

Making Popular Sign Card E-KTP (Study on Policy Implementation Based on Regulation of the Minister of Home Affairs Number 61 of 2015)

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ABSTRACT

Population data is one of the information needed for sustainable development planning. So far, population data as basic regional data are relatively static, such as data on changes in migration between regions, changes in the general structure of the population, socio-economic structure, population mobility, socio-economic structure, population mobility at the regional and national levels. Invalid population data is one of the weak points of implementing sustainable development designs in the regions. The population database is supposed to be updated by the government through the Department of Population and Civil Registration in each district and village. Through the E-KTP service, updating the population database is basically carried out from the results of regular services through reporting on population registration and civil registration, namely from the results of reporting experienced by every resident in the region of Sangatta Utara District but the regular service referred to is not running as it should and does not produce an accurate and up to date population database. Therefore, this study aims to describe and analyze the implementation of the policy for making identity cards (E-KTP) in Sangatta Utara District, East Kutai Regency along with the factors that encourage and hinder the implementation of policies based on Permendagri No. 61 of 2015 concerning the requirements, scope, and procedures for granting Ases rights as well as the use of population identification numbers, population data and electronic identity cards in Sangatta Utara District through a descriptive-qualitative approach, this study has succeeded in concluding that the implementation of policies based on Permendagri No. 61 of 2015 is still not optimal. The supporting factor for the implementation of E-KTP making in North Sangatta District is the socialization of the E-KTP making policy which has been done very well and clearly, while the inhibiting factor for the implementation of the E-KTP making policy is the lack of awareness from the community, lack of competent personnel in carrying out the making. E-KTP and inaccurate data collection in the field.

Keywords: E-KTP; Minister of home affairs regulation; Policy implementation

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1. INTRODUCTION

Demands for service improvements to the government to be able to provide the best service to the community, voiced by all levels, from rural to urban areas. This is due to the increasingly complex life of society with various kinds of problems, among others, in terms of social problems including education, unemployment, health and other problems which all require the government's concern to be able to meet all complaints and demands of the community and prioritize optimal and quality. Because of that, driven by the implementation of electronic government (e-Government) and to be able to improve the quality of public services, in accordance with the mandate of the Law of the Republic of Indonesia Number 25 of 2009 concerning Public Services, the Ministry of Home Affairs of the Republic of Indonesia implements a population information system based on technology, namely Electronic Identity Card or E-KTP based on Law Number 23 of 2006 concerning Population Administration and Regulation of the Republic of Indonesia Number 35 of 2010 concerning Amendments to Presidential Regulation Number 26 of 2009 concerning the Implementation of National Identity Cards based on Population Identification Numbers.

However, public services in our country are still in dire conditions, where many are characterized by convoluted procedures, non-transparent fees, long and time-consuming settlement times, illegal levies and unclear bribes. This is one of the descriptions of services in government offices in our country that are fairly

poor in-service quality. The public should be aware that public services have been a major problem that must be addressed. Bureaucratic services organized by the government are very difficult to understand by service users, while service users are often faced with so much uncertainty when dealing with bureaucracy that operates in the public service bureaucracy.

The existence of this uncertainty is one of the reasons why service users are lazy and reluctant to take care of civil registration so that people who do not have family cards, identity cards and birth certificates will prefer not to take care of these documents even though in fact it is an obligation for every citizen. to fulfill the basic rights of its citizens or facilitate the services of a third party as a liaison in the document management process even though it has been regulated in Law No.25 of 2009 concerning Public Services and in Regional Regulation No.2 of 2018, amendments to Regional Regulation No. 7 of 2011 on Administration of Population and Civil Registration of East Kutai Regency. Based on the authority of the government apparatus and the obligation of the state to provide a number of services to fulfill the basic rights of its citizens, the East Kutai Regency Government, especially the officials in the Population and Civil Registration Service, which have been discussed so far have not fulfilled the expectations of all parties, especially the community receiving services.

