-el* in Kabupaten Padang Lawas Utara seen from the (tangible) it is quite good in service facilities and infrastructure to the community, the (reliability) is good in providing services to the community, although training is needed for the community. officers to improve skills, the dimension of assurance (guarantee) is not good in the timeliness of issuing KTP-el to the public, empathy (empathy) in service there are still discriminatory services (discrimination) to the community. It is hoped that The quality of service for making KTP-el in North Padang Lawas Regency can be further improved to create satisfying services for the community.

Keywords: Quality; service; Electronic Identity Card; KTP-el; citizen

### **Introduction (11pt, Book Antiqua)**

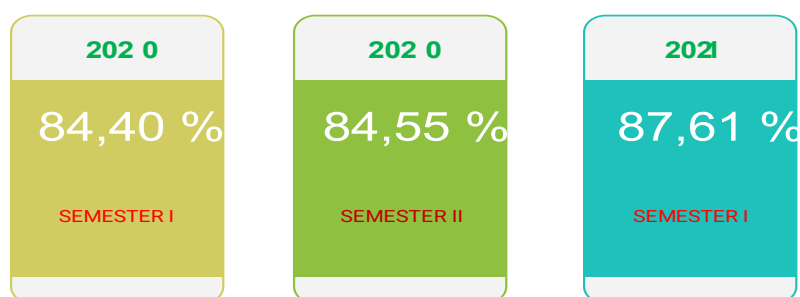
Quality affects performance in meeting customer expectations or services that affect the level of community satisfaction (Suandi, 2019), to produce a quality product and service as expected. Guest dan Davis (Mosso et al., 2018) quality is a dynamic condition related to products, services, people, and Lupiyoadi (Sawir, 2020) quality traits and characteristics in fulfilling their abilities as needed. Quality of service is the main key for all agencies in achieving predetermined goals, public services need to pay attention to customer needs can be met if public services provide good service, The triggering factor of this problem was the availability of teaching staff, while the obstacle dealt (Nazaruddin, n.d.). Stewart thinks The overnment must deliver public service with a set of innovations by giving attention to public needs (Aritonang, 2017). The World Bank (2018) stated that improving public sector performance can be done through novation. This includes regional innovation namely public service innovation (Wiryanto, 2020). Expected public services are by the guidelines for the Decree of the State Minister for Empowerment of State Apparatus No. 63/KEP/M.PAN/7/2003. Based on UU No 24 Tahun 2013 change from UU Nomor 23 Tahun 2006, KTP must be owned by all residents in Indonesia who are 17 years old or those who are 17 years old but have never been married, in this profile, it is called a mandatory resident of KTP. One of the services in the Regency Padang Lawas Utara is a service for making e-KTP which is a basic service to the community, e-KTP is an important element in population administration and this has been stated in *Constitution* No 24 Tahun 2013 on Population Administration.

### Data on the Recapitulation of the Population and Civil Registration Office of Padang Lawas Regency

		2020	2020
	Semester	I	II
	WajibKTP	174.52	179.497
	BeKTP	150.794	151.76

Padang Lawas Utara in the year 2020 in semester I who are required to have an KTP-el around 174.523 people but the reality is around 150.794 people who have KTP-el and as many as 23.729 people do not have KTP-el. In the year 2020 in the second semester, the mandatory e-KTP is around 179.497 people while those who have KTP-el only 151.757 people around 27,730 people who do not have an KTP-el and this indicates that in 2020 in the second semester there will be an increase in people who do not have an KTP-el. In the first semester of 2021, 176,965 people are required to have an KTP-el. However, in fact, only 154,950 people have an KTP-el, so around 22,015 people do not have an KTP-el and this is marked by the decrease in people who do not have an KTP-el.

### Data on Ownrshipof K T P -el in North Padang Lawas Regency



Based on the data above, we can see that the coverage of e-KTP ownership in the Regency is North Padang Lawas every year it increases except in 2020 in the second semester it has decreased by 84.55% while in 2020 in the first semester it has increased by 86.40% and similarly in 2021 the first semester has also increased by around 87.61% although every year experienced a slight increase. For the coverage of e-KTP ownership in North Padang Lawas Regency, which should be 90% every semester, this has not been able to happen because many people are still not aware of the importance of population administration. this was marked by the Department of Population and Civil Registry of North Padang Lawas Regency picking up the ball to the field from the village and school levels.

