

Analysis The Implementation of Service Standards for Producing Electronic Population Card (E-KTP) in The East Aceh District Population and Civil Registration Service

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Abstract

In 2022, there will be 1294 people who have recorded their e-KTP in East Aceh Regency but have not yet received their KTP in its original form, so many people are complaining about the delay in completing the e-KTP. This research aims to analyze public services in processing Electronic Identity Cards (e-KTP) and analyze obstacles to improving public services at the East Aceh Regency Population and Civil Registration Service. This research is descriptive research using a qualitative approach. Data collection techniques were carried out using observation, interviews, and documentation techniques. The informants in this research are service recipient officers/apparatus who directly carry out public service activities, e-KTP recording officers/apparatus, e-KTP printing officers/apparatus, Regional Secretaries, Keuchik and service user communities as additional informants. Public services in processing Electronic Identity Cards (e-KTP) at the Population and Civil Registration Service of East Aceh Regency are considered to be still less than optimal, this is due to the still poor performance of several service indicators, namely: (1) Responsiveness, research results show that the Population Service and the East Aceh Regency Civil Registry has responded to all service users and provided services quickly and precisely. However, the completion time for the processing of e-KTP services is not yet clear, on the grounds that the facilities are inadequate, such as computers that are no longer suitable for use, servers, limited stock of blanks, the internet network from the center and damaged e-KTP printing equipment which hinders the service process (2) Empathy or Emphaty, research results show that service is still low. This is caused by the unfriendliness of employees in serving the community.

Keywords: Services, Public, e-KTP

INTRODUCTION

Public services are activities carried out by an organization or agency in an effort to fulfill the needs of the community. This service is carried out in accordance with statutory regulations with the basic rules and procedures that have been determined by each organization or agency. Government officials have an obligation to provide good services to the community in order to improve community welfare. In serving the community, the government cannot be separated from problems relating to relatively unsatisfactory service conditions. This is mainly related to the good and bad resources of professional government officials. The expected public services are in accordance with the guidelines for public service providers based on the Decree of the Minister for Administrative Reform No: 63/KEP/M.PAN/7/2003, concerning general guidelines for the implementation of public services such as service procedures, service requirements, ability of service officers, speed services, fairness in obtaining services, certainty of service costs, and certainty of service schedules, the government has consequences for improving services in the public service sector.

The government as a provider of services needed by the community must be responsible and continue to strive to provide the best services for public improvement. On the other hand, community satisfaction is a measure of the success of public services provided by public service providers, therefore public services must be focused on meeting community needs to the maximum, both in terms of quality and quantity. Public services are a strategic point in the development of good governance. One of the government's tasks is the service of making identity cards (KTP) and its implementation is closely related to the rights of every Indonesian citizen. As Masrin said (2-13:68), one of the general tasks of government is the population administration system, which in its implementation is closely related to civil rights or civil rights of the population.

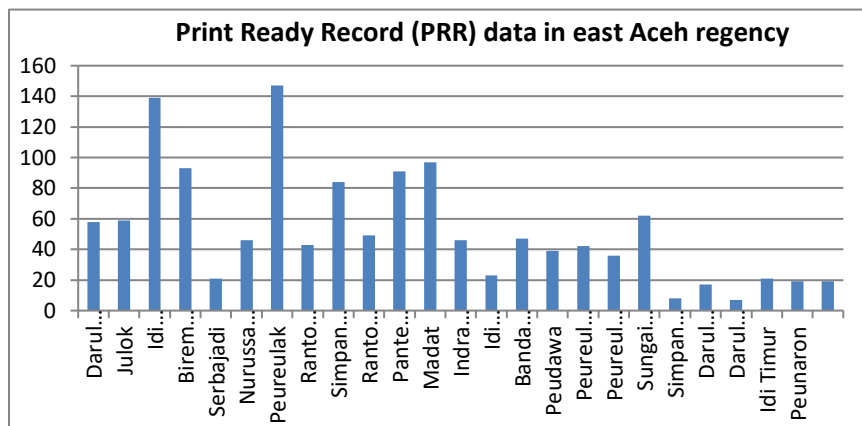
The spirit of public service as stated in Law no. 23 of 2014 reflects the function of the Regional Government, as the organizer of public services by the Regional Government, it is stated very clearly and very clearly, namely in article 14 concerning mandatory affairs that must be carried out by the Regency/City Government, namely: providing population and civil registration services, general government administration services, and implementation of other basic services mandated by statutory regulations. To create orderly population administration and the continuity of providing national population and data, the government is responsible for providing accurate and up-to-date population data. Then it is hoped that government officials throughout Indonesia will carry out public services well according to what the community expects.

