

## **Effectiveness of KTP-EL Services at the Bone Regency Population and Civil Registry Service**

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### **ABSTRACT**

KTP-EL aims to simplify the community identification process, but in its implementation, there are still several technical and administrative obstacles that must be overcome by the relevant agencies. This research aims to determine the effectiveness of KTP-EL services at the Bone Regency Population and Civil Registry Service. This type of research is qualitative using a descriptive approach. Data collection techniques were carried out by means of observation, interviews, and documentation. The data analysis technique used consists of data collection, data presentation, data condensation, and drawing conclusions. The results of the research show that the KTP-EL service at the Population and Civil Registry Service of Bone Regency is running effectively, this can be seen from 1) the existence of KTP-EL service procedures which are a reference in providing services to the community; 2) discipline of service officers, such as attendance, use of uniforms, work ethics and use of service tools; 3) provide services in Population Administration matters without charging fees; and 4) provision of adequate facilities and infrastructure, such as a large service area, sufficient chairs, and other facilities such as parking and toilets to provide comfort to the public.

**Keywords:** effectiveness, service, KTP-EL

### **INTRODUCTION**

KTP-EL or Electronic Resident Identification Card is an official identity card issued by the Indonesian government since 2011, (Dan et al., 2020; Setyawati et al., 2019). KTP-EL has chip technology that allows the card owner's data to be stored safely and encrypted. In implementing KTP-EL, the Department of Population and Civil Registry plays an important role in serving the community in managing and renewing their KTP-EL. The current dynamics of society require the Department of Population and Civil Registry to innovate in providing KTP-EL services effectively so that people can more easily apply for KTP-EL.

Even though KTP-EL aims to simplify the community identification process, in its implementation there are still several technical and administrative obstacles that must be overcome by the relevant agencies. In facing these obstacles, the Population and Civil Registry Service needs to improve services to ensure that KTP-EL holders feel safe and protected in using their KTP-EL. Increasing the effectiveness of KTP-EL services can also help increase public trust in the government and provide greater support for government programs (Nazaruddin et al., 2022; Rahardjo, 2016; Setyabudi et al., 2018). In addition, increasing the effectiveness of KTP-EL services can help reduce the risk of identity misuse and criminal acts.

Effective implementation of KTP-EL can also help increase administrative efficiency and reduce bureaucracy in processing population documents. (Destya, 2014; Suriyani, 2017) explained that one of the efforts to increase the effectiveness of KTP-EL services is to ensure that the Population and Civil Registry

Service has employees who are trained and competent to provide the best service to the community. In increasing the effectiveness of KTP-EL services, the Population and Civil Registry Service also needs to update the systems and technology used to process population documents. System and technology updates can help the Department of Population and Civil Registry to increase efficiency in completing the population management process and provide faster and more accurate services to the public.

It is important to know that increasing the effectiveness of KTP-EL services requires full support from the government and the community. The public can provide input to the Population and Civil Registry Service if they experience problems regarding processing their KTP-EL. In addition, the government can provide technical and financial support to the Department of Population and Civil Registry to update its systems and technology. The government can also strengthen the role of the Population and Civil Registry Service in processing population documents and ensuring the security of public data. Systematizing administrative processes and reducing bureaucracy carried out by the Population and Civil Registry Service can also increase the effectiveness of services to the community in meeting their population needs.

Security and encryption technology also needs to be implemented properly by the Population and Civil Registry Service to provide extra protection to KTP-EL holders. Implementing the latest technology and better security can also help reduce the possibility of leakage of public data and misuse of personal data. In addition, the Population and Civil Registry Service needs to always monitor and evaluate the performance of its systems and technology to ensure that its services are always effective at all times. Compliance with the Department of Population and Civil Registry in following government regulations related to processing population documents is also important in order to provide effective services to the community. Good arrangements in managing and maintaining population data are also important to ensure the security of people's personal data.

In increasing the effectiveness of KTP-EL services, the Population and Civil Registry Service needs to pay special attention to the availability of reliable service staff and customer service. Employee training and development must also be a concern in increasing the effectiveness of KTP-EL services at the Population and Civil Registry Service. Apart from that, the Population and Civil Registry Service needs to increase social responsibility in providing services to the community, by maintaining integrity and transparency in the process of processing community population documents. Increasing the effectiveness of KTP-EL services can also help improve social and economic balance, especially for people who still need government assistance in processing population documents.

