

Public Services Analysis in Manufacturing E-KTP Didistrict Population and Civil Registration Officeprophet of 2021 – 2022

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Abstract

The purpose of this study (1) is to find out the process of Public Service in Making E-KTP at the Department of Population and Civil Registration of Nabire Regency in 2021-2022. The result is that public services in making E-KTP at the Nabire Regency Population and Civil Registration Office in 2021-2022 have not been maximized in the tangible dimension, because technical implementation has experienced several problems such as: slow application response, unavailability of blanks, takes a long time, damaged equipment. recorders, officers have not carried out their work thoroughly and on time, slow service, lack of employees, and dependence on server networks. In the dimension of reliability, Disdukcapil officers serve as well as expertise in operating and overcoming problems with assistive devices, which are very good and supported by clear service standards. In the responsiveness dimension, the Disdukcapil of Nabire Regency provides the response that the community needs quickly and responsively. In the assurance dimension, the Disdukcapil of Nabire Regency provides a guarantee of service time with certainty of service time and certainty of getting good service. While on the empathy dimension, the Disdukcapil officer of Nabire Regency puts the interests of the applicant first, being friendly and polite and not discriminatory by applying the 5S culture, namely Smile, Greeting, Greet, Polite and Courteous in the e-KTP service process.

Keywords

Public Service; E-KTP



I. Introduction

Public service is a strategic point for developing good governance as Santosa (2017:57) says that within the framework of good governance, every public official is obliged to give equal treatment to every citizen in carrying out functions as a public service. So in general, the application of the principles of public accountability, legal certainty (rule of law), and public transparency as the initial basis for the realization of good governance (Masthuri 2001, in Santosa 2017:56). Accountability is one indicator of measuring the system of public service delivery, namely services that are accounted for in accordance with the provisions of laws and regulations (Sinambela et al, 2014:6).

According to Lewis and Gilman (2005:22), public service is public trust, where citizens hope that public services can serve with honesty and proper management of income sources, and can be accountable to the public. Fair and accountable public services generate public trust. It takes public service ethics as a pillar and public trust as the basis for realizing good government. Regarding this opinion, Some of the problems that arise at the Department of Population and Civil Registration (Disdukcapil) of Nabire Regency are related accountability and transparency of public services isrelated to the standard time for e-KTP service where the average community as service users complains

about the long waiting time for e-KTP services. The public is asked to check again some time in the future without any certainty of time. As a result, service users have to go back and forth from home to the Office of Population and Civil Registration just to check when their e-KTP can be received. The consequences of costs and labor must be borne by service users. Here service standards need to be published in order to create service transparency to the community. The results of community responses as service recipients when researchers conducted pre-study at the Nabire Regency Population and Civil Registration Office for 4 working days, from Monday, January 10, 22, to Thursday, January 13, 2022, are shown in the following table:

Table 1. Community Responses as Service Recipients

NO	INISIAL PENERIMA LAYANAN	HARI/ TANGGAL	PUAS/ TIDAK PUAS	KELUHAN
1	RG	10 Januari 2022	TIDAK PUAS	Lama dan berbelit
2	LMT	10 Januari 2022	TIDAK PUAS	Ada pungli
3	NP	10 Januari 2022	TIDAK PUAS	Ada Pungli
4	AD	11 Januari 2022	TIDAK PUAS	Lama dan berbelit
5	FY	11 Januari 2022	PUAS	Petugas Ramah
6	RSN	11 Januari 2022	TIDAK PUAS	Tidak transparan
7	CL	12 Januari 2022	TIDAK PUAS	Lama dan berbelit
8	GN	12 Januari 2022	TIDAK PUAS	Ada pungli
9	HMG	13 Januari 2022	TIDAK PUAS	Lama dan Berbelit
10	AB	13 Januari 2022	TIDAK PUAS	Tidak Transparan