From the results of observations, the people of North Padang Lawas Regency who do not know how important population administration is, it is also indicated by the North Padang Lawas Population and Civil Registration Office inviting the community to succeed in the Administration Awareness Indonesia Movement Program as expressed by the Head of the North Padang Lawas Population and Civil Registration Office. the community will have valid data on one Indonesian resident and one population administration data with the existence of services around sub-districts and villages such as Electronic Identity Card (KTP-el) services, Family Cards (KK), Child Identity Cards (KIA), Birth Certificates and Certificates Marriage. (<https://www.metronline.co/2020/02/disdu>)

Another problem also exists from the printing of e-ID cards based on SOP (Standar Operasional Prosedur) at the Department of Population and Civil Registration in North Padang Lawas Regency, making an KTP-el only takes 1x24 hours. Meanwhile, the process of completing the KTP-el document has not gone according to what is specified in the SOP (Standar Operasional Prosedur). This can be seen from the process of issuing KTP-el to the public which takes days. Based on the KTP-el services provided to the community, there is still a family system, it is not applied equally in providing KTP-el services, this tends to be a nepotism attitude while based on Constitution No. 25 tahun 2009 pasal 4 it is stated that in public services, there must be equal treatment/non-discrimination in providing services to the community.

## **Literature Review**

### **Definition of Quality**

Quality relates to products, services, people by Goeth dan Davis (Mosso et al., 2018), WE. Deming (Hardiyansyah, 2018) quality is continuous improvement (continuous improvement), Kotler (Hardiyansyah, 2018) Quality is a service that is influenced by the ability according to the needs of the theory that an item or service will be assessed if it can meet the expectations of the community itself. From the above opinion, it can be concluded that quality is everything that is able to meet the desires and needs of customers related to products, services, humans and processes and environments that meet or exceed expectations.

### **Definition of Service Quality**

Quality of public services according to service standards in providing services, Goeth dan Davis (Idayati et al., 2020) Service quality is a dynamic condition related to products, services, people, processes, and the environment. Which is basically something related to the fulfillment of customer expectations or needs where quality service can provide products and services (services) following customer needs and expectations. So the quality of service is the service provided to the community from various aspects, namely the service system, human resources for providing strategic services, and customers (customers) to solve consumer/community problems by service standards that have been set as a reference in providing services to recipient communities service.

### **Definition of Service**

Moernir state sustainable service activities covering all organizations in the community (Sawir, 2020), (Mulyawan & Rinawati, 2016) service actions that are intangible (not physically tangible), Werella (Mulyawan & Rinawati, 2016) service performance services are actively involved in a production itself from government institutions to elements of society, Gronross (Maulidiah, 2016) service activities are invisible (cannot be touched) between elements of consumers who need services. According to this opinion, service is an activity or series of activities that are invisible (cannot be touched) that involve human efforts and use equipment by serving the needs or requests of the community in the hope of providing satisfaction to the community.

### **Definition of Public Service**

Decree of the Minister of State Apparatus Empowerment No. 63/KEP/M.PAN/7/2003 public services, service activities are carried out by implementing the requirements of the legislation, (Putra, 2019) public service activities aimed at fulfilling goods and services. (Ahmad et al., 2016) public service or provision to the community in the form of the use of public facilities, both services and non-services. Wasistiono (Hardiyansyah, 2018) public services the provision of services by the government without payment to meet the interests of the community, Mahmudi (Sellang et al., 2022) public services service activities of public service providers in accordance with the provisions of the legislation, the Act No 25 Tahun 2009 pasal 1 a series of fulfilling service needs for every citizen, whether goods, services, administrative services are provided by public service providers.

### **Principles of Public Service**

Public services are carried out to provide satisfaction for service users (Pundenswari, 2017), Therefore, its implementation requires service principles for every public service provider agency that must pay attention to the principle of public service (Wahyuni, 2017). The principles of public service according to the Decree of the Minister of Empowerment of State Apparatus No.63/KEP/M.PAN/7/2003 (Rahmadhiani, 2021), as follows:

- a. Transparency, open and accessible to all parties who need it and provided adequately and easily understood.
- b. Accountability, can be accounted for in accordance with the provisions of the legislation.
- c. Conditional, in accordance with the conditions and capabilities of the service provider and recipient while adhering to the principles of efficiency and effectiveness.
- d. Participatory, encouraging community participation in the implementation of public services by taking into account the aspirations, needs, and expectations of the community.
- e. Equal rights, non-discriminatory in the sense of not discriminating against ethnicity, race, religion, class, gender, and economic status.
- f. The balance of rights and obligations, providers and recipients of public services must fulfill the rights and obligations of each party.

