E-KTP Production Services for the Community of Ponorogo Regency, Indonesia

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ABSTRACT

The Regional Government attempts to improve the quality of public services through Law Number 32 of 2004, which addresses the primary instruments of regional government administration. Regional governments can develop and select the types of services required by the community in order to improve public services. These policies enable local governments to provide high-quality services to inhabitants, resulting in regional wealth and development. Maximize service depending on applicable legislation. This research aims to describe and analyze the implementation of public policies and analyze supporting and inhibiting factors for public services in the Population Administration Sector, especially Services for Making Electronic Identity Cards (E-KTP), based on the Implementation of Ponorogo Regency Regional Regulation Number 1 of 2018 concerning the implementation of Population Administration in Ponorogo Regency, and knowing the factor inhibitor and driving force in the The approach used in this study is qualitative research. The research is being conducted at the Population and Civil Registration Service in Ponorogo Regency, with data collected through observation, in-depth interviews, and documentation. In this study, data analysis procedures are based on Miles, Huberman, and Saldana's (2014) analytical technique model, which includes data condensation, data presentation, data verification, and data validity. According to the research findings, the electronic identity card implementation and service quality at the Ponorogo Regency Population and Civil Registration Service have been quite successful. The Ponorogo Regency Population and Civil Registration Service has implemented technological improvements, allowing services to be completed online. However, the service for processing electronic identity cards has yet to be available online since consumers cannot print electronic identity cards on their own.

Keywords: Production Services, Population and Civil Registration Service, Ponorogo Regency Regional Regulations.

1. INTRODUCTION

Service activities are inseparable from all life because the public has broad aspects, whether organized by the government, private sector, organizations, or others. Service activities cannot be separated from human life because they are needed in all aspects of life, including government-provided public services. In Indonesia, implementing public services is becoming an increasingly strategic policy issue because public service improvements tend to occur. At the same time, the implications, as is known, are vast because they touch all public spaces in economic, social, political, cultural, and other life. The Regional Government seeks to improve the quality of public services by Law Number 32 of 2004 concerning the main instruments in regional government administration. Regional governments can create and choose the types of services needed by the community to improve public services. Local governments can provide good quality services to residents due to these policies, resulting in regional wealth and prosperity.

Government bureaucracy in administrative services cannot be separated from the role of bureaucratic behavior, which directly determines the form of administrative services implemented by the government. The contribution of bureaucratic behavior directly impacting the government's administrative services cannot be separated from government bureaucracy in administrative services. As is usually the case in society, some have succeeded in implementing administrative services optimally. In contrast, others still need to provide optimal administrative

services to the community, especially in administrative service activities carried out at population and civil registration offices.

One of the development challenges in East Java is administrative services; this is also the case experienced by Ponorogo Regency, which requires population administration services that still need to be improved for the community. Several problems also arise from people who need help understanding the requirements that must be met to carry out administrative services. Many people still do not complete the requirements for making a residence card and identity card. The employees still need to be more professional and more thorough in providing services to the community so that in the implementation process, poor performance dramatically affects the services provided by employees to the community. Ponorogo Regency, as one of the autonomous regions that has developed e-government, should be able to improve public services, especially in terms of administration, but obstacles or problems still occur in the implementation process namely, the time interval between card printing and the recording process takes much time.

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This research aims to describe and analyze the implementation of public policies and to describe and analyze the factors supporting and inhibiting public services in the Population Administration Sector, especially the creation of electronic identity card (E-KTP) services based on the Implementation of Ponorogo Regency Regional Regulation Number 1 of 2018 concerning the Implementation of Population Administration. The benefit of this research is that it can develop knowledge on public services in the field of population administration in the world of academia and can contribute ideas to local government or non-government organizations/agencies regarding public services in the field of population administration.

2. LITERATUREREVIEW

According to Moenir (2002:17), "Service is the process of fulfilling needs through the direct activities of other people." Meanwhile, according to Gronroos in Ratminto & Atik Septi Winarsih (2007:2), "Service is an activity or series of activities that are invisible (cannot be touched) which occur as a result of interactions between consumers and employees or other things provided by service provider company intended to solve consumer/customer problems." Daryanto and Setyobudi (2014:1) define excellent service as the best service provided by a company to meet the expectations and needs of customers, both inside and outside the company, or the service provided to the public or service users that at least meets standards so that the people served feel satisfied, happy, or pleased.