Source: Author's Pre-research Results, 2022

Based on table 1, it is known that out of 10 service recipients, only 1 felt satisfied, while 9 others were dissatisfied with the services of the Nabire Regency Population and Civil Registration Service. The complaints from service recipients were varied, such as: long and complicated, not transparent and there are still extortion. Of course, in this case there are still elements of the Population and Civil Registration Service officers who do not apply transparently in providing information, for example in the cost of services to applicants because of the low ability of these officers to carry out good, honest, clean and professional government functions in accordance with the duties assigned. carried out, in the sense of not practicing KKN (Corruption, Collusion and Nepotism). Another problem is that the population document printing service at the Nabire Regency Population and Civil Registry Service often experiences disruptions. As reported by online media www.nabire.net that due to the disturbance, the residents of Nabire who wanted to print residence documents such as KTP-El, KK and civil registration certificates, were forced to not be served. Previously also reported by the media www.nabire.net that residents of Nabire Regency often complain about the service for printing population documents at the Nabire Regency Population and Civil Registry Office which has not been able to serve residents. As a result, residents who want to print their KTP-El, KK, Civil Registration Deeds, are forced to wait until services can return to normal. According to information, the actual problem related to the disturbance was caused by several things, including interference with the internet network at the Nabire Dukcapil Office and the latest application configuration for the Population Administration Information System (SIAM) server.

II. Research Method

This study uses a qualitative method (qualitative approach). The choice of the qualitative approach is because it is carried out through a process of discovering, understanding, explaining and obtaining an overview of phenomena related to Economic Development Planning by the Regional Development Planning Agency of Nabire Regency. The use of a qualitative approach in this study, one of which is based on the explanation of Lincoln and Guba (1985:78) that qualitative research or naturalistic inquiry is a research method that is intended to understand actuality, social reality, and existing human perceptions. To refer to the view, according to Nasution (1996: 18) suggests that qualitative research or naturalistic research is carried out in research field situations that are "natural" or reasonable as they are, without being manipulated and regulated through experimentation. So, the emphasis in qualitative research lies in the meaning of the object of the problem in particular. In this study, the process of meaning (meanings) and interpretation (interpretation) is carried out on the Accountability and Transparency of Public Services in District Population and Civil Registration Office Nabire.

III. Result and Discussion

Public service process E-KTP creation on The Nabire Regency Population and Civil Registration Office 2021-2022 is an activity carried out by the Nabire Regency Population and Civil Registration Office to the community starting from filling out the format, taking biometric photos to printing ID cards. After the public fills in the format and takes biometric photos to print e-KTP, then the data is inputted using a computer that can store data in a database. The Department of Population and Civil Registration of Nabire Regency is one of the government agencies in carrying out special government functions to provide services to the community in making e-KTPs, so that employees can pay attention and create good relations with community members. Zeithaml, Parasuraman and Berry (1990) as quoted by Harbani Pasolong (2008:135) state that in order to know the service quality that is actually felt by consumers, there are indicators for measuring customer satisfaction which are located on five dimensions of service quality according to what consumers say. The five dimensions are: (1). Tangibles, is the quality of service in the form of physical office facilities, computerized administration, waiting rooms, information centers; (2) Reliability is the ability and reliability to provide reliable services; (3) Responsiveness, namely the ability to help and provide services quickly and accurately, as well as responsive to consumer desires; (4) Assurance is the ability and friendliness and courtesy of employees in ensuring consumer confidence; (5) Empathy, which is a firm but attentive attitude from employees towards consumers.

Tangible(form).The quality of service for making e-KTP through tangible dimensions is measured through 3 (three) criteria, namely: ease of service process, infrastructure and officer discipline. First. The e-KTP service process at the Disdukcapil Nabire Regency has a good concept, but in technical implementation there are still problems such as the slow response of the application so that it hampers the process of submitting an e-KTP. , no blanks available , takes a long time ”, and the damaged recorder . For some of these problems, the Disdukcapil party is looking for a solution by submitting a budget for the purchase of a new tool for recording e-KTP to the Nabire Regency Government and the Nabire Regency DPRD and it has been approved and will be accommodated in the 2022 APBD. Second. Some of the problems related to the discipline of officers in the e-KTP service at the Disdukcapil Nabire Regency are, the officers have

not carried out their work thoroughly and on time, the slow service for making e-KTPs where residents queue for a full day, even an officer arrives late, the lack of employees, and dependence on the server network, so that if there is a disturbance, the Disdukcapil cannot do anything. For some employee discipline problems, the Disdukcapil is looking for several solutions, namely: by fostering employee discipline, holding morning and afternoon apples, making a schedule for holding morning and afternoon apples, providing employee attendance lists and employee apple lists, as well as doing sports and cleaning the room and office environment on every Friday, and submits attendance reports (Entry/Go home and apples (morning/afternoon) of civil servants and non-civil servants every month to the Regent c/q Head of BKD, with copies to Head of Inspectorate and Head of BPKAD. Another obstacle is that with all procedures for making e-KTP using an online system application, the Nabire Regency Disdukcapil cannot ensure that the network used can run smoothly. Based on this condition, the Disdukcapil of Nabire Regency in the e-KTP service provides a maximum grace period of six months from the recording, if indeed the process is completed before six months, the officer will contact the person concerned again.