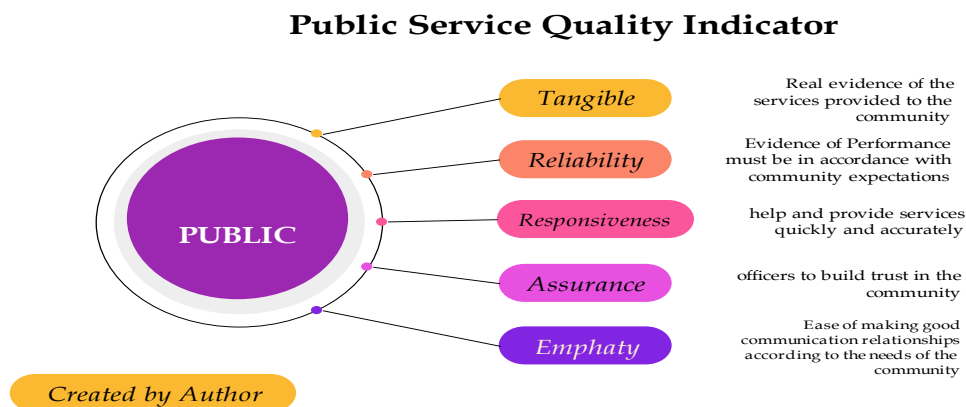
### **Definition of Electronic Identity Card (KTP-el)**

KTP-el comes from the word electronic-KTP, or Electronic Identity Card or often abbreviated KTP-el. Based on UU No. 24 Year 2013 (Lubis et al., 2019) Electronic Identity Card abbreviated KTP-el is an Identity Card equipped with a chip which is the official identity of the resident as proof of identity issued by the Implementing Agency. On UU No. 24 Year 2013 pasal 63 ayat 1 explains that every citizen who is 17 (seventeen) years old or has been married has the right to own KTP-el applicable nationally. In chapter 64 ayat 1 It is also explained that the KTP-el includes a picture of the Garuda Pancasila symbol and a map of the territory of the Unitary State of the Republic of Indonesia, containing elements of population data, namely NIK, name, place of birth, male or female, religion, marital status, blood type, address, occupation, nationality, photograph, validity period, place and date of issuance of the KTP-el, and the signature of the KTP-el owner.

### **Public Service Quality Indicator**

Opinion Zeithaml and Berry (Zeithaml et al., 1990) To measure the quality of service that is actually felt by the

community, there are indicators of service quality that lie in five dimensions of service quality, namely: Tangible, is the quality of service in the form of physical office facilities and the state of the surrounding environment, tangible evidence of the services provided to the community (Milasari et al., 2018). Reliability, to provide reliable and satisfactory service. Performance must be in accordance with community expectations, which means timeliness and skills in responding to public complaints and providing accurate services (Otaya, 2016), Responsiveness, is a responsiveness to help and provide services quickly and precisely. The speed of service provided is the responsiveness of the officers in providing services as needed (Jayanti & Purwanti, 2017), Assurance, given by officers to the community which includes knowledge, courtesy and the ability of officers to foster trust in the community (Yuniar & Handayani, 2016), Emphaty, giving sincere attention from officers to the community which is carried out personally or individually according to the situation and carried out in accordance with existing regulations, which includes the ease of making good communication relations according to the needs of the community (Amalia et al., 2017).



**Method**

This study uses a descriptive qualitative approach. The location of this research is the Department of Population and Civil Registration of North Padang Lawas Regency, the informants in the study used a purposive sampling technique with four officers from the Department of Population and Civil Registration of North Padang Lawas Regency and five people who performed services on the Electronic Identity Card (KTP-el). Sources of data taken through primary data and secondary data, data collection techniques are observation, interviews and documentation as well as for data analysis techniques using data reduction, data presentation and drawing conclusions or verification (Sugiyono, 2019).

**Results And Discussion**

To obtain data on service quality in making Electronic Identity Cards (KTP-el) in North Padang Lawas Regency assisted by Teory Zeithaml and Berry from four indicators, namely tangible, reliability, assurance, and empathy (Zeithaml et al., 1990).

**a. Tangible**

The tangible aspect is the aspect that consists of tangibles such as the appearance of physical facilities, equipment used by service providers and the appearance of the environment of public service providers. Tangible aspects are also related to physical things in services such as the state of the building, waiting room facilities, air conditioning, room cleanliness, public toilets, service aids and parking for the community. Things that can be seen at the Department of Population and Civil Registration of North Padang Lawas Regency based on research that has been done in terms of tangibles, including facilities and infrastructure that are still lacking, especially in the part of making e-ID cards, namely computers, printing equipment, ink, blanks and networks that often make errors. There was a delay in the process of issuing the KTP-el at the Department of Population and Civil Registration of North Padang Lawas Regency and the use of facilities and infrastructure had not been used properly. In terms of officer discipline, the office hours are not in accordance with what is expected, marked by officers who come above the specified hours. The facilities and infrastructure in making the KTP-el are still inadequate where the facilities and infrastructure in making this KTP-el in the computer section only has 2 units, 1 unit of KTP-el printing equipment, 1 unit of KTP-el recording equipment, 2 units of table and chairs 7 units. The facilities and infrastructure above have not been able to provide services that are in accordance with the community in making KTP-el because there are still shortages and tools that are often damaged. These facilities and infrastructure should be tools and materials needed by an officer to serve the community, especially in making KTP-el so that the services provided to the community can be perfect at the Population Service of North Padang Lawas Regency making e KTP-el.

