

Effectiveness of KTP Services in the Sub-District

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Abstract

E-KTP services at the sub-district level still leave complaints from the public regarding the unsatisfactory service provided, especially service times and service procedures, which still need to be fully understood by the public. This research aims to analyze the effectiveness of E-KTP services at the sub-district level by taking the case of Ciawi District, Bogor Regency, West Java, Indonesia. This research uses a descriptive quantitative approach method, collecting data through observation, interviews, and questionnaires from 41 respondents from the Ciawi District community who were taken by accidental sampling. The research results show data that the effectiveness of E-KTP services in the Ciawi sub-district is considered adequate. This assessment is measured based on three indicators: the source approach with an average value of 3.8, the process approach with an average value of 3.7, and the target approach with an average value of 3.7, from the highest score of 5. However, several areas for improvement in this service still originate from human resource capacity. Therefore, this research recommends that there is a need to increase employee capacity through job training, increasing the knowledge and abilities of officers regarding public services, and improving employee performance.

Keywords:

public services; service effectiveness; community satisfaction;
strengthening human resource capacity; job training

Introduction

E-KTP is an abbreviation of "Electronic Resident Identification Card. It is an official identity card issued by the Indonesian government. E-KTP contains personal information such as name, address, date of birth, and identity number. E-KTP is also equipped with electronic chip technology, which stores additional information such as fingerprints and photos of the card owner. E-KTP was introduced in 2011 as a replacement for previous identity cards and aimed to increase the security and accuracy of Indonesian population data. E-KTP is also used as an official identity document for various purposes, such as opening a bank account, obtaining a passport, and voting in general elections.

E-KTP (electronic population identification card) is an official resident identity proof of self-issued by the Ministry of Home Affairs, valid throughout the territory of the Unitary State of the Republic of Indonesia. E-KTP is a service for making electronic KTPs by the Department of Population and Civil Registration (Department of Population and Civil Registry). Making e-KTP

aims to bring order in the administration of population data, and the government is responsible for accurate and up-to-date population data.

Service effectiveness is an essential element in a government organization, including sub-districts, because service effectiveness is one of the parameters for assessing service quality. Law Number 25 of 2009 concerning Public Services regulates activities or series of activities to fulfill service needs following statutory regulations for every citizen and resident regarding public service providers' goods, services, and administrative services.

Service effectiveness can be defined as the achievement of the objectives of the service activities carried out by a government agency or agency by providing services to the community in an easy, fast, accurate, and satisfactory manner. In this case, the effectiveness of public services can be measured by the extent to which citizens are satisfied with the services provided by government agencies and officials. Effective services provide citizens with convenience and satisfaction in receiving the necessary services.

In the current digital era, the Indonesian government has issued an electronic KTP or e-KTP program to increase the effectiveness of population administration services. This program aims to avoid duplicating identity cards to commit fraud or for specific purposes. However, effective e-KTP recording services are needed at the sub-district level to achieve this goal.

Effectiveness compares productivity against a goal, plan, or benchmark (Falih Suahedi, 2010). According to Beni (2016), effectiveness is the relationship between results and goals and can also be described as a measure of the extent to which the goals that have been set are achieved. Effectiveness comes from the word effectual, which means success in achieving a specific goal. Effectiveness can be defined as the ability to choose the right goals and achieve them. In Gibson's (1985) concept of organizational effectiveness, organizational effectiveness is based on individual and group effectiveness.

Effectiveness is the communication that a process achieves its planned goals according to budgeted cost, specified time, and personnel number (Effendy, 1989, p. 14). It means that the effectiveness indicator regarding the achievement of specified goals is a measure of whether the goals were achieved according to the plan. Effectiveness is the influence of a message or the degree of influence of a message (Susanto, 1975, p. 156). Effectiveness can be interpreted as a measure of achieving carefully planned goals.

In the concept of regional government, government effectiveness is focused on accelerating development in the region and improving services to local communities. As public service institutions, sub-counties play an essential role in improving public services and how these institutions deliver public services, ensuring quality outcomes tailored to the needs of their

residents. It can be produced. E-KTP-making services are one type of public service provided by government agencies.