According to Riyanto (Nurhidayati and Slipa, 2018), a service is a type of activity/activity supplied by one or more parties to other parties with whom they have a relationship in order to satisfy the second party's needs for goods and services. According to the definitions above, service is a collection of tangible actions taken to fulfill the needs of others by engaging in profitable activities for their enjoyment.Public services are all service activities performed by public service providers to meet the demands of service recipients while also enforcing the provisions of laws and regulations. The administration of public services is a government agency. People, communities, agencies, and legal entities receive public services from government authorities. According to Widodo Joko in Sadhana (2011), public service is defined as delivering services (serving) the needs of people or society who are interested in the organization in accordance with the basic norms and processes established.

There are three components to the implementation of public services. The first is that service providers are government entities, such as work units or organizational units at the central and regional levels, as well as state-owned and regional firms. Second, public service providers are government officials/employees who carry out public service tasks and functions in accordance with statutory rules. Third, public service receivers include individuals, communities, government agencies, and legal entities.Public services must constantly adapt to societal changes in order for the government to provide satisfactory public services to the society. To provide satisfactory services to users (in this case, the general public), service providers must adhere to service principles such as transparency,

accountability, conditionality, participation, equality of rights, and balance of rights and obligations. Aside from principles, public services must have standards and be disclosed to provide assurance to service recipients. Public service standards are established benchmarks used to implement public services that must be followed by both service providers and recipients. Minimum service standards must regulate service procedures for service providers and recipients, completion time from application to completion of services, including complaints, service costs, including details, service products provided by predetermined provisions, and the provision of facilities and supporting infrastructure in service delivery.

3. RESEARCH METHOD

3. 1 Research design

This research uses a qualitative method with a descriptive approach. According to Moh. Nazir (2005:54), descriptive research is a method of examining the status of a group of people, an object, a set of conditions, a system of thought, or a class of events in the present.

3. 2 Research sites

The location of this research was the Ponorogo Regency Population and Civil Registry Service. This location is being considered because it has made innovations in online registration using Google Forms. Apart from that, the Ponorogo Regency Population and Civil Registry Service often carries out "Pick Up the Ball" activities in sub-districts and villages to make it easier for people who are technically challenged by not being able to record electronic identity cards to be still able to process their population documents efficiently.

3. 3 Data Types and Sources

The data in the research consists of two types, namely primary and secondary data. Primary data was obtained from interviews with informants regarding their knowledge of using village funds in the Plandi Village Development program, Wonosari District, Malang Regency, East Java, Indonesia. Meanwhile, Secondary Data is processed data originating from searching and reviewing documents and reports related to utilizing village funds in the Plandi Village program, Wonosari District, Malang Regency, East Java, Indonesia.

3. 4 Data collection technique

This study's data collection methods included in-depth interviews, documentation, and observations. Interviews are forms of engagement or communication in which researchers, informants, or research participants ask and answer questions to gather information. The interview was in-depth. According to Sugiyono (2017: 124), documentation is a way of gathering data and information in the form of books, archives, documents, written numbers, and photos in the form of reports and information that may be used for research purposes. Observation is a five-senses-based activity used to gather information for research problems. Observations yield specific actions, incidents, events, objects, circumstances, or atmospheres.

3. 5 Technique Analysis Data

This study's data analysis technique is qualitative descriptive analysis. Data and information for this study are collected through interviews and documentation on the implementation of the Electronic Identity Card Management Service Policy. According to Miles, Huberman, and Saldana (2014), the data is processed and then presented descriptively before being assessed utilizing data condensation, data presentation, data verification, and data validity using qualitative data analysis.

4. RESEARCH RESULT

Data collection related to electronic identity card processing services in this research included observation, in-depth interviews, and documentation. To find out how the implementation IJf the electronic identity card in Ponorogo Regency based on Ponorogo Regency Regional Regulation Number 01 of 2018 will be explained as follows, namely the results of the researcher's interview with the Secretary of the Ponorogo Regency Population and Civil Registration Service regarding improving the quality of services provided to the community including what and with what kind of innovation? He said that "To improve services, there are several innovations carried out by the Department of

Population and Civil Registration, namely the existence of Automated Teller Machines, where the benefits of these machines are given to the community to facilitate service and havedocumentWhichintegratedwith the center, in this case, it is also conveyed that this machine has procedures that have been implemented setas approved by the Ministry of Home Affairs."