The Office of Population and Civil Registration of East Kutai Regency, is one of the government organizations that is implementing the Electronic KTP maker. The E-KTP service is carried out by the registration sector at the Population and Civil Registration Service of East Kutai Regency. Of course, making E-KTP is valid for all citizens who are registered as residents of Indonesia. In the service of making E-KTPs at the Department of Population and Civil Registration. In the service of making E-KTPs at the Office of Population and Civil Registration of East Kutai Regency, a problem occurred due to the number of residents of East Kutai Regency who were entitled to obtain and meet the requirements for making E-KTP a lot, not comparable to the supporting tools for making E-KTP, such as a small waiting room, only one printer and recording device for E-KTP data. In addition, employee performance is not optimal due to limitations of E-KTP equipment which have an impact on providing services to less than optimal society. It can be seen that there is a public opinion about the convoluted process of E-KTP service, and the long and long queues for processing E-KTP.

The implementation of the E-KTP service is still constrained by the minimum number of tools used in making E-KTP, as well as human resources, in this case the operator of the E-KTP, which is very minimal compared to the population who manages the E-KTP. This problem above raises a dilemma in the community in responding to the needs of the community who take care of the E-KTP, the community feels uncomfortable services, which should be easy to become difficult. This is because the E-KTP management officer as the organizer of the E-KTP making service is not appropriate in providing services where there are problems but does not immediately respond to what is the will of the community such as less timely use of which officers in serving the community Sometimes the attitude or actions taken by the employee in the form of an attitude that puts the people, they contact in service first causes disappointment in the community. Moreover, people just want to feel comfortable managing E-KTP without having to wait long, as well as justice and impartiality in services that cause boredom and think this service is still the same as before. This must be immediately handled by the employees who organize this E-KTP program, which in fact is carried out on a computerized basis, of course the service will be easily felt by the community.

Seeing the existing conditions related to E-KTP service at the Population and Civil Registration Service of East Kutai Regency, the author will examine How to Implement the Policy for Making Electronic Identity Cards based on Regional Regulation Number 02 of 2018 concerning Administration of Population and Civil Registration in Sangatta Utara District, East Kutai Regency with 3 (three) focus to be examined based on the East Kutai Regency Regulation Number 02 of 2018, namely (1) Administrative services for making Electronic KTP; (2) Service mechanisms and procedures; (3) Service Management; (4) Driving and inhibiting factors in the implementation of services internally and externally.

2. METHODS

This research is categorized as a descriptive study. Nawawi (1998: 75) states that the descriptive method is defined as a problem-solving procedure that is investigated by describing or describing the condition of the subject or object under study such as individuals, institutions, society, objects and others at present based on facts, characteristics. as well as the relationship between the phenomena under study. The author makes the Office of Population and Civil Registration of East Kutai Regency as the location for research and places 8 people, namely the Head of the Population and Civil Registration Office, the Secretary, the Head of the Civil Registration Section, the Head of the Population Section, the Head of the Information and Population Data Section and 3 people receiving services as research informants. The main form of data obtained in this study is qualitative data in the form of interviews with 8 selected informants. Secondary

data from this research are data obtained through reference studies and documents related to regulations governing previous research identification card guides, literature studies, internet, journals and other references related to research. In conducting this research, researchers collected data using observation, interview and documentation techniques. In this study, we will use interactive data analysis techniques by Miles, Huberman and Saldana (2014) as follows: Data presentation, data condensation and verification / conclusion drawing.

3. RESULTS AND DISCUSSION

Implementation of the Policy for Making Electronic Identity Cards based on Regional Regulation Number 02 of 2018 concerning Implementation of Population Administration and Civil Registration at the Sangatta Utara District Office, East Kutai Regency. Implementation of the Policy for Making Electronic Identity Cards based on Regional Regulation Number 02 of 2018 concerning the Implementation of Population Administration and Civil Registration at the Sangatta Utara District Office, East Kutai Regency is focused on 4 indicators.