The East Aceh Regency Population and Civil Registration Service is one of the providers of public administration

services in the Aceh Province region. This population service includes population registration and civil registration. Population registration includes Family Card (KK), Electronic Identity Card (e-KTP), transfer certificate, and Child Identity Card (KIA), while civil registration includes birth certificate extracts, death certificate extracts, divorce certificate extracts, child recognition records and validation of children, registration of name changes, and registration of changes in citizenship.

The e-KTP making service is a form of public service provided by government officials. The making of e-KTP was based on the conventional KTP making system in Indonesia which allows a person to have more than one KTP. This is because there is no integrated database that collects population data from all over Indonesia. The East Aceh Regency Population and Civil Registration Service is one of the government organizations implementing e-KTP creation. Of course, making this e-KTP applies to all citizens who are registered as residents of East Aceh Regency. Many residents of East Aceh Regency have taken care of making e-KTPs and have recorded them but have not yet received the original form of the e-KTP.

Figure 1



Source: PDAK Director General of Disdukcapil

From the data above, in 2022 there are 1294 who have recorded e-KTPs in 24 sub-districts in East Aceh Regency but have not received e-KTPs in their original form. So many people have complained about the delay in completing the e-KTP. Making an e-KTP is free of charge and is wide open to residents. However, in reality the implementation of e-KTP services in East Aceh is still experiencing problems. This problem is because the service provided by employees is still problematic, such as the completion time for e-KTP printing which is often late, it should be completed one day in accordance with East Aceh Regent Regulation Number: 060/281/2019 concerning Determination of Standard Operating Procedures at the Population and Civil Registration Service of Aceh Regency East, but in reality it takes days or even months. When completing e-KTP, people often complain because the completion time for e-KTP printing is uncertain. This has resulted in the East Aceh Regency Population and Civil Registration Service being the government agency that the public complains about the most.

Based on the description above, the implementation of making e-KTPs has not met the expectations of the community and the Population and Civil Registration Service of East Aceh Regency. So the author is interested in research related to the implementation of service standards for making electronic identity cards (e-KTP) in the East Aceh district population and civil registration service. There is a problem in the e-KTP making service, namely that processing e-KTP takes a long time and is not in accordance with the specified Standard Operating Procedures. Currently, there are still many weaknesses in the administration of public services by government officials in various service sectors, especially those involving the fulfillment of civil rights and basic community needs, this is indicated by the existence of various public complaints. Considering that the main function of the government is to serve the community, the government needs to continue to strive to improve services.

LITERATURE REVIEW

Concept of Public Services

Service is essentially a series of activities, therefore the service process takes place routinely and continuously, covering all processes of organizational life in society. The intended process is carried out in connection with meeting the mutual needs of the recipient and service provider. Services are provided by the government or private organizations to meet the needs of the community. Service involves three things, namely how to serve, providing services to other people and getting rewards, providing services in connection with buying and selling services. According to Moenir in Ruswati (2005:5) service is an activity carried out by a person or group of people based on material factors through certain systems, procedures and methods in the context of an effort to fulfill the interests of other people in accordance with their rights. The term public comes from English, namely public, which means general, society or state. Public which has a general meaning is public service which means public service, public which has the meaning of society is public relations which means community relations, while public which has the meaning of state is public authorities which means state authority (Djameludin, 1999:47).

