

Quality of E-KTP Services at The Population and Civil Registration Office of Majalengka Regency

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KEYWORDS

service quality, E-KTP,
disdukcapil kabupaten
majalengka

ABSTRACT

Employees at the Population and Civil Registration Office (DISDUKCAPIL) of Majalengka Regency experienced several problems in serving the making of E-KTP, including, the infrastructure at the Majalengka Regency Disdukcapil was inadequate such as an unstable internet network, the number of computer devices that were still lacking, and the number of blanks that were often empty, as well as some elderly people who did not have an E-KTP because they did not understand the system. This study aims to determine the quality of service in the making of E-KTP in the Majalengka Regency Disdukcapil, according to an analysis based on the theory of Zeithami, Parasuraman, and Berry (2008) to measure good service performance referring to Law No. 24 of 2013 in which there are 5 aspects of public services, namely: service procedures, service time and completion, service costs, facilities and infrastructure. The research was carried out using a qualitative method with a descriptive approach. The results of the study show that the quality of e-KTP services at the Majalengka Regency Population and Civil Registration Office is not optimal, because there are still several problems, namely inadequate infrastructure, even though in providing E-KTP servers is quite good and in conveying information about making E-KTP, as evidenced by the active social media from the Majalengka Regency Disdukcapil.

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Introduction

According to Law No. 25 of 2009, the purpose of public services is to ensure that all citizens and residents can access goods and services, as well as administrative support, from public service providers in a manner that complies with all relevant laws and regulations.

The goal of providing high-quality service is to satisfy customers by meeting their needs, exceeding their expectations, and meeting their schedules. If the company's clients and employees are happy with the services they receive, then the service is of good quality

(Kasmir, 2017). Assuming all client expectations are met, this level of satisfaction can be achieved.

Prior to this, many studies on service quality had been carried out, one of which was a study by (Suryani, 2016) entitled "Population Administration Services in Pattalassang District." According to the study, overall, the population administration in Pattalassang District, Gowa Regency is quite optimal because the staff of Pattalassang District has provