Analysis of the Implementation of the 2015-2017 National Identity Card Administration Service Policy (KTP-EI) by the District Government of Bima

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ABSTRACT

The expected implication of the decentralization and regional autonomy policies is strengthening local government functions in providing excellent public services. According to Law Number 25 of 2009, public services include serving the needs of the population for public goods, public services, and administrative services. In terms of population administration, the government tries to serve the public professionally, meets information technology standards, is dynamic, orderly and non-discriminatory. Population administration includes services for the issuance of electronic Identity Cards (KTP-el). The thee-KTP Issuance Policy is stated in Law Number 24 of 2013. The implementors of the thee-KTP policy are all Provincial and Regency/City Governments. The Implementing Agency is the Population and Civil Registry Office of the Regency/City government. This research was conducted with a descriptive analysis method. The main problem of this research is how the process of implementing the e-KTP policy in Bima Regency and the analysis of the variation in the population's response to the thee-KTP issuance service they receive. The government has taken various steps in order to realize the modernization of population administration. However, in the implementation of the policy for issuing electronic ID cards (KTP-el), there are still various challenges. Population satisfaction has not been met. Service implementing agencies, namely the Population Service Office and Bima Regency, still face various challenges in meeting the expectations of the population. It is concluded that the implementation of the e-KTP issuance policy is basically complex and not easy.

Keywords: KTP-el, public policy, population administration, public services, population satisfaction

INTRODUCTION

Good public services can accelerate the fulfilment of community service needs. Entwistle and Martin (2005: 233) state that effective public services will be able to save the budget so that the state budget can be allocated to meet the needs of the community, which are much more important because they are directly related to the welfare of the community. An electronic Identity Card, abbreviated as KTP-el, is an Identity Card equipped with a chip that is the official identity of the resident as proof of identity issued by the Implementing Agency. As one form of the implementation of public services, population administration is a series of activities for structuring and controlling population documents

and data through population registration, civil registration,

Along with the implementation of regional autonomy policies, government bureaucratic apparatus in the regions can manage and provide more urgent public services for the local community's needs. There is a basic concept in managing the affairs that govern this local government, namely the existence of its initiative based on the local community's aspirations. Regional autonomy means the willingness of the local community to solve various problems of the local community in order to achieve their welfare. However, in reality, the government's implementation of public services, especially in the regions, is still faced with services that are not yet effective and efficient, and the quality of human resources is not adequate. This can be seen from the number of complaints from the public, either directly or indirectly, such as through mass media and social media that demand an increase in the quality of public services. Dissatisfaction with government services in the regions is also increasingly being expressed by residents through social media.

Improving the quality of public services is one of the most important steps today. Public demands for better quality public services are getting bigger. Gasper in Sanapiah (2000: 15) assumes that public services need to adapt services to citizens as appropriate for goods and services in the business sector. If the services provided have met the criteria, it can be said that the services provided have been met so as to provide satisfaction to the community.

Population administration services are public services that are needed by the community. This is explicitly stated in Law Number 25 of 2009 concerning Public Services. As a reference in improving public services, all local governments have basically made the above public policies as references or guidelines in serving the community, especially in the service of Identity Cards. At the Population and Civil Registration Office (Dukcapil) of Bima Regency itself, public services related to population administration include: making Family Cards (KK), Electronic Identity Cards (KTP-el), Temporary Residence Certificates (SKTS), making birth certificates, and others.

In terms of service improvement, administrative services carried out by government institutions must be carried out in a transparent, accountable, effective, and efficient manner, especially with regard to the delivery of service information to the public. The same applies to population administration services. Population services should be able to reach the real needs of service users. Improving population administration services that are professional, meet information technology standards, are dynamic, orderly and non-discriminatory are the targets of population administration policies as outlined in Law Number 24 of 2013. This policy is an amendment to Law Number 23 of 2006.

Issuance of Electronic Identity Card (KTP-el) is a population administration service. Administrative services are the scope of population administration as referred to in Law Number 25 of 2009 concerning Public Services. Other public services are public goods services and public services.

The electronic ID card or e-KTP serves to fulfil the various interests of the population. In 2009 the government introduced the term electronic ID card for the purpose of supporting the establishment of a population database in which a single population identity is based on a national Population Identification Number (NIK). This population policy is stipulated as Presidential Regulation Number 26 of 2009 concerning the National Application of National Identity Cards Based on the National Population Identification Number. As a guideline for implementation, the Minister of Home Affairs issues Minister of Home Affairs Regulation Number 9 of 2011 concerning Guidelines for Issuing National Identity Cards based on NIK.

The interest of the population is population administration services, especially the change of proof of identity in the form of an Identity Card (KTP) into an electronic ID card or abbreviated as KTP-el. In 2009 the government introduced the term electronic ID card for the purpose of supporting the establishment of a population database in which a single population identity is based on a national Population Identification

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METHOD

This type of research is a case study (case study). A case study is a qualitative research that seeks to find meaning, investigate processes, and gain a deep understanding and understanding of individuals, groups, or situations (Emzir, 2012: 20). Based on this view, this research intends to study and conduct an investigation about public services for issuing TP-el Identity Cards by the implementing agency, namely the Department of Population and Civil Registry of Bima Regency. This research is based on the hope that by understanding, according to empirical data, various aspects of e-KTP issuance services. Thus the research results can be used to improve the quality of the next related public policy. Primary and secondary data collection time was carried out from March to June 2017.

