

KTP-el Management Services

(Study on the Implementation of the KTP-el Management Service Policy Based on the Regional Regulation of East Kutai Regency Number 2 of 2018 Concerning Amendments to Regional Regulation Number 7 of 2011 Concerning the Implementation of Population Administration and Civil Registration of East Kutai Regency in Sangatta Utara District, East Kutai Regency)

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Abstract

The KTP-el is a mandatory and important document that is owned by every citizen who is 17 years old or who is married. The service for making KTP-el is one of the public services provided by the government. The policy change regarding the identity of the population from KTP to KTP-el encountered many obstacles. One area that has not yet completed the recording of the KTP-el is East Kutai Regency, which has only reached 84.45%. People complained about the problem in an online forum because they had not been able to print their KTP-el for months. This study aims to describe and analyze the implementation of KTP-el management service policies in North Sangatta District, as well as describe and analyze the supporting and inhibiting factors for implementing KTP-el management service policies in North Sangatta District. This type of research is descriptive qualitative with a policy implementation model using Edward III's theory which has 4 indicators: communication, resources, disposition, and bureaucratic structure. Data analysis in this study used Miles, Huberman, and Saldana with steps of data condensation, data display, and data verification. The results of the research on the implementation of the KTP-el management service policy in the North Sangatta District have been carried out quite well. The supporting factor for implementing the policy is high public awareness to record KTP-el and is supported by competent human resources (employees). The inhibiting factors for policy implementation are inadequate facilities and infrastructure and limited funds.

Keywords: KTP-el, Service

1. Introduction

Public service is an effort made by a group or a bureaucracy to provide assistance to the community in order to achieve certain goals. Expected public services are public services in accordance with the decree of Minister of Administrative Reform No:63/KEP/M.PAN/7/2003 concerning General Guidelines for the Implementation of Public Services which include service procedures, service requirements, ability of service officers, speed of service, fairness service, certainty of service costs, and certainty of service schedules. One form of public service provided by the government is the KTP management service.

Identity Card (KTP) a mandatory and important document owned by every community. According to Law No. 24 of 2013, Electronic Identity Card Identity Card (KTP-el) is the official identity of the resident as proof of self issued by the relevant agency that is valid throughout the territory of the Republic of Indonesia. KTP-el is a resident document that must be owned by people who are 17 years old or married. The government's efforts in solving population administration problems are by giving the authority and responsibility to the Population and Civil Registry Office at the district/city level. The change in policy regarding the identity of the population from KTP to KTP-el certainly encountered many obstacles. In many areas, people find difficulties in obtaining KTP-els, starting from running out of forms, a long process, some even months after registering are still on a waiting list, and other problems.

Quoted from medcom.id, the recording of KTP-el in East Kalimantan in 2020 reached 99.46%. Of the 2,582,019 mandatory ID cards, 2,534,506 people have recorded. Among the 10 districts/cities in East Kalimantan, there are areas that have completed 100% recording, but there are also areas that have not been completed, one of which is East Kutai Regency which has only reached 84.45%. The problem doesn't stop there, many people have recorded it but so far have not received their KTP-el. One of the people who experienced this problem even wrote his complaint in a forum on the Facebook Application. According to his narrative, he had not been able to print his KTP-el for months because the East Kutai Dukcapil Service had run out of ink. Of course, this problem is not only experienced by one or two people, it is possible that more people have not been able to print their KTP-el.

East Kutai Regency has 18 sub-districts whose central government is located in North Sangatta District. The geographical location between sub-districts that are far away can be a factor in many people who have not recorded their KTP-els. To work around this, the East Kutai Dukcapil Service often conducts 'pick up the ball' to sub-districts to collect KTP-el recordings. Then the KTP-el is printed at the Dukcapil Service and returned to the District Office to be distributed to the community.

This study chose the research location in North Sangatta District because the East Kutai Dukcapil Service was located in North Sangatta District. Residents in other sub-districts record their KTP-el collectively at the District Office when the Dukcapil Service 'picks up the ball', so that residents of these other sub-districts do not feel the process of going back and forth to the Dukcapil Office to carry out the recording process until the KTP-el printing.

This study aims to describe and analyze the implementation of the KTP-el service policy implementation in North Sangatta District based on the East Kutai Regency Regulation Number 2 of 2018, as well as to describe and analyze the supporting and inhibiting factors for implementing KTP-el management service policies in North Sangatta District based on East Kutai Regency Regulation Number 2 of 2018.

2. Literature Review

Public Policy Implementation

The definition of public policy implementation put forward by Van Meter and Van Horn cited by Sadhana (2011) are, "actions taken by public organizations that are directed to achieve the goals that have been set in previous decisions. These actions include efforts to turn decisions into operational actions within a certain period of time as well as in the context of continuing efforts to achieve major and minor changes determined by policy decisions." According to Thomas R. Dye in Sadhana (2011), public policy is whatever the government chooses to do or not to do. According to Parker, public policy can be interpreted as a certain goal or a certain set of principles or actions carried out by the government at a certain time related to a subject or in response to a critical situation. Anderson means more specifically that public policy is a policy developed or formulated by government agencies and officials. Explicitly, the institution responsible for public policy is the government.