Reliability(Reliability).The Reliability dimension describes the ability of the Nabire District Disdukcapil to serve appropriately according to the specified time span, which is measured through 4 (four) criteria, namely the accuracy and ability of the Disdukcapil officers to serve as well as the expertise to operate and solve problems with assistive devices, as well as clear service standards. The criteria for the accuracy of the officers have been carried out well, where the officers are thorough in carrying out their duties and have good competence and skills in managing the issuance of e-KTP documents. In terms of accuracy in writing data, Disdukcapil officers rarely make mistakes when inputting data from the form to the ID card, either by typing the name, date and year of birth incorrectly. In terms of the ability of Disdukcapil officers to operate assistive devices in population administration services in the issuance of e-KTPs, it has gone well because generally officers have been provided with training in using assistive devices. The expertise of officers in dealing with problems with assistive devices is also good, where in handling things that cannot be done alone, officers coordinate with technicians to the Directorate General of Population and Civil Registration. The service standards of the Nabire Regency Population and Civil Registration Service are very clear and apply according to the provisions of the Acting Decree. Head of the Population and Civil Registration Office of Nabire Regency Number 470/799/Year 2021 concerning Service Standards in Lieu of Service Standards Number 470/0138/2019 Population and Civil Registration Office of Nabire Regency. In providing e-KTP services to the public, in 2021, the Population Registration Service Division of the Nabire Regency Population and Civil Registration Service has carried out data collection services for remote communities in the Wapoga District. The Disdukcapil also tries to be careful in serving all e-KTP service users with various needs by always checking the conditions needed to avoid mistakes. The implementation of data collection on remote communities is carried out on the community directly in the Wapoga District, Nabire Regency. The purpose of implementing the data collection for remote communities is to record the identity of the population so that it is included in the SIAK of Nabire Regency and the population has a population document. Thus, it can be concluded that the quality of population administration services in the issuance of e-KTP at the Department of Population and Civil Registration of Nabire Regency in terms of the reliability dimension is considered good. Disdukcapil employees of Nabire Regency are reliable in serving the community, and are able to overcome problems that occur during the service process.

Responsiveness(response). The responsiveness dimension is the ability of the Nabire Regency Disdukcapil Office to provide the response that the community needs quickly and responsively. The quality of the e-KTP service on the responsiveness dimension is measured through 3 (three) criteria, namely: the response of the officer to the applicant, the response of the officer to the problem of the application used and the response of the Disdukcapil office of Nabire Regency to the unmet coverage of the e-KTP. The response of the Disdukcapil officer of Nabire Regency to the e-KTP applicant at the Disdukcapil of Nabire Regency has been good, because they have opened the media for complaints and complaints such as telephone numbers, whatsapp, website, and email. So far, the response from the officers is quite fast and responsive, so it doesn't take up people's time . If the application is an error, the Disdukcapil employee's responsiveness to the applicant's complaint is very fast and maximal. The Disdukcapil of Nabire Regency always tries its best to respond and respond to community complaints. The answer to the community's complaints was proven by the Disdukcapil of Nabire Regency by carrying out socialization in the midst of the Covid-19 pandemic that was rolling to achieve the target of ownership of e-KTP in Nabire Regency. One of the programs that was launched directly by the Regent of Nabire Regency at the end of January 2022 at the Nabire Hospital, namely "Great Nabire Aware Adminduk". In this program the Department of Population and Civil Registration of Nabire Regency directly cooperates with the Nabire Regency Hospital in terms of services for managing a number of population documents. . Another thing is that the Disdukcapil of Nabire Regency always responds to the data coverage or completeness of the e-KTP that has not been fulfilled with efforts to pick up the ball which are carried out in collaboration with women activists and several Communities in Nabire Regency in each kelurahan that were formed to carry out assistance and socialize the requirements and the flow so that people want to take care of the e-KTP in the midst of the Covid-19 pandemic which is still rolling.