According to Sinambella, et al (2010:5) public service is defined as providing services (serving) the needs of people or communities who have an interest in the organization in accordance with the basic rules and procedures that have been determined. Furthermore, according to Law no. 25 of 2009 concerning Public Services, public services are activities or series of activities in order to fulfill service needs in accordance with statutory regulations for every citizen and resident regarding goods, services and/or administrative services provided by public service providers. Meanwhile, MENPAN Decree

Number 63 of 2003, is as follows: "Public Services" are all service activities carried out by public service providers as an effort to fulfill the needs of service recipients and to implement the provisions of statutory regulations. Government is essentially a service to society, it cannot serve itself, but to serve society and create conditions that enable every member of society to develop their abilities and creativity in order to achieve common goals.

In MENPAN Decree Number 63 of 2003, it is stated that service delivery must fulfill several principles as follows:

- a) **Simplicity:** Public service procedures are not complicated, easy to understand and easy to implement.
- b) **Clarity:** This clarity concerns clarity in terms of: 1) Technical and administrative requirements for public services 2) Work units or officials who are authorized and responsible for providing services and resolving problems in the implementation of services 3) Details of public service costs and payment procedures.
- c) **Legal Certainty:** Service implementation can be completed within the specified time period.
- d) **Accuracy:** Service products can be completed within the specified time period.
- e) **Security:** Public service processes and products provide a sense of security and legal certainty.
- f) **Responsibility:** Leaders of public service providers or officials responsible for providing services and resolving complaints or problems in implementing public services.
- g) **Completeness of facilities and infrastructure:** Availability of adequate work facilities and infrastructure, work equipment and other supports including the provision of communications and information technology (telematics) facilities and infrastructure.
- h) **Discipline, Politeness and Friendliness:** Service providers must be disciplined, courteous and polite and provide good service.
- i) **Comfort:** The service environment must be orderly and have adequate facilities and infrastructure available.

RESEARCH METHODS

This research is descriptive research using a qualitative approach. Data collection techniques were carried out using observation, interviews, and documentation techniques. The informants in this research are service recipient officers/apparatus who directly carry out public service activities, e-KTP recording officers/apparatus, e-KTP printing officers/apparatus, Regional Secretaries, Keuchik and service user communities as additional informants who are deemed capable of providing information related to public services at the East Aceh Regency Population and Civil Registration Service.

RESULTS AND DISCUSSION

Analysis of the Implementation of Service Standards for Making Electronic Identity Cards (e-KTP) at the Population and Civil Registration Service of East Aceh Regency

The East Aceh Regency Population and Civil Registration Service is the first spearhead in providing services to the community which always provides public services to the local community. In serving the community, the East Aceh District Population and Civil Registration Service is also not free from problems relating to relatively unsatisfactory service conditions. To find out about public services in processing Electronic Identity Cards (e-KTP) at the Population and Civil Registration Service, it is carried out using three dimensions consisting of reliability, responsiveness, and empathy.

Dimensions of Reliability

The dimension of reliability is the ability to carry out promised services precisely, accurately, reliably, consistently and in conformity with the service. The officer's ability to use tools here is very determining in the service process provided. If all officers can use assistive devices in the service process, the service will be faster because they do not only rely on people who can use assistive devices. In the research conducted, all officers can use assistive devices in the service process. For example, computers, on average everyone can operate a computer, although there are some who cannot use a computer. Of the total number of officers there are only around 4 people who cannot use computers. Meanwhile, there are 4 officers who are experts in operating cameras and 3 e-KTP printing machines. The ability of officers to use tools in the service process is very important so that the service process can run well. All officers on duty in the service department must have the ability to use tools so that the service process can run smoothly. Each officer is expected to have the ability in knowledge, expertise, independence, mastery, and high work professionalism, so that the work activities carried out produce satisfactory forms of service, without any complaints or excessive impressions of the service received by the public.

In its implementation, the East Aceh Regency Population and Civil Registration Service has implemented it well. The officers' skills in using service tools are expert. So that when officers are absent for certain reasons, service activities continue to run as they should. The demand for officer reliability in providing easy, fast, and precise services is a condition for assessing the people served in showing the actualization of the officer's work in understanding the scope and description of work which is the attention and focus of each officer in providing his services. The essence of reliability service itself is that each officer has reliable abilities, knows the ins and outs of work procedures, work mechanisms, corrects various deficiencies or deviations that are not in accordance with work procedures and is able to demonstrate, direct and provide correct direction to every form of service that has not been implemented. understood by the public, so that it has a positive impact on the service, namely that the officer understands, masters, is reliable, independent, and professional regarding the job description he is carrying out.

Dimensions of Responsiveness

Aspect of responsiveness that must be provided by a bureaucratic organization that serves the community is by providing a good, fast and responsive response in responding to every public complaint and providing maximum service in every service at the East Aceh Regency Population and Civil Registration Service. This will create a sense of satisfaction

among the community as service users. To obtain information related to public services in processing electronic identity cards (e-KTP) at the East Aceh Regency Population and Civil Registration Service, researchers have conducted interviews with previously determined research informants. The information obtained through the interview process is that service users will feel appreciated if service officers can provide good responses. Responding to service users can have a positive effect on public services at the East Aceh District Population and Civil Registration Service. Officers respond and respond to service users who want to receive services by greeting them and asking for their needs. Based on research results, service officers from the East Aceh District Population and Civil Registration Service have responded to service users who want to provide services.

The responsiveness dimension is providing a good, fast and responsive response in dealing with every complaint from service users. Responsiveness in responding to service users is one of the drivers of service success, because if the implementation of services is based on attitudes, desires, and commitment to implementing services well, then better service quality will be created. Providing fast service is an important thing that must be done as a form of responsiveness towards service users, so that service users feel satisfied with the services provided at the East Aceh Regency Population and Civil Registration Service. Apart from speed, service users will also feel happy if the service is carried out correctly. Appropriate service is a match between the services provided and the needs of service users so that the needs obtained by service users can be resolved well and ultimately service user satisfaction can be achieved. Accuracy here is not only related to the product produced, but also related to the exact completion time as promised.

The Department of Population and Civil Registration of East Aceh Regency in providing Electronic Identity Card (e-KTP) processing services has not been in accordance with the right time, this is due to inadequate service tools, empty stock of blanks and the server/internet network from the center often problematic. The assessment of public services in processing Electronic Identity Cards (e-KTP) at the Population and Civil Registration Service of East Aceh Regency in this dimension is by using several indicators, namely responding to every customer/applicant who wants to get the service, the speed of the officer in providing the service, the accuracy of the officer / apparatus in carrying out services, and the timeliness of officers / apparatus in carrying out services. Implementation of indicators that have not been implemented properly at the East Aceh Regency Population and Civil Registration Service is the completion of services not within the specified time. Apart from that, the completion of the service did not meet the specified time due to limited facilities and equipment for the service, the stock of e-KTP blanks was empty and the server/internet network from the center had problems so that the process of making e-KTP was erratic and not in accordance with Standard Operating Procedures.

Dimensions of Emphaty

This dimension is related to the friendliness and care of officers in providing services. Staff who are friendly and communicate well will be one of the supporting factors for service users to provide a good assessment of the services provided. Based on research results, the East Aceh Regency Population and Civil Registration Service in providing services has prioritized the interests of service users. Every activity or service activity requires understanding and mutual understanding of assumptions or interests regarding a matter related to service. Services will run smoothly and with quality if every party interested in the service has a sense of empathy in completing or managing or has the same commitment to the service. The statement above shows that prioritizing the interests of service users is indeed important because service users are the main priority of service officers. If service users do not feel they are prioritized, it will cause complaints and give a bad impression to service staff.

