

EVALUATING THE PROCESS OF ELECTRONIC ID CARD (E-KTP) SERVICES AT THE POPULATION ADMINISTRATION AND CIVIL REGISTRATION OFFICE OF LEBAK BULUS SUBDISTRICT

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Submitted: 15th Sept 2023/ **Edited:** 25th Dec 2023/ **Issued:** 01st January 2024
Cited on: Silitonga, I, P., Permana, D., & Budiastira, A. A. K. (2024). EVALUATING THE PROCESS OF ELECTRONIC ID CARD (E-KTP) SERVICES AT THE POPULATION ADMINISTRATION AND CIVIL REGISTRATION OFFICE OF LEBAK BULUS SUBDISTRICT. *SCIENTIFIC JOURNAL OF REFLECTION: Economic, Accounting, Management and Business*, 7(1), 117-126.

ABSTRACT

This research aims to evaluate the electronic Identity Card (e-KTP) issuance service at the Population Administration and Civil Registration Office of Lebak Bulus Subdistrict, referring to the Decision of the Head of the Population and Civil Registration Office of DKI Jakarta Province Number 100 of 2022, which establishes service standards. This research utilizes a qualitative descriptive approach, based on observations and in-depth interviews, and relates it to operational concepts, frameworks, and relevant laws. The evaluation results indicate that the e-KTP service has successfully optimized service time, with an average waiting time of approximately 10-15 minutes, which is a strength of the service. However, there are several challenges in verifying population data and technical issues with hardware usage. Although the staff provides good service, there is a lack of clear information regarding the status of e-KTP application progress for applicants. Recommendations for improvement include enhancing recording facilities, improving communication with applicants, maintaining hardware, and enhancing cooperation with relevant agencies. This research contributes to efforts to enhance the quality of e-KTP issuance services and provides guidance for similar institutions in improving service effectiveness and efficiency.

Keywords: Evaluation, Services, Electronic ID Card (e-KTP)

PROEM

Population administration involves the management of crucial demographic data in governance, including population numbers, gender, age, education, and occupation. Every Indonesian citizen above 17 years old is required to have an electronic Identity Card (e-KTP) that is valid for a lifetime. The administration service in Lebak Bulus Subdistrict refers to service standards according to Law Number 25 of 2009 concerning Public Services.

According to Kusdinarjati the concept of good public service involves several aspects (Husnayaini, 2020):

1. **Enhancing Public Satisfaction:** Public services should be directed towards improving public satisfaction by prioritizing community participation and involvement in decision-making processes. This can be achieved by involving the community in the planning, implementation, and evaluation of public service programs and policies.
2. **Transparency:** Public services must be conducted openly and transparently, allowing the public to easily and quickly access the information they need. Transparency also builds trust among the public, assuring them that public services are carried out fairly and without discrimination.
3. **Accountability:** Public services should adhere to the principle of accountability. Government and public service providers must be responsible for the actions and decisions made in the course of their duties. The public should also have access to information about the actions and decisions taken by the government in delivering public services.
4. **Responsiveness:** Public services must be carried out with responsiveness to the needs and expectations of the community. Governments and public service providers should be able to respond to and address complaints and feedback from the public promptly and appropriately.

In the 6th Article of the Decision of the Head of the Population and Civil Registration Office of DKI Jakarta Province Number 100 of 2022, it is stated that the service guarantee provided by the Population and Civil Registration Office includes: Service processes are carried out after complete document requirements, Applicants are served according to their requests, accountable service products, availability of service access for people with disabilities, smile, Greet, Greetings, Polite, and Courteous, fast, precise, and easy service, professional, Friendly, Integrity, Easy, Accountable (PRIMA), service is free of charge (GRATIS).

This research focuses on evaluating the satisfaction and effectiveness of e-KTP services at the Population Administration and Civil Registration Office of Lebak Bulus Subdistrict. The findings of this research contribute to understanding the overall satisfaction with e-KTP services in various regions in Indonesia, identifying areas for

improvement to enhance public service quality (Farhan, 2021). The research conducted by Rachman & Djumiarti (2019) indicated that, overall, customers were satisfied with the quality of the electronic ID card (KTP-el) services provided by the Population and Civil Registration Office of Sidoarjo Regency. However, the study also identified several shortcomings and issues in the service that need improvement. Some of these issues include technical issues, lack of information availability, and challenges in accessing services (Baunsele & Hardianto, 2019).