Next, the researcher asked about what innovations and breakthroughs have been made by the Department of Population and Civil Registration to fulfill community services. Has this innovation met the targets that have been set? Furthermore, he said that the innovation that had recently been carried out and was still being carried out was the mass/collective recording program in a few high schools in Ponorogo Regency. Some from the school agency immediately asked to come to the school, and some brought their students for recording at the Population and Civil Registration Service. We serve everything with good, precise, and timely efficiency accountable. Apart from that, to support and reduce the burden on the people themselves whose homes are pretty far from the city center, we from the Department of Population and Civil Registration provide a delivery service using the services of the Indonesian Post Office, which for this service is for those people who send it—documents so as not to wait and reduce time efficiency. In terms of using this Post Office delivery service, we have received approval from the community directly concerned to be willing to bear the costs themselves. This has received a positive response and input from the community, which is very practical and helpful for people far from the Ponorogo Regency Population and Civil Registration Service. Apart from that, we have a breakthrough, "Pick up the ball" for the community by providing services by visiting existing community meeting points locations in the domicile of the community who cannot come directly to the Population and Civil Registration Department. Usually, this service is called and uses a mobile car service. This Mobile Car Service is intended for Ponorogo Regency residents with an Orang Asli background, old people, or people with disorders or disability".

Next, the researcher asked, what factors inhibit services at the Population and Civil Registration Service? Direct service integrated. Do you think it hurts society? Furthermore, he said, "In 2022, we will run out of outblankElectronic identity cards, which has a direct impact on system services, thus causing continuous problems because, among the community members themselves, the electronic identity card is often used to work abroad, whereas if the blank form of the electronic identity card itself runs out and is no despicable will be inhibitor service cycle in the Department of Population and Civil Registration itself. Our steps yesterday were to reduce anxiety among public members, namely by using an electronic identity card certificate where the certificate is used and proof of collection for new recordings. In addition to new recordings, we provide them to applicants or members of the public. Changes to data elements in electronic identity cards. What data elements are usually replaced and updated by the public, namely Address, Marital Status, Type of Employment, and photo? For applicants for data changes, we provide input and the option to be still given a certificate by providing an offer using the service delivery service from the post office. That way, at the moment, "Electronic identity cards have not yet arrived, and there is a vacancy from the center, services related to electronic identity cards can be served accurately."

At different times, researchers asked other people who had provided services about what needed improvement in Population and Civil Registration. And were you served well when the officers provided the service? Furthermore, he said, "There is nothing that needs to be improved, as for me today formation and updating data in family card, which means the service is now faster, no need to queue which happened four years ago, there was still a rush. The explanation given by the officer regarding the flow and process that would be provided was obvious and detailed. "I hope that the Department of Population and Civil Registration will continue to provide services like this to the people of Ponorogo, especially with no differences between the communities themselves."

5. DISCUSSION OF RESEARCH RESULTS

5.1 Implementation of Electronic Resident Card Management Service Policy

The mechanism for implementing the electronic identity card in Ponorogo Regency uses four indicators: Communication, Resource, Disposition, and Bureaucratic Structure. In terms of communication, it starts with communication from the Secretary of the Ponorogo Regency Population and Civil Registration Service, the Head of the Population Registration Services Division, the Head of the Population Administration Information Management Division, the Electronic Population Identification Card Recording Officer, and the public who provide services at the

Ponorogo Regency Population and Civil Registration Service regarding services. It is processing electronic identity cards either directly through Facebook groups or indirect communication through media such as posters, billboards, appeals, and so on. Examples include administrative requirements to process several files, posters about not using brokers and no illegal fees, appeals not to smoke, information on call center numbers, and notice boards. The Head of the Population and Civil Registry Service carries out the pattern of assigning tasks or policy dispositions by providing clear, precise, and accurate directions for the division of tasks to his employees so that the disposition of the Head of the Ponorogo Regency Population and Civil Registration Service can be understood by all employees in completing responsibility his job.

Regarding disposition, this form of communication media is very effective and helps people find important information. For example, by having a poster on administrative requirements, the public can first check whether the files they bring are complete. Apart from that, the poster prohibiting the use of brokers can also educate the public that arranging services at the Population and Civil Registration Service is free, and there is no payment whatsoever. The "no smoking" poster is also helpful as a means of informing the public not to smoke; information on call center numbers is helpful for the public if they want to take care of files or other documents so they don't have to bother coming to the East Kutai Population and Civil Registration Service. The public can see the notice board in front of the Ponorogo Regency Population and Civil Registration Service office for other important information.

Resources that play a vital role in providing electronic identity card processing services are human resources because human resources are the ones who come into direct contact with the object to be served. Human resources at the Ponorogo Regency Population and Civil Registration Service consist of State Civil Apparatus and Regional Contract Workers. The number of service employees is proportional and by needs. Its human resources are also able to deal with community complaints and help resolve problems that occur. Apart from human resources, the budget resources of the Ponorogo Regency Population and Civil Registration Service are also sufficient to support the services provided. Equipment resources include computers, e-KTP recording equipment, printers, mobile cars, air conditioning, and supporting stationery equipment such as paper, printer ink, community data forms, books, etc.