Administrative services for making Electronic KTP

The service for making KK and KTP is one type of administrative service carried out by the government to the community. Administration is a type of service provided by the service unit in the form of recording, research, decision making, documentation and other business activities as a whole to produce a final product in the form of documents and these documents are in the form of family cards and ID cards. As soon as the population administration affairs are strategic, the government is expected to be able to provide quality population administration services. Various policies, programs and activities have been undertaken by the government to improve the quality of administrative services for population administration services.

Presumably, the technical constraints for the community in managing population administration can be eliminated so that the management of administrative administrative documents and civil registration can be carried out by the community easily, for free and without longing. Including the existence of facilities and service facilities in accordance with their functions, these facilities are not only seen from the aspect of their appearance but the functions and usability of these facilities / facilities in supporting convenience, smooth service processes and providing comfort, smooth service process and providing convenience to service users in administrative service process. The better the quality of population administration services, it is hoped that there will be more community activities that can be managed by the State, so that the role of the government will be maximized to encourage and facilitate these various activities so that synergies will occur which will have another positive impact on the life of the state.

Service size is determined by service providers such as Minimum Service Standards (SPM). Good service administration is carried out if the service meets the requirements as previously determined (Kuntjoro and Jasri, 2007: 123). Minimum Service Standards (SPM) are provisions regarding the type and quality of basic services which are mandatory regional affairs that every citizen is entitled to at a minimum. SPM is a guide that is understood to be applied in service delivery. Whereas for the Regional Government, the SPM that has been determined by the government becomes a reference for the Regional Government to prepare planning and budgeting for the administration of the Regional Government. The process of fulfilling this SPM as stipulated in laws and regulations requires resources, both at the managerial level to field implementation.

Service mechanisms and procedures

At the Department of Population and Civil Registry, service mechanisms and procedures start from the village / kelurahan level to the population and civil registry offices. For service procedures, efforts are made to make service regulations easier to access by all levels of society in various places by looking at the condition of East Kutai District, which still has several sub-districts where the distance through the district capital is quite far. The service standard serves as a requirement that must be fulfilled in order to receive services; however, these service standards are sometimes very burdensome for the community because there is an assumption that the process is too long starting from the village, sub-district to the relevant agency, in this case the Department of Population and Civil Disability. Service procedures, which include variable fixed procedures / standard operating services (SOP) in an open manner, consistent implementation of procedures and level of ease and smoothness of service. Service requirements are things that must be met by the community to get service. Service requirements need to be examined from each service activity so that all the requirements must be met by the community. The officer sincerely informs or

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informs the community about the necessary requirements if there are those who ask or the requirements brought are incomplete. In the process of carrying out population administration and civil registration of East Kutai Regency, it is regulated in Regional Regulation No.2 of 2018.

The mechanisms and procedures for making KK and KTP are made based on needs and as requirements in the procurement of KK and KTP. Service mechanisms and procedures are expected to be able to encourage the public to better understand the making of KK and KTP according to applicable regulations. In addition, the community also indirectly knows the importance of making KK and KTP

Service management

Service delivery can be measured. Therefore, standards can be set both in the time required and in the results. With the existence of management standards, it is presumably able to plan and implement so that the final results are satisfactory to those who receive services. Good and satisfying services that the community wants to achieve and want are: 1. there is convenience in managing interests with fast service. 2. Get a reasonable service, which means that in the service process there is nothing deviating. 3. Receive the same treatment in services for the same interests, orderly and indiscriminately. 4. Honest and frank service. These four services are what the public wants in relation to the field of public service. If this can be fulfilled, the community will be satisfied and have a positive impact on other employees. (a) Society respects employees. (b) The community obeys the service regulations. (c) There is an increase and development in society towards achieving good service.

Supporting and inhibiting factors affecting public services

The implementation of service tasks in the organizational structure does not always go well as we expect, sometimes in the implementation of apart the government experiences obstacles or factors that hinder or support the running of the service procedure.

Supporting factors

Budget

One of the factors that greatly supports the implementation of services at the Office of Education and Civil Registration of East Kutai Regency is the budget factor. In this case, of course there is the availability of funds because without sufficient budget / funds, the implementation of services will not run well, especially population administration services such as Identity Cards, Family Cards and Birth Certificates.