Furthermore, a study conducted by Wahyuni, et al. (2017) stated that the effectiveness of KTP-el services at the Population and Civil Registration Office of Bantaeng Regency was considered relatively good. In the context of KTP-el services at the Implementation Unit of the Population and Civil Registration Office in Lebak Bulus Subdistrict, there are several critical issues, including limitations in KTP-el card supplies, insufficient effectiveness and speed of service, and problems with the PAIS system and internet connectivity.

Table 1. Population Data of Lebak Bulus Subdistrict Based on Net Consolidated Data (NCD) Ministry of Home Affairs, Semester I (First Semester) 2022 Office of Population and Civil Registration, South Jakarta Administrative City

No.	Subdistrict	Number of Families			Population Indonesian citizens			Mandatory ID Card
		M	F	M+F	M	F	M+F	
1	2	3	4	5	6	7	8	9
1	LEBAK BULUS	11.768	3.066	14.834	23.129	23.549	46.678	35.052

Source: Data from the Population and Civil Registration Sub-agency, South Jakarta Administrative City, 2022

Another significant issue that receives serious attention in the population administration services in the Lebak Bulus Subdistrict area is the large number of residents who are required to have electronic ID cards (KTP-el) but have not been served in the issuance of KTP-el. The unfulfilled number is as high as 35,052, whereas the newly issued KTP-el cards amount to only 3,737.

Table 2. Number of Electronic ID Cards (KTP-el) Issued in the Year 2022 at the Population Administration and Civil Registration Service Unit of Lebak Bulus Subdistrict

No.	Subdistrict	Population Criteria for Mandatory Electronic ID Card (KTP-el) (17 years and older)			Population Criteria for Mandatory Electronic ID Card (KTP-el) (17 years and older) but have not printed the KTP-el			Number of issued Electronic ID Cards (KTP-el) for mandatory KTP-el holders
		M	F	M+F	M	F	M+F	
1	2	3	4	5	6	7	8	9
1	Lebak Bulus	-	-	35052	-	-	31315	3737

Source: Data from the Population and Civil Registration Sub-agency, South Jakarta, 2022

With only a small fraction of residents requests being fulfilled, it is evident that many residents still do not possess Electronic ID Cards (KTP-el). Therefore, there is a need for a significant improvement in the provision and efficiency of KTP-el printing services. This would help ensure that all residents required to have KTP-el can easily obtain it, in accordance with applicable regulations, and support the creation of accurate and reliable population administration. The findings of this research explain the overall satisfaction and effectiveness of KTP-el services in various regions in Indonesia. Simultaneously, it identifies areas where improvements can be made to enhance the quality and accessibility of this essential public service.

The research focuses on: 1) Well-established service procedures; 2) Employee discipline, which is categorized as quite good; 3) Employee fairness, also categorized as quite good; 4) Fairly set fees; and 5) Service comfort, which is categorized as quite good. This study elaborates further on population administration services, the quality of KTP-el services, and the necessary improvements to enhance customer satisfaction and service effectiveness.

Among the various authorities held by the Population and Civil Registration Office of Lebak Bulus Subdistrict, for the purposes of this evaluation, the writer will only assess the service of issuing Electronic ID Cards (KTP-el) at the Population Administration and Civil Registration Service Unit of Lebak Bulus Subdistrict. This evaluation encompasses: 1) Regulations and provisions for the issuance of KTP-el; 2) Registration and application verification procedures; 3) Verification of required data and documents; 4) Reporting and monitoring systems; 5) Technology utilized; 6) Associated costs; 7) Problem resolution procedures.

Identification of Electronic ID Card (KTP-el) Service Evaluation Indicators

1. Processing time for the issuance and replacement of KTP-el.
2. Accuracy of data on the KTP-el.
3. Availability of facilities and equipment supporting the issuance of KTP-el.
4. Availability of information and guidance related to the procedure for issuing KTP-el.
5. Ease of access to obtain information related to the issuance of KTP-el.
6. Responsiveness of officers in providing services to the public.
7. Security of data and privacy of the public during the KTP-el issuance process.

THEORETIC

In Indonesia, the process of electronic ID card (e-KTP) issuance involves several stages to ensure accuracy and efficiency. The first step typically involves citizens submitting their applications at designated local government offices. Applicants are required to provide necessary documents such as proof of identity, residency, and other relevant information (Hasibuan, et al., 2020). Subsequently, biometric data, including fingerprints and facial features, are captured to enhance the security features of the e-KTP.