In the bureaucratic structure, implementation of bureaucratic structure policies is considered very effective and efficient. Bureaucratic structures are made more accessible and straightforward to use technology, such as online-based digital. People needing services can do so online or offline, saving time, reducing costs, and cutting queue times. However, this already excellent policy needs more socialization, especially in sub-districts far from Ponorogo Regency.

5.2 Supporting Factors and Inhibiting Factors for Implementing the Quality of E-KTP Management Services

5.2.1 Supporting Factors

The supporting factor for implementing the electronic identity card is the first communication factor, both direct communication via the WhatsApp Hotline and Facebook groups and indirect communication, seen from posters, banners, and appeals at the Ponorogo Regency Population and Civil Registration Service. Second, human resources provide services, sufficient budget, and supporting equipment, such as adequate facilities, technology, networks, computers, printers, recording equipment, etc. Moreover, the help of temporary staff increases the level of accountability and maximum efficiency of service delivery. Third is disposition, namely the characteristics possessed by policymakers, such as commitment, honesty, and a democratic attitude willing to accept criticism and suggestions from the public. Electronic identity card documents can be recorded even if it is not the original place of residence, and the current network is stable and sound with a centralized system. Finally, a bureaucratic structure makes it easy to provide services, not complicated and can provide document delivery services for residents who don't want to wait in long queues.

5.2.2 Obstacle Factor

Apart from the driving factors regarding implementing the quality of electronic identity card management services, there are other inhibiting factors. Among them is the weakening of the network and system from the center, which often occurs due to errors. Fleet and physical limitations of parents, both old and those with special needs, the presence of brokers who are uncooperative and request data or change data at will, in the sense that it is according to

orders from the applicant or the public, and awareness of the importance of having an electronic identity card and recording to have Electronic identity cards are still very minimal.

6. CONCLUSIONS AND RECOMMENDATIONS

6.1 Conclusion

Based on the research and discussion results, it can be concluded that 1. The electronic identity card processing service policy in Ponorogo Regency has been implemented quite well. The Ponorogo Regency Population and Civil Registration Service has made technology-based innovations where services can be done online. However, the service for processing electronic identity cards cannot yet be done online because people cannot print electronic identity cards independently. In its implementation, communication is delivered directly via WhatsApp Hotline, Instagram, Telegram, and Facebook groups or indirectly through posters, billboards, and appeals. Proportional human resources can deal with community complaints and help resolve problems being experienced by the community. Sufficient budget and adequate equipment resources, although sometimes the central system often needs to be fixed because it is connected to all servers in every Population and Civil Registration Service throughout Indonesia. The policy disposition of the Head of the Ponorogo Regency Population and Civil Registration Service is clear, precise, and accurate to his employees, and the bureaucratic structure is made more accessible by utilizing digital technology, thereby saving time, reducing costs, and cutting queues.

Factors that support the implementation of the electronic identity card in Ponorogo Regency are communication factors, both direct communication via the WhatsApp Hotline and Facebook groups, and indirect communication, which can be seen from posters, banners, and appeals at the Population and Civil Service Office. Ponorogo Regency Civil Registration. Human resources provide services, sufficient budget resources, and supporting equipment resources such as adequate facilities, technology, networks, computers, printers, recording equipment, etc. Disposition Factors are characteristics possessed by policymakers, such as commitment, honesty, and a democratic attitude willing to accept criticism and suggestions from the public. d. Factors: A bureaucratic structure that is easy to provide services, not complicated, can provide document delivery services for members of the public who don't want to wait in long queues. The inhibiting factors in implementing the electronic identity card in Ponorogo Regency are the weakening of the central network and system, which often occurs due to errors, fleet and physical limitations of parents, both old and those with special needs, the presence of brokers who are uncooperative and ask for data. Changing data at will in the sense that it is by orders from the applicant or the public, and awareness of the importance of having an electronic identity card and recording to have an electronic identity card still needs to be improved.

6.2 Suggestion

Based on the conclusions above, researchers can give several suggestions, namely that officers are expected to ask and educate the public from the start about the importance of honesty in any service process regarding Population Identity on Social Media to post about the steps and provide a short video. Regarding the flow, if you need Population Administration services, people have been asking how to make an electronic identity card. Improved greetings, smiles, greetings, politeness, and politeness, which we apply to people otherwise, basically, what we do to make things easier and respect other people will assume that public service which was previously known as fierce and bitchy can be refuted.

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