In order to increase the effectiveness of KTP-EL services, the Population and Civil Registry Service also needs to continue to update and improve service strategies in accordance with developments in society and technology. In facing an unpredictable future, relevant agencies must always be ready and continue to develop systems and technology that can meet the needs of the times. Increasing the effectiveness of KTP-EL services must also be carried out continuously in order to achieve community satisfaction with a sustainable population service system. In order to increase the effectiveness of KTP-EL services, the Population, and Civil Registry Service must be a role model for other government institutions in providing quality and efficient public services.

## METHOD

This type of research is qualitative. Qualitative research is research in the form of words, sentences, schemes, and descriptions, (Creswell & Clark, 2017; Glaser & Strauss, 2017; Lincoln & Guba, 1985; Sugiyono, 2007; Suyitno, 2018). The description of the focus of this research uses indicators proposed by (Frederickson, 1997), namely service procedures, discipline of service personnel, reasonableness of service costs, and comfort of service. Sources of data consist of primary data and secondary data obtained from observation, documentation, and interviews. Primary data comes from information, statements, and

information from informants. Secondary data comes from documentation review. Data collection techniques used, namely observation, interviews, and documentation with reference to research objectives with research indicators based on opinions (Bastian, 2006) about performance, namely inputs, outputs, outcomes, benefits, and impacts. The collected data is checked by triangulation, namely checking the validity of data that uses something other than the data concerned for checking purposes or as a comparison. The data analysis technique uses an interactive analysis model from (Huberman & Miles, 2002). The stages in data analysis taken in this study include data reduction; presentation of data; validation test; and verification.

## RESULT AND DISCUSSION

The results of this research will explain the effectiveness of KTP-EL services at the Population and Civil Registry Service in Bone Regency by referring to standard indicators of public services according to (Frederickson, 1997), namely service procedures, officer discipline, reasonableness of service costs, and service comfort which can be described as follows:

### Service Procedures

In an activity order, it is never separated from a rule where the rule is made so that the activities carried out can run as desired by the perpetrator of the activity. Rules that can also be called procedures for carrying out activities are used as a reference for the person carrying out the activity. According to (Ajusta, 2018) A procedure is an activity that usually involves several people in one or more parts created to ensure simultaneous handling of transactions that occur repeatedly. Meanwhile, according to (Tambunan & Aprialdi, 2023) Procedures are guidelines that contain operational procedures within the company which are used to ensure that all decisions and actions taken as well as the use of process facilities are carried out by people within the company who are part of the company so that they run effectively and efficiently. In relation to public service efforts to improve service quality, procedures are one of the instruments for implementing the services provided to the public.

Based on the results of analysis of research data regarding indicators of KTP-EL service procedures at the Bone Regency Population and Civil Registration Service, it is known that the KTP-EL service procedures refer to the Decree of the Head of the Population and Civil Registration Service Number 14 of 2023 concerning Determination of Service Standards within the Population and Registration Service Civil services in Bone Regency which can be described as follows, namely 1) residents as applicants submit files to service officers to examine the completeness and authenticity of the files; 2) the applicant takes a queue number; 3) next, the operator verifies the data and prints the application; 4) EL-KTP printing; 5) registration and archiving; 6) submission of documents to the applicant. In addition, when processing an EL KTP by the applicant, if the documents are complete, the issuance process only takes a maximum of 30 minutes.

The research results are in line with this opinion (Frederickson, 1997) that service procedures that are clear and easy to understand by the public are very important to ensure openness and accountability of public services. Good public services must also be supported by officers who are disciplined, have integrity, and are professional in providing services to the community, (Frederickson, 1997).

### Service Officer Discipline

Discipline is an important aspect of public services, including services for making Electronic Identity Cards (KTP-EL). In this case, the discipline of service officers greatly influences the quality of services provided to the community. According to (Mohi & Mahmud, 2018) that service officer discipline is the officer's sincerity in providing services, especially regarding the consistency of working hours in accordance with applicable regulations. (Frederickson, 1997) explained that with good officer discipline, people who need KTP-EL making services will feel appreciated and supported by trained and professional

officers. Discipline will also build trust between the public and related officials, as well as improve the quality of service for these government agencies.

Based on the results of research at the Population and Civil Registry Service of Bone Regency, it is known that 1) in carrying out services, service officers at the Population and Civil Registry Office (Disdukcapil) are present at the location during the specified working hours. Timely attendance will prevent backlogs of services so that people do not have to wait too long; 2) Service officers must wear uniforms that have been determined by the agency, both official uniforms and attributes related to public service duties. The use of neat and high-quality uniforms will give the impression of professionalism and make it easier for the public to recognize officers; 3) Service officers demonstrate good work ethics, such as courtesy, friendliness, as well as clarity and accuracy in providing information. Apart from that, officers' hands must be clean and neat so that people feel safe and comfortable when interacting with officers. Apart from that, based on data analysis, it is known that to expedite the process of providing services to the community, employees within the scope of Disdukcapil always ensure that the tools and equipment used in the service function well. The reason is to simplify the service process, speed up processing time, minimize administrative complexity and prevent data errors.