After the initial data collection, the information is processed and verified centrally. The verification process involves cross-referencing the provided data with existing government databases to confirm the accuracy and legitimacy of the applicant's information (Suleman, 2019). Once verified, the electronic ID card is produced, incorporating advanced security features to prevent forgery and unauthorized use. The final step involves citizens collecting their e-KTP at the designated distribution centers, where they may need to undergo additional identity checks to ensure a secure handover (Triana, et al., 2019).

Despite efforts to streamline the process, challenges such as bureaucratic inefficiencies and potential delays may still exist. The Indonesian government continues to work towards improving the e-KTP issuance process to enhance overall efficiency, security, and convenience for its citizens.

METHOD

This research employs a descriptive research method with a qualitative approach to comprehensively understand and depict the conditions of the Electronic ID Card (KTP-el) services at the Population Administration and Civil Registration Service Unit of Lebak Bulus Subdistrict. According to Nawawi, qualitative research is a method used to understand complex and non-quantifiable phenomena (Naqibah, et al., 2021). This method emphasizes a more in-depth analysis of data compared to quantitative methods, involving the collection of descriptive and narrative data. Qualitative research focuses on subjective interpretation and the experiences of participants.

Primary data is obtained through interviews, questionnaires, and observations, while secondary data is gathered from relevant research documents. Research

informants include service officers and members of the community who receive the services. Data analysis is performed descriptively and interpretatively, involving stages such as data collection, data reduction, data presentation, verification, data organization, and drawing conclusions. In this research, triangulation techniques are used to confirm findings from various data sources. The results of data analysis are expected to provide an accurate overview of the quality of KTP-el services and the influencing factors at the Implementation Unit of the Population and Civil Registration Office in Lebak Bulus Subdistrict.

RESULT

Discussion on the Electronic ID Card (KTP-el) and its Supporting Elements

The process of producing the Electronic Identity Card (KTP-el) in Indonesia involves the Population and Civil Registration Office (Dukcapil), which utilizes the Population Administration Information System (PAIS) to record citizens' personal data, print KTP-el with integrated data on the chip, and ensure data validity. This process includes application submission, recording personal data, verification, and KTP-el printing. The KTP-el is a more secure and advanced identity card with chip technology, biometrics, and security features, including special printing and anti-counterfeiting measures. Facilities such as printing machines, PAIS, complaint services, and officer training support this process, ensuring high-quality and accurate KTP-el in accordance with international standards.

Discussion of Research Data

The evaluation of the Electronic Identity Card (KTP-el) services at the Population Administration and Civil Registration Service Unit of Lebak Bulus Subdistrict illustrates that overall, the services comply with the standards set in the Decree of the Head of the Population and Civil Registration Office of DKI Jakarta Province Number 100 of 2022. The service process runs smoothly and efficiently, with information that is comprehensive and easily accessible to the public.

The officers provide services according to requests with a high level of professionalism, friendliness, and integrity. Service products are presented with accountability and without additional charges, while efforts have been made to ensure accessibility for persons with disabilities. The attitude (Smile, Greet, Greeting, Be

Polite, and Courteous) has become a culture reflected in interactions with the public. Service is also emphasized in terms of speed, accuracy, and high accessibility, while maintaining a complaint mechanism to ensure accountability.

However, continuous attention is needed regarding the sustainability of free services and efficient fund management to meet the needs of the community effectively (Arysyahdi, 2023). This is crucial to ensure that the services remain sustainable and of high quality. By consistently monitoring and ensuring good resource management, the KTP-el services in Lebak Bulus Subdistrict can continue to serve as an example in public service.

Evaluation of Applicant Satisfaction

Based on the survey results involving 10 respondents assessing the processing of Electronic Identity Cards (KTP-el) at the Implementation Unit of the Population and Civil Registration Office of Lebak Bulus Subdistrict, there are several significant findings that need to be identified. The majority of respondents expressed a high level of satisfaction with various aspects of KTP-el services, including the ease of application submission and the application process (80% very satisfied, 20% satisfied), as well as officer communication and service time (70% very satisfied, 30% satisfied).

However, there are specific aspects that need attention in the issuance process of Electronic Identity Cards (KTP-el). The survey results show that only a small fraction of respondents feel very satisfied (10%), and some are satisfied (90%) with the speed of the KTP-el issuance process. Additionally, other aspects also indicate potential for improving public service satisfaction (Alhasni, et al., 2023). These include the quality of data in the KTP-el, availability of facilities and supporting services, as well as the speed of KTP-el issuance. The survey results reflect that only a small fraction of respondents (30%) feel very satisfied, and some (70%) are only moderately satisfied with the speed of KTP-el issuance.