The reason policy implementation is needed is because the views of experts say that every policy that has been made must be implemented. According to Edward III (1984), policy implementation is needed because there are policy problems that need to be solved and overcome. Edward III's approach to implementation problems is to question the factors that support and hinder the success of policy implementation. There are 4 factors that become the source of problems and pre-conditions for the success of the implementation process, namely communication, resources, disposition, and organizational structure.

KTP-el Concept

KTP-el (Electronic Identity Card) is a population document that contains a security/control system in terms of administration or information technology based on the national population database. At first, the mention of electronic KTP was e-KTP, but now it has changed to KTP-el. This change in designation is in accordance with Article 1 Number 14 of Law no. 24 of 2013 concerning Amendments to Law No. 23 of 2006 concerning Population Administration (Disdukcapil Bantul, 2014).

The validity period of the KTP-el for Indonesian citizens (Indonesian citizens) is for life, while for foreigners (Foreign Citizens) the validity period is adjusted to the validity period of the permanent residence permit. The KTP-el is valid for life, but if it is damaged, lost, or there is a change in population data, the public immediately reports to the relevant agency. Changes in population data referred to are changes in residence, place and date of birth, status, religion, change of domicile, occupation, and even name. Even if there is a change in the data as previously mentioned, the NIK (Population Identification Number) will not change.

One of the reasons for the change from a conventional KTP to an KTP-el is the problem of duplication. The requirements for making an KTP-el are that you are 17 years old and over or are married and a photocopy of your KK (Family Card). The manufacturing procedure is:

1. Come to the KTP-el-making agency by bringing a photocopy of the family card.
2. Take the queue number, and wait until it is called for data recording.
3. When it is his turn, the officer will enter data and photos digitally. Make sure that the data is correct.
4. Record the digital signature. Make sure the signature doesn't change.
5. Perform a retinal scan.
6. The recording process has been completed. Wait until the KTP-el has been printed. The process of printing an KTP-el takes an erratic time, it could be 1 week or more depending on the availability of tools.
7. The officer will contact when the KTP-el has been printed (Disdukcapil Banyuasin, 2021)

Theory of Service

According to the US. Moenir, service is the process of fulfilling needs through the activities of others (Moenir, 2016). According to Kotler in Daryanto and Setyabudi (2014), "service is any activity that is profitable in an association or unit, and offers satisfaction even though the results are not tied to a physical product." According to Parasuraman in Syahrin (2017), there are 22 determinants of service quality which are summarized in five dominant factors or better known as SERVQUAL, namely responsiveness, assurance, empathy, reliability, and tangible.

1. Responsiveness
Ability to help customers and provide services quickly. This dimension focuses on attention and promptness when dealing with customer requests, questions, and complaints.
2. Assurance
Knowledge, ability, and courtesy of employees to create confidence and trust.
3. Empathy
Personal care and attention given to customers. Show customers that customer needs can be understood and met.
4. Reliability
The ability to provide the promised services reliably and accurately.
5. Tangible
This dimension shows the appearance of physical facilities in the form of service provider buildings, equipment used, appearance of employees and the surrounding environment.

Theory of Public Service

According to Law no. 25 of 2009 concerning Public Services, "public services are activities or series of activities in the context of fulfilling service needs in accordance with laws and regulations for every citizen and resident of goods, services, and/or administrative services provided by public service providers". According to the Decree of the Minister of State Apparatus Empowerment No. 63 of 2003, "public services are all service activities carried out by public service providers as an effort to fulfill the needs of service recipients as well as to implement the provisions of laws and regulations". The public service provider is the government. Public service recipients are people, communities, agencies, and legal entities that receive services from government agencies.

Public services must always make changes following the development of society so that public services provided by the government can satisfy the community. In order to provide services that satisfy users (in this case the community), service providers must fulfill service principles.

1. Transparency; A public service unit must be open, easily accessible to all parties in need, easy to understand, and adequate.
2. Accountability; The public service's process and result must be accountable to the public in accordance with the regulations.
3. Conditional; Public services must adjust the ability of service providers and recipients while still taking into account the principles of efficiency and effectiveness.
4. Participation; Take into account the aspirations, needs, and expectations of the community.
5. Equal Rights; Non-discriminatory against race, ethnicity, religion, gender, class, and economic status. All have equal rights in public service.
6. Balance of Rights and Responsibilities; The giver and recipient must understand each other that each has their own rights and obligations (Sadhana, 2010).