The type of data in this study consisted of primary data and secondary data. Primary data is data obtained by researchers directly from the source through observation and interview methods. Results of observations and interviews While secondary data is data obtained through other sources, both oral and written, that can be used for analysis. The primary data that will be used in this research is data from observations and in-depth interviews obtained from data sources (research informants), namely in the form of views or answers from research informants involved in the study. At the same time, the secondary data that will be in this research is in the form of document data that can be used to solve research problems.

Primary data sources for this research are officials and employees of implementing agencies, namely the Office of Population and Civil Registration. The determination of resource persons and participants of the ukcapil of Bima Regency, officials/service staff, and the community. To get the data sources (informants), the researchers used the snowball sampling technique, which is a sequential sampling method. The technique of determining the sample, which is initially small in number, then enlarges like a snowball that is rolling further and further. James A Black said that by using the snowball sampling technique, the author, in addition to obtaining detailed information or data, also obtained the number of research informants (Hamidi, 2010: 82). A number of key informants or resource persons were interviewed during data collection. Among them are several officials within the Bima Regency Government Office, West Nusa Tenggara Province. This research data collection uses observation techniques, in-depth interviews, and documentation studies. Data analysis techniques in this study use data analysis techniques as proposed by Milles & Huberman (2009: 16-20), which include: (a) data reduction; (b) display data; and (c) verification (drawing conclusions).

RESULT and DISCUSSION

Implementation of the e-ID card policy

The implementation of the population service administration policy, namely the issuance of the Electronic Identity Card, focuses on how participants and resource persons respond to public services in 10 aspects of public service. By focusing attention on the responses of the informants and participants to the service process or the process of issuing thee-KTP and obtaining a realistic picture of the public service of issuing e-KTP in Bima Regency.

The data collection process was conducted by voice recording-based interviews. The recordings were then transcribed into a written script. The set of interviews is the result of interviews with eight people with resource persons and participants. The resource persons in this study were the organizers and members of NGOs, and the participants were residents who received the Electronic Resident Card issuance

service. The organizing agency is Bima Regency. The results of data collection on the issuance of electronic Identity Cards produce a data set that contains information and describes the overall complexity and complexity of the process of issuing this e-KTP.

The service for this e-KTP cannot be equated with other population administration services because the data collected must be covered with electronic equipment and is not solely aimed at meeting citizens' satisfaction. E-KTP issuance services cannot be equated, for example, with other certificate services. However, from a policy perspective, the issuance of the-KTP is also an effort to build a national database system.

Through interviews using recording devices, data and information have been obtained that form an understanding of the processes for issuing e-KTPs. The interview transcript consists of 8 interviews.

Referring to the framework of this research presented in chapter 2 of the Literature Review, ten aspects of quality were used as a reference in the interviews of participants and resource persons. Through the ongoing dialogue, the researcher explored the respondents' opinions regarding the thee-KTP issuance service. Not all of the ten aspects of service quality can be analyzed in this study. In general, eight resource persons did not question the simplicity or simplicity of the service. This can be seen because all respondents do not feel important about it. From the interview, it was revealed that the thee-KTP service process had previously been carried out at the sub-district level. However, it was not long before he was pulled back to the district capital, namely the Office of Population and Civil Registration. It is possible considering that the thee-KTP service process requires excellent internet access so that it requires network quality with adequate capacity, so the facility may not be available at the sub-district office. It was starting from the researcher's assumption that the time aspect as a reasonable aspect is questioned in the sense of whether or not the service processes take place at the counters or service desks. However, in the following dialogue, it is shown that understanding the aspect of time is not in terms of time in terms

of minutes or hours to 'wait' for the completion of the-KTP. It was starting from the researcher's assumption that the time aspect as a reasonable aspect is questioned in the sense of whether or not the service processes take place at the counters or service desks. However, in the following dialogue, it is shown that understanding the time aspect is not in terms of time in terms of minutes or hours to 'wait' for the completion of the-KTP. It was starting from the researcher's assumption that the time aspect as a reasonable aspect is questioned in the sense of whether or not the service processes take place at the counters or service desks. However, in the following dialogue, it is shown that understanding the aspect of time is not in terms of time in terms of minutes or hours to 'wait' for the completion of the-KTP.

The aspect of time and cost perceived by residents is not payment for the costs incurred at the office of the organizing agency, but the meaning by residents is broader and different from what is mentioned as cost and time as service aspects in the criteria guide. Another thing that has emerged is that there are indirect costs, especially the cost of travelling from home to the Office of the Organizing Agency at the Office of Population and Civil Registration. With the long distance from the village to the city, the cost of travel becomes expensive. The implementation of the issuance of Resident Identity Card (KTP-el) services is essentially an effort to build a modern, unified and national population data system. There is a lot of information that determines the effectiveness of policy implementation that is not yet known carefully.