Friendliness is very necessary for officers in carrying out a service process. Being friendly means being kind and engaging. If service staff are friendly, they will provide a good assessment from service users. However, when researchers observed, not all officers were friendly to service users because there were officers who showed an indifferent attitude. The statement above shows that empathy in a service is the presence of attention, seriousness, sympathy, understanding and involvement of parties interested in the service to develop and carry out service activities in accordance with the level of understanding and understanding of each party. The party providing the service must have empathy to understand the problems of the party they want to serve. The statement above shows that the friendliness provided by service staff will add to the sense of comfort of service users. Therefore, every officer must be friendly to service users.

Apart from being friendly, politeness is also needed in service. By being polite, service users will feel appreciated and respected. Based on research, East Aceh Regency Population and Civil Registration Service officers, especially service providers, have behaved politely. The statement above shows that the party being served should understand the limitations and abilities of the person serving, so that the integration between the party serving and receiving the service has the same feeling. This means that every form of service provided to the person being served requires empathy for the various problems faced by the person who needs the service. Those who want service to need a sense of concern for all forms of service management, by feeling and understanding the need for fast service demands, understanding various forms of service changes that cause complaints about the form of service that must be avoided, so that the service runs in accordance with the desired activities. by service providers and those who need services. The statement above shows that the attitude of respecting customers is the same as the officers considering the importance of every customer's needs. An attitude of respect can be done by greeting and smiling at the service user, then asking, and recording the service user's needs, providing explanations related to the service user's needs, and trying to ensure that the service user's needs are met. Based on research conducted by researchers, the East Aceh Regency Population and Civil Registration Service already has an attitude of respect for every service user.

In measuring the dimension of empathy, researchers based it on several indicators, including putting the interests of the applicant/customer first, officers serving with a friendly attitude, officers serving with a polite attitude, officers serving in a non-discriminatory manner and officers serving and respecting every customer. From the assessment indicators used, there are several indicators that have been implemented and have met the expectations of service users, including prioritizing the interests of the applicant/customer, officers serving with a polite attitude, officers serving in a non-discriminatory manner and officers serving and respecting each customer. . An indicator that has not fulfilled the desires and expectations of service

users is that officers serve with a friendly attitude, because there are still officers/apparatus who do not give smiles and greetings and even seem indifferent when serving service users. This fact is not in accordance with the existing theory that service officers should greet gently, speak good and correct language and be enthusiastic in serving service users. Friendliness is one of the main factors for success in service. One example is by smiling and saying hello. By smiling and saying hello, service users will feel that they have been cared for and they will feel comfortable with the services provided by the service provider.

CONCLUSION

Public Services in Processing e-KTP Identity Cards at the East Aceh Regency Population and Civil Registration Service are not yet running optimally. Because there are indicators that have not been implemented properly, namely that officers/apparatus have not provided services in a timely manner and officers/apparatus have not been friendly in serving the community. Obstacles to Improving Public Services in Processing e-KTP Identity Cards at the Population and Civil Registration Service are service user facilities, limited e-KTP forms and servers/networks from the center which often have problems. Thus hampering the existing service process.

The East Aceh Regency Population and Civil Registration Service should make additional budget proposals to the Regional Government to pay more attention to the condition of tools in the existing service process. This can be done by renovating facilities such as computers, servers and e-KTP printing equipment so that the East Aceh Regency Population and Civil Registration Service can provide maximum services at the right time in accordance with Standard Operating Procedures. The East Aceh Regency Population and Civil Registration Service also needs to create Service Standards related to friendliness, namely smiling and greeting so that the service process can run according to good service standards so that service users will feel satisfied with the services provided.

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