The results of the research above were also revealed (Frederickson, 1997) that the factors that are very influential in the discipline of public service officers are attendance, use of uniforms, work ethics, and use of service tools. However, according to (Frederickson, 1997) as people who have the right to good public services, we must also obey the rules and discipline in the public service process. Examples include ensuring the completeness of documents, following predetermined procedures, and maintaining politeness and neatness while at the Disdukcapil office. In this way, cooperation between the community and officers in providing KTP-EL services will be better and more comfortable.

### **Reasonable Service Fees**

Reasonable costs are an important factor in public services (Frederickson, 1997). To provide quality public services, there is no doubt that costs must be incurred, but these costs must be reasonable and proportional to provide optimal results. Currently, public services are a topic that is often discussed, especially in the context of meeting community needs. One of the most important aspects of public services is the reasonableness of costs. The extent to which costs incurred for public services can be considered reasonable and fair.

Based on the research results, it is known that in terms of implementing KTP-E management services in Bone Regency, there are no fees at all, because Based on Law Number 24 of 2013 concerning Amendments to Law Number 23 of 2006 concerning Population Administration article 79A states that the management and The issuance of Population Documents is free of charge. Therefore, as the implementing agency in the City/Regency, the Bone Regency Population and Civil Registry Service has the authority to provide services in Population Administration matters without charging fees, and all population document forms, e-KTP forms, and other forms are mandatory. Ministry of Home Affairs (Kemendagri).

With regard to service costs in the KTP-E service, this relates to the costs required to create, renew and extend an Electronic KTP or KTP-E, (Daud, 2023; Ibad et al., 2020). The cost of these services may vary in each region depending on the applicable rules and policies. The criteria for reasonableness of service costs for KTP-E services refer to government regulations, which must, among other things, take into account the quality of services provided, government policies to save costs, and the state's financial capacity. Apart from that, the cost of the E-KTP service must be transparent and accessible to the public.

Besides that, (Frederickson, 1997) explained that in building quality public services, costs are something that cannot be avoided. However, to ensure reasonableness and fairness of costs, the government must take everything into account with The Theory of Reasonable Cost. Costs are only proportional to the desired results, and must consider alternative costs, long-term effects, and current socio-economic conditions. So in building quality public services, costs can be said to be 'comparable' to the results obtained.

## Service Convenience

Comfortable and satisfying services for KTP-E applicants can increase public confidence in public services in Indonesia. Poor service quality and discomfort can cause dissatisfaction and have a negative impact on public trust in public services. Therefore, the convenience of public services is very important in improving the quality of government services, especially in the service of making KTP-E. Based on the research results, it is known that in terms of providing comfort to the community, the Bone Regency Population and Civil Registry Service provides adequate facilities and infrastructure. This includes a large service area, sufficient chairs, and other facilities such as parking and toilets to provide comfort to the public. Apart from that, the use of modern technology is also a concern for the Population and Civil Registry Service of Bone Regency to make it easier to provide services, such as online queuing systems and identity image-taking machines and this will increase the efficiency and effectiveness of the process of making KTP-E. (Frederickson, 1997) explained that service comfort is very important in creating satisfaction for the community. Factors such as ease of access, short waiting times, a clean and comfortable environment, and good service quality greatly influence customer satisfaction.

Convenience in public services is an important factor in creating a satisfying customer experience, (Dharmanto et al., 2022; Maysaroh, 2018). If someone feels uncomfortable or disrespected when interacting with the government, this can affect their perception and trust in the government. According to (Maysaroh, 2018; Priastuti & Masdjojo, 2017) The effectiveness of public services can be measured by the level of customer satisfaction. One way to increase customer satisfaction is to ensure comfort in public services. The key is to maintain communication in an open, timely manner, and provide solutions to problems faced by society.

## CONCLUSION

Based on the research results, it can be concluded that the KTP-E service at the Population and Civil Registry Service of Bone Regency is running effectively, this can be seen from 1) the existence of KTP-E service procedures which are a reference in providing services to the community; 2) discipline of service officers, such as attendance, use of uniforms, work ethics and use of service tools; 3) provide services in Population Administration matters without charging fees; and 4) provision of adequate facilities and infrastructure, such as a large service area, sufficient chairs, and other facilities such as parking and toilets to provide comfort to the public.

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