Assurance(Guarantee).The assurance dimension is the ability of the Disdukcapil of Nabire Regency to guarantee service time, through 2 (two) criteria, namely: certainty of service time and certainty of getting service. Analysis of the service time certainty indicator begins with the importance of the service period. The certainty of time refers to Law Number 24 of 2013 concerning Amendments to Law Number 23 of 2006 concerning Population Administration Article 69, which confirms that the implementing agency authorized in accordance with its responsibilities is obliged to issue population registration documents no later than 14 (fourteen) years.) day. The standard that is used as a reference to guarantee service time is the Decree of the Population and Civil Registration Office of Nabire Regency Number 320/457/ 2022, where the processing time for the e-KTP is a maximum of 5 working days. This is supported by the results of interview data, where the community is helped by the certainty of the time frame for completing the document, so that they are prepared to take documents or other matters related to the document. Although the processing of the e-KTP takes a long time, at least the officers have guaranteed time certainty to the people of Nabire Regency who are currently taking care of the e-KTP. . The certainty of getting services can be seen when people who will apply for the issuance of e-KTP and birth certificates are not limited, all people can apply for the issuance of e-KTP and birth certificates at any time . Although the number of quotas for taking forms is limited to 50 people per day with the aim of reducing the risk of spreading the Covid-19 virus. However, in principle, all people are guaranteed to have their turn in submitting the issuance of e-KTP documents and birth certificates. Disdukcapil Pihak carry out services to the community, using SOP (Standard Operational Procedure) as a guideline for employees as service implementers .Thus, the quality of the e-KTP issuance service at

the Department of Population and Civil Registration of Nabire Regency when viewed from the assurance dimension has gone well.

Empathy(Empathy).The empathy dimension is the attitude of care and attention of officers to the community who will take care of population documents through 3 (three) criteria, namely: prioritizing the interests of the applicant, being friendly and polite and non-discriminatory. DIn providing services, the Disdukcapil officer of Nabire Regency does not look at the community's background, and treats according to applicable regulations, both people from the poor and vice versa. . Besides that, the Disdukcapil officers of Nabire Regency are quite friendly and non-discriminatory and provide equal treatment between one resident and another by using a queue system. . There are also special directions from agency leaders and a shared commitment to provide services as a form of community service. With a friendly and polite attitude, people will feel comfortable with officers who are carrying out services. In addition, in its service, the Disdukcapil implements a 5S culture, namely: Smile, Greetings, Greetings, Polite and Polite . Thus, the empathy dimension in the population service of the Nabire Regency Population and Civil Registration Service is good. This is evident from the attitude of the officers who serve in a friendly and courteous manner and are not discriminatory. The implementation of 5S culture, namely Smiles, Greetings, Greetings, Politeness and Courtesy is one of the supporters in the e-KTP service process at the Disdukcapil Nabire Regency.

IV. Conclusion

As an answer to some of the problems found by the author are as follows. First. Public Services in the Making of E-KTP at the Nabire Regency Population and Civil Registration Office in 2021-2022 have not been maximized in the tangible dimension, because technical implementation has experienced several problems such as: slow application response, unavailability of blanks, takes a long time, and damaged equipment. recorders, officers have not carried out their work thoroughly and on time, slow service, lack of employees, and dependence on server networks. However, the quality of service for making e-KTPs in the dimension of reliability through the accuracy and ability of Disdukcapil officers to serve as well as expertise in operating and overcoming problems with assistive devices is very good and supported by clear service standards. In the responsiveness dimension, the Disdukcapil of Nabire Regency provides the response that the community needs quickly and responsively. In the assurance dimension, the Disdukcapil of Nabire Regency provides a guarantee of service time with certainty of service time and certainty of getting good service. While on the empathy dimension, the Disdukcapil officer of Nabire Regency puts the interests of the applicant first, being friendly and polite and not discriminatory.with the implementation of 5S culture, namely Smile, Greeting, Greet, Polite and Courteous in the e-KTP service process.

Researchers recommend some suggestions as follows. First. The Department of Population and Civil Registration of Nabire Regency should further improve the quality of services for making E-KTP by improving several indicators that have not been maximized in the tangible dimension, such as the slow application response, unavailability of blanks, time-consuming management and damage to recording devices, as well as officers have not carried out the work thoroughly and on time, and the service is slow, the lack of employees, and dependence on the server network. Second. The Department of Population and Civil Registration of Nabire Regency can protect all obstacles that arise to reduce or even eliminate obstacles that arise in the field to improve the quality of services for making E-KTP

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