Furthermore, the physical quality of the KTP-el itself is also an important factor in enhancing public satisfaction. Survey data shows that 40% are very satisfied, and 60% are satisfied with the physical quality of the KTP-el. To enhance public satisfaction, it is emphasized that efficiency in the administrative process must be optimized to expedite the issuance of KTP-el and improve service time. Improving the quality of data in the KTP-el and the physical aspects of the KTP-el should be a priority,

given their impact on the public's trust in this document. Additionally, officer communication with the public and the data verification process also need improvement (Farida & Ambarwati, 2023).

The significant differences in respondent satisfaction levels across various indicators indicate that improvement efforts should be focused on aspects considered moderately satisfactory by respondents. Therefore, a thorough evaluation and appropriate improvement measures are needed to enhance overall service efficiency and quality (Kurniawan, (2018). The goal is to ensure that the management of KTP-el at the Implementation Unit of the Population and Civil Registration Office in Lebak Bulus Subdistrict can provide greater satisfaction to the community.

Evaluation of Service Improvement Efforts

The evaluation of efforts to improve Electronic Identity Card (KTP-el) services at the Implementation Unit of the Population and Civil Registration Office in Lebak Bulus Subdistrict reflects positive results. Applicants report a more satisfying experience, with reduced waiting times, smoother processes, and overall increased satisfaction. The Population and Civil Registration Office of DKI Jakarta Province also responded to feedback from officers at the sub-district level, using it as a basis for evaluation and improvement.

The Implementation Unit of the Population and Civil Registration Office in Lebak Bulus Subdistrict is responsive to feedback and complaints from applicants through a clear complaint mechanism. They systematically process complaints, analyze root issues, and take corrective actions. Active communication with applicants provides a sense of trust that their complaints are heard and addressed. Furthermore, service improvement efforts involve enhancing the capacity of officers through training and competence development, refining service procedures, and investing in more advanced technology (Tores, 2017;). All of these efforts reflect the commitment of the Implementation Unit of the Population and Civil Registration Office in Lebak Bulus Subdistrict to provide quality services that meet the needs of applicants.

CONCLUSION

Based on the observation and in-depth interviews conducted at the Implementation Unit of the Population and Civil Registration Office (Disdukcapil) in

Lebak Bulus Subdistrict, there are several aspects that need attention and improvement in the issuance of Electronic Identity Cards (KTP-el). While there are strengths in the service, such as service time efficiency, document availability and completeness, service quality, system reliability, data security, service accessibility, cost transparency, and applicant satisfaction, there are also potential areas that can be improved.

One identified potential area is the lack of coordination between relevant agencies, which can hinder the service process. Additionally, the technical capabilities of officers in handling complex issues need improvement to ensure accurate and precise resolutions. The speed of the service process also needs improvement, so applicants can promptly receive their KTP-el.

In the context of operational concepts, the implementation of clear and written Standard Operating Procedures (SOPs) is necessary to ensure consistent and accurate verification of population data. This will help address coordination issues and improve service process efficiency. A relevant theoretical framework is the theory of quality control in operations management, emphasizing the importance of quality control to enhance the effectiveness and efficiency of processes. Thus, authorities should focus on process improvement and enhancing the technical capabilities of officers.

Regarding the law, Law No. 23 of 2006 on Population Administration emphasizes that KTP-el must be issued based on valid and reliable population data. Therefore, there is a need for improvement in the population data verification process to enhance the quality of KTP-el issuance at the Implementation Unit of the Population and Civil Registration Office in Lebak Bulus Subdistrict. Thus, the conclusion of this evaluation is the necessity for comprehensive improvement actions to ensure that the KTP-el issuance service meets expected quality standards and complies with applicable legal provisions.

In the evaluation of KTP-el services at the Implementation Unit of the Population and Civil Registration Office in Lebak Bulus Subdistrict, several key findings have been identified. First, regarding document availability and completeness, applicants face difficulties in obtaining some documents, which can slow down the KTP-el application process. Uncertainties sometimes arise in the requirements for additional documents needed. Second, officers provide good service, but there are complaints about unclear information regarding the status of KTP-el applications, especially due to blanko

limitations. Third, system reliability is relatively good, but network disruptions and technical issues sometimes affect services. Lastly, in terms of service accessibility, waiting room facilities and limited working hours need improvement.

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