Government commitment

The commitment of the Regional Government (Regent and Deputy Regent) to cooperate with agencies in this case the Population and Civil Registration Service of East Kutai Regency in an effort to realize the vision and mission, the government is obliged to meet the needs of all levels of society by creating a Government system that able to support the creation of excellent and sustainable public services in accordance with the conditions and able to respond to changing dimensions and the impact of current complexity. To support acceleration improving the quality of prime public services to the government requires a strong commitment, creativity and rare innovations.

Human resources

Optimizing human resources and infrastructure is truly a commitment of the Regional Government, it's just that the commitment is only limited to interpretation as a commitment. The resources available at the Population and Civil Registration Office meet the requirements in accordance with existing regulations such as in terms of staffing recruitment, political intervention and balanced staff distribution. This has become a major supporter of public services in the Office of Occupation and Civil Registration.

Regional regulatory policy

The implementation of public services cannot escape the influence of policies that have been made in the form of Regional Regulations. The policy then becomes a reference for all agencies in East Kutai Regency to make an activity plan / program to be implemented. Policies in the form of Regional Regulations greatly assist the implementation of public services in the process of providing services for making Family Cards and Identity Cards to the community, because they trigger or provide a reference for carrying out the duties and obligations of the agency concerned.

Obstacle factor

The obstacle factor is facilities and infrastructure. What is meant by facilities and infrastructure according to (Moenir, 2008: 119) are all types of equipment, work equipment and other facilities that

function as the main / auxiliary tools in carrying out work and also function socially in the interests of the people who are associated with the work organization. In an effort to improve the quality of services, the implementation of public services at the Office of Population and Civil Registration of East Kutai Regency, there are obstacles in terms of infrastructure, especially transportation that do not support socialization activities in remote villages that are difficult to reach. This of course will hinder the socialization to villages and sub-districts whose communities are far away and are still difficult to reach. Because the areas are far away and difficult to reach by means of transportation, finally the process of making KK and KTP experiences a delay or delay in making them. This also causes people living in remote areas to be lazy to take care of KK and KTP.

4. CONCLUSION

Based on the results of the research that has been conducted by the author, it shows that public services, especially the service of Family Cards (KK) and Identity Cards (KTP) in the Population and Civil Registration Office of East Kutai Regency in general, have run quite well with various shortcomings as well. needs to be fixed. Overall, it can be seen from 4 (four) research focuses found in the field which include; 1. Population Administration Services, 2. Service procedures and mechanisms, 3. Service Management 4. Supporting and inhibiting factors. The factors that affect public services, especially KTP and KK services at the Office of Population and Civil Registration of East Kutai Regency are supporting factors, among others, the availability of an adequate budget, the existence of a strong government (Pemda) commitment to support the implementation of good services, the existence of Adequate human resources and Regional Regulation policies as a reference for public services. Inhibiting factors that duplicate KK and KTP, use of brokers and illegal fees (cultural factors), lack of public awareness of the importance of KK and KTP and lack of employee discipline. (Apparatus).

Based on the conclusions that have been described, the authors can provide the following suggestions: 1. The Office of Population and Civil Registration of East Kutai Regency has established an organizational culture that supports the realization of a high commitment from its apparatus in the implementation of public services. 2. Imposing strict sanctions against officers who are not disciplined and other violations. 3. Providing incentives for staffing performance, in this case in the form of rewards and punishments. This is important so that the competency of the apparatus can be trained regularly. 4. Activeness in the form of supervising services to all service units of the Civil Service apparatus. 5. Guidance and technical guidance by all the Heads of the East Kutai Regency SKPD on an ongoing basis in an effort to increase the work motivation of officers and the development of human resources for employees. Community participation needs to be continuously improved through prossmotive efforts or the socialization of the importance of having KK and KTP. 7. The quality of human resources is indeed the most basic apart from facilities and infrastructure that need to be continuously improved both in quality and quantity according to regional needs.

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