There are 10 principles of public service that must be observed and carried out by every public service provider:

1. Simplicity; public service procedures are uncomplicated, easy to understand, and easy to implement
2. Clarity
 - Public service requirements (technical and administrative)
 - The officials who are authorized and responsible for resolving problems in public services
 - Details of service fees and payment procedures

3. Certainty of time; implementation of public services can be completed within a predetermined period of time
4. Accuracy; public service products are received correctly, appropriately, and legally
5. Security; Public service processes and products can provide a sense of security and legal certainty
6. Responsibility; The head of the public service provider or the appointed official is responsible for the service provider and the resolution of complaints in the implementation of public services
7. Completeness of Facilities and Infrastructure
 - Availability of facilities and infrastructure
 - Adequate work and other supporting equipment including technology and information technology facilities
8. Easy Access
 - Place and location easily accessible to the public
 - Can take advantage of communication and information technology
9. Discipline, Courtesy, and Hospitality.
10. Convenience
 - An orderly and orderly service environment
 - Comfortable, clean and tidy waiting room
 - Equipped with service support facilities such as parking lots, toilets, worship places, and others.

3. Methods

Research Design

Using descriptive research methods, this method seeks to describe or describe in detail or in depth the application of the KTP-el service policy in North Sangatta District.

Research Location

The location of this research was conducted in North Sangatta District.

The Focus of Research

The focus in this research is as follows:

1. Implementation of the KTP-EL Management Service Policy in North Sangatta District Based on the East Kutai Regency Regulation Number 2 of 2018.
2. Supporting and inhibiting factors for the implementation of the KTP-el Management Service Policy in North Sangatta District Based on the East Kutai Regency Regulation Number 2 of 2018.

Method of Collecting Data

Data collection carried out in this study are as follows:

1. Observation
Observation is basically an activity that uses senses to obtain the information needed to answer research problems. Observation results in the form of activities, events, events, objects, conditions or certain atmospheres. Observations are made to get a real picture of an event or event to answer the research problem (Rahardjo, 2011).
2. In-depth Interview
Interview is a process of interaction or communication to collect information by means of question and answer between researchers and informants or research subjects. The type of interview used is an in-depth interview. In-depth interviews are more independent than structured interviews because the researcher is free to ask anything without a pre-prepared question guide. The purpose of this type of interview is to find problems more openly, where the parties invited to the interview are asked for their opinions and ideas (Sugiyono, 2017).

3. Documentation

According to Sugiyono (2017), "documentation is a method used to obtain data and information in the form of books, archives, documents, written numbers and pictures in the form of reports and information that can support research. Documentation aims to collect data and then review it".

Data Analysis Technique

The analytical technique used in this research is descriptive qualitative analysis. In this study, data and information in the form of interviews and documentation of KTP-el management policies were processed, then presented descriptively and analyzed by means of; (1) data condensation 2) data presentation, and (3) data verification in accordance with qualitative data analysis according to Miles, Huberman and Saldana (2014).

4. Results

Communication

The form of communication carried out by the East Kutai Population And Civil Registration Agency is socialization and coordination of the implementation of the KTP-el by placing banners at the sub-district office. The East Kutai Population And Civil Registration Agency does not yet have a website and social media. Social media can be a source of information for the public. In addition, with social media, two-way communication can occur between The East Kutai Population And Civil Registration Agency and the community.

Resources

The East Kutai Population And Civil Registration Agency has competent human resources. On the other side, the equipment resources owned are still inadequate. In the beginning, The East Kutai Population And Civil Registration Agency had 5 printers, but currently only 2 are working and the other are broken. The East Kutai Population And Civil Registration Agency also cannot buy ink and other supporting tools for making KTP-el at any time because of budget constraints.

Disposition

The pattern of assigning tasks or disposing of policies carried out by the head of the office, by providing clear directions and strategies to all employees makes understanding and commitment to implementing KTP-el management policies more effective.

Bureaucratic Structure

The bureaucracy in implementing the KTP-el program is carried out in stages. In its implementation, there are several obstacles, including the provision of recording forms by the Ministry of Home Affairs for later distribution to the regions. It can lead to delays in the distribution of blanks which can hinder policy implementation.

Supporting and Inhibiting Factors of Policy

The supporting factor for implementing the policy is high public awareness to record KTP-el and is supported by competent human resources (employees). The inhibiting factors for policy implementation are inadequate facilities and infrastructure and limited funds.

5. Conclusions

Conclusion

The implementation of the KTP-el management service policy in the North Sangatta District has been carried out quite well. The supporting factor for implementing the policy is high public awareness

to record KTP-el and is supported by competent human resources (employees). The inhibiting factors for policy implementation are inadequate facilities and infrastructure and limited funds.

Suggestions

The East Kutai Population And Civil Registration Agency needs to create a website and social media as a medium of information and communication to the public. With social media, the community can find out the latest information and can also be a place for the community complaints in getting service. According to the researcher, one of the people who wrote his complaints in a online forum was because he could not find a medium for his complaints. If creating a website and running social media is difficult, at least provide a number phone (but only receive messages, not for calls)

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