As one of the institutions providing e-KTP control services, the sub-district office is responsible for increasing the effectiveness of administrative services so that community satisfaction increases.

This research is motivated by problems that often occur in e-KTP-making services, such as taking a long time to complete E-KTP due to errors in names, network problems, recording machines, or stock of e-KTP blanks. So, it becomes an obstacle in public services. Therefore, this research aims to look at the effectiveness of e-KTP services at the District Office by taking the case of Ciawi District, Bogor Regency, West Java Province, Indonesia.

Effectiveness is the power of a message to influence or the ability of messages to influence (Susanto, 1975, p. 156). Effectiveness can be interpreted as measuring the achievement of goals carefully planned. The best way to research effectiveness is to pay attention simultaneously to three interconnected concepts, namely:

1. Understand goal optimization: effectiveness is assessed according to how far an organization succeeds in achieving goals that are worth achieving.
2. Systematic perspective: the goal of following a cycle in the organization.
3. Emphasis on human behavior in organizational structures: how individual and group behavior can ultimately support or hinder achieving organizational goals (Steers, 1985).

Methods

This study used a descriptive quantitative approach technique. (Zikri Fatiha, 2021) by Mulyadi (2011:136). Quantitative research is carried out to determine whether there is a correlation between the dependent or independent variables. Quantitative approaches are used with a theory or hypothesis and try to confirm its truth. The affected residents are 41 residents of Chiawi district, Bogor province. The population data used is from the overall responses of study participants. The researchers used his Yamane formula with a 5% error rate to determine the study sample.

These respondents are differentiated based on age, gender, type of work and latest education. Respondents were aged between 17 and 45 years. Generally, respondents aged 17-25 years were 90.24%. Respondents aged 26-35 were 4.88%, and those aged 36-45 were 4.88%. Differentiated by gender, the respondents were 48.78% male, while 51.22% were female. Based on work, respondents have a variety of jobs. Entrepreneurs were 24.39%, traders were 4.88%, community figures were 7.32%, and other occupations were 63.41%.

The education level of respondents is generally 70.73% high school. However, there are also 4.88% of respondents who have a junior high school education level, 2.44% of respondents who have a vocational school education level, 2.44% have a D3 education level, and 2.44% have a bachelor's degree education level. as much as 19.51%.

The researcher's data collection technique was distributing questionnaires to respondents using Robbin's theory (Donni & Agus, 2012). In analyzing the data, the researchers used an analytical technique using the weighted mean score (WMS) formula. The evaluation criteria are rated on a 5-point scale from very poor (score 1 to 1.8) to excellent (score 4.21 to 5.00) (Sugino, 2000).

Result and Discussion

Effectiveness in public services E-KTP

Service is the key to the success of various business and service activities (Moenir, 2000). Therefore, effective service delivery helps organizations achieve the service goals set, and the public is satisfied with the services they receive. The concept of rational bureaucracy relies heavily on regulations and procedures, all of which serve to achieve goals and promote desired values and norms (Azhar Qasim, 1993, p. 3). There are several principles in public service:

1. Equality of interests and business logic. Customers can feel the quality of service and benefit from it.
2. decision-making authority should be distributed between the organization and the customer.
3. Organizational Focus
4. Organizations need to be structured and function so that their primary goal is to mobilize resources to support the front lines of business.
5. Supervision/management
6. Managers and supervisors must provide encouragement and support to each employee (Ibrahim, 2008).

This research takes the case of ID card services in Ciawi sub-district. Ciawi District is located in Bogor Regency, West Java Province, with 13 villages and a population of 123,085. It indicates the high number of needs for making e-KTPs at the Ciawi District Office.

The processing of e-KTPs in Ciawi District was initially centered on the Bogor Regency Population and Civil Registry Service. However, based on Bogor Regency Regional Regulation (PERDA) No. 72 of 2016 concerning the implementation of regional government affairs, currently, sub-district offices have the authority to support the implementation of regional government

affairs, including the implementation of government elements. The delegation of authority from the Bogor Regency Government to the sub-district head is regulated in the Regional Regulation (PERDA) of Bogor Regency, Number 7 of 2008. They concerned delegating part of the sub-district head's authority to manage regional affairs. This delegation is related to licensing, training, and implementation for providing electronic KTP services. The e-KTP-making service at the Ciawi District Office is expected to run following the service standards regulated in Public Service Law Number 25, 2009, with the principles of the administration itself. Several functions of public service effectiveness:

1. Increase community satisfaction: Effective public services can increase community satisfaction because people feel their needs are met well.
2. Increase public trust: Effective public services can increase public trust in the government and public institutions.
3. Increase efficiency: Effective public services can increase efficiency in delivering public services because procedures are simple and fast.
4. Increase accountability: Effective public services can increase accountability because the government and public institutions must be responsible for service quality.
5. Increase community participation: Effective public services can increase community participation in delivering public services because the community feels that their needs are heard and adequately met.

In understanding the effectiveness of public services, it is necessary to note that effectiveness is a goal or target that must be achieved. Therefore, the effectiveness of public services can be measured by how much the goals or targets are achieved in the implementation of public services.

The effectiveness of e-KTP services in the Ciawi District was measured based on the theory of service effectiveness (Donni & Agus, 2012). Service effectiveness is measured based on three dimensions, namely the resource approach, process approach, and target approach. The research results produced data as depicted in Table 1.

Table 1.
Results of the assessment of the effectiveness of E-KTP services in Ciawi District

No	Dimension	Indicator	Average Score	Interpretation Criteria
1	<i>Resource Approach</i>	Measuring Effectiveness	3.9	Good
2		Human Resources	3.6	Good
3		Speed of Responsiveness	3.6	Good
4		Employee Initiative in Providing services to consumers	3.8	Good

5	<i>Goals approach</i>	Employee ability to identify organizational goals	3.4	Pretty good
6		Employee ability to understand consumer wants and needs	3.8	Good
		Average Score	3.7	Good

Source: Analysis by reseachers, 2022

From the calculation results of the recapitulation table, the questionnaire data above is divided into three dimensions with detailed calculation results for each dimension, and the calculation results obtained with the Resource Approach dimension get a result of 3.8, which means it is categorized as good, the Internal Process Approach dimension.) got a result of 3.7 in the excellent category, and the dimension Goals approach got a result of 3.7, which was in the excellent category. The average value of the overall questionnaire recapitulation results was 3.7, which was in the excellent category. It happens because there is still a need to improve supporting facilities and infrastructure in Ciawi District to carry out all activities in the District office area. Ciawi, Bogor Regency can run well, and the public can experience excellent guidance and service from the Ciawi District office staff. The highest score obtained was in the source approach dimension, with a result of 3.8. It happens because the Ciawi District Office has sufficient staff to do the work, and dividing one person per job desk is the right thing in service so that staff can carry out their work. With a final score of 3.7, this shows that the effectiveness of the E-KTP Making Service at the Ciawi District Office, Bogor Regency, has gone well and is in line with expectations.

Furthermore, based on the results of interviews with respondents regarding these three dimensions, employees are considered to be good enough to complete their duties well and brave enough to accept risks when working in providing services. Then, the Ciawi sub-district office employees must be professional, responsible for their work, good at calming the people, and prioritizing who brings children, pregnant women, and older people. Furthermore, the service does not accept or ask for admin fees from the public.

Conclusion

Based on the results of the recapitulation of questionnaire data calculations that respondents in Ciawi District have filled out, the score is 3.7, indicating that the results of data analysis are in a Good category. It shows that the results of the dimensions of the source approach, process approach, and target approach follow Robbins' theory in Donni and Agus (2012) as a basis for measuring the success of programs already running well.

For employees of the Ciawi District Office, the results of this research can be used as a reference to continue to provide excellent service to the community, being adequate and satisfied with all services provided by employees of the Ciawi District Office, Bogor Regency.

For researchers, the results of this research can be used as a reference for conducting similar research or for further research regarding the professionalism of E-KTP service officers at the Ciawi District Office, Bogor Regency.

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