**b. Reliability**

Aspects of reliability are aspects related to the reliability or ability of officers in using assistive devices and timeliness in providing services to every community. In terms of reliability at the Department of Population and Civil Registration of North Padang Lawas Regency, the service standard is good, every officer responds to people who experience problems, whether in file constraints or others. the KTP-el serve according to the wishes of the community, marked by the community being assisted if there are obstacles experienced. In terms of the ability of officers to use assistive devices in the form of computers or other electronic devices, they are by their capabilities, only in terms of the use of assistive devices, officers are still constrained where there is often damage to the KTP-el printing facilities and no training is carried out for officers every year to develop skills. officers in technological developments are increasingly fast now so officers are proficient in

using technology in different versions so that officers do not find obstacles in providing services to the public to obtain the desired documents.

**c. Assurance**

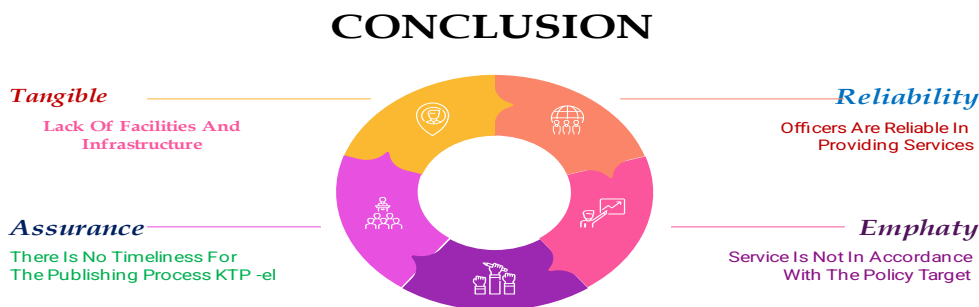
Guarantee is one that is given by officers to the community in a service, this includes knowledge, courtesy and the ability of officers to foster trust in the community, which is covered by guarantees of timeliness, guarantees of costs, guarantees of legality and guarantees of certainty. Based on research conducted at the Department of Population and Civil Registration of North Padang Lawas Regency in the aspect of assurance provided by officers to the community, it is still not good, in terms of guaranteeing the timeliness of the KTP-el issuance process not in accordance with procedures where it was found that many people complained about delays. issuance of KTP-el, some people even waited for almost a week. In terms of guaranteeing the cost of making an KTP-el, it is good that in the process the service is carried out free of charge to the community in accordance with existing provisions, although there are still some opinions from the community that applying for an KTP-el, they must use fees that are hidden by officers. The guarantee of legality and certainty in making the KTP-el is quite good, although there are often delays in the issuance of KTP-el to the public, this is because the network is often constrained as in general in Indonesia and also sometimes there are obstacles in terms of inadequate facilities and infrastructure in parts of the community. KTP-el where there is a shortage in terms of computers, blanks, printing equipment, and so on.

**d. Emphaty**

Empathy is the attention given by officers to the community sincerely which includes ease of communication given to the community who are overwhelmed by putting the interests of the community first, serving with a friendly attitude, politeness, non-discrimination and respect for the community. Based on research that has been conducted at the Department of Population and Civil Registration of North Padang Lawas Regency in the service of making KTP-el for the community in the empathy section, this is still not good, this is indicated by the existence of officers providing discriminatory services in which officers prioritize their family or colleagues in particular services. In the KTP-el making section, this indicates a closed communication carried out by officers to the community even though what has been stipulated in the service law is that services must be carried out without discriminating against groups or others or providing services with the same rights to the community except for emergency services or services to state agencies and this causes disappointment for the people themselves with the differences in services to the community, this discriminatory service should be removed from its culture so that people who provide services are comfortable an

**e. Conclusion**

Based on the results of research and discussions that have been put forward by researchers in the previous chapter, it can be concluded that the Quality of Service in Making Electronic Identity Cards in North Padang Lawas Regency seen from tangible indicators is not as expected, marked by a lack of facilities and infrastructure in making Electronic Identity Cards. (KTP-el), from reliability in making Electronic Identity Cards (KTP-el) in terms of reliability, officers are already reliable in providing services to the community.



Furthermore, for assurance that there is no timeliness for the process of issuing Electronic Identity Cards (KTP-el) to the public and indicators of empathy, there is an Electronic Identity Card (KTP-el) service provided by officers to the community that is not by what is stipulated in the Service Act. Defined public.

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