Population participation or support also determines the smooth process of issuing e-KTP services. This e-KTP is actually loaded with information and communication technology (ICT). Regarding technology, participants complained about two things, namely irregular queues so that people jostled. The jostling atmosphere can arise for two reasons. First, the organizer did not make a schedule for the presence of residents at the data recording area. Therefore, residents try to arrive at the service centre first. As a result, people push each other. An SOP (Standard Operating Procedure) should be prepared. Such

a step should be carried out in the planning processes. Second, it cannot be denied that the available facilities are often very limited.

The service is carried out at the Bima Regency Population and Civil Registration Office and at the district level office. Residents who are required to record data at the Service Office complain about the costs incurred for travelling from their residence to the data security office at the Office of Population and Civil Registration. The cost of this trip is burdensome for some low-income residents. Mr Firman, a resource person who is an activist for Non-Governmental Organizations (NGOs), sees the importance of service providers fixing this situation. It is recommended that the presence of residents in the data recording service office be regulated with the aim of avoiding queues.

Related to service improvements in the future, this e-KTP service by resource persons who are NGO activists hopes that convenience and access to services will be considered, namely that services are carried out as much as possible so as not to incur large travel costs. Furthermore, this NGO activist suspects that there are still individuals who violate procedures. This NGO activist said that there are still people who have contact with officers in service delivery agencies who help people who want to be served first. Cooperating with insiders, unscrupulous citizens can help residents and then the person gets rewarded. Good accessibility to obtain public services from implementing agencies can increase residents' satisfaction with public services. But on the contrary,

From the interview, it was revealed that the thee-KTP service process had been carried out in previous years. At that time, the data recording was carried out at the sub-district office. However, activities in 14 sub-district offices were abolished, and data collection activities were withdrawn to the district capital, namely at the Population and Civil Registration Office. Regarding this, one of the informants who did not wish to be named said that the return of the data collection process was due to limited supporting facilities in the sub-district, including incompetent human resources.

This e-KTP issuance service process, in the context of time efficiency, requires excellent internet access. Even though internet access is available, if you are unable to send image data, the cheapest way for the government is to centralize the management in the district office. Usually, internet access is smoother in Regency cities.

The process of making an e-KTP could previously be done at the sub-district office but was later transferred to the Bima district office. So that most of the population is required to have an Electronic Identity Card, from all 524,677 people spread over 18 sub-districts and 191 villages. With the area of Bima Regency, which is 3,405.63 km2, you can imagine the distance that some residents need to travel to obtain e-KTP services if the data recording process is centralized in the Regency capital. Residents' satisfaction with services in the issuance of Electronic Identity Cards or KTL-el cannot be separated from the context of the services received by residents.

Barriers to the Implementation of the E-KTP Policy

There are many obstacles in implementing the administrative service policy for Electronic ID cards or e-KTPs. However, based on observations, document studies, and interviews with participants and officers at implementing agencies, it can be understood that the thee-KTP issuance process is very complex. These barriers include aspects of education. According to the informant, who is a related officer who deals with the community on a daily basis, the limited education of the residents and a lack of understanding of procedures make the officers often fail to maintain hospitality. The tendency to ask for precedence is common. Because the resource person who is the highest official in one of the sub-districts said, he always took the time to motivate his subordinates to also provide education to residents.

Another thing that cannot be ruled out is the fact that this electronic ID card is a new thing. Therefore, even though communication is smooth between the officers because competent sources are not available, often the officers only provide simple explanations. Communication would be better if the officers received guidance and even briefing specifically on these aspects of the e-KTP

as well as on the importance of the 'database' as a database for the National Population Administration System. As a new object of administrative services, the officers were also unable to provide responses to the residents' questions.

CONCLUSION

The implementation of the administrative service policy for the electronic ID card or e-KTP by the District Government of Bima, West Nusa Tenggara (NTB) Province has been carried out by the executors of related tasks, primarily guided by related policies. However, with limited facilities and human resources, these administrative services have not fully fulfilled public services that satisfy the citizens.

The obstacles faced in the implementation of the administrative service policy for the electronic Electronic Identity Card or e-KTP by referring to the implementation standards according to the reference to the implementation of policies made by George Edward III, among others, are as follows: (a) the Electronic KTP or e-KTP has not well socialized for all residents of Bima Regency, West Nusa Tenggara Province. The limited knowledge of the electronic ID card program is closely related; (b) Implementation of the Administrative Service Policy for the electronic ID card or e-KTP is still faced with the limited knowledge and skills of the implementers in various aspects of the administrative service of this electronic KTP or e-KTP.

Infrastructure such as computer cameras to take photos of residents have not met the needs of residents of Bima Regency, West Nusa Tenggara (NTB) Province. (c) from a bureaucratic point of view, the informants of this study considered that coordination with relevant agencies was in the effort to issue an electronic ID card or e-KTP. (c) In terms of disposition, the skills and abilities of the task executors are still limited, so that the effectiveness of services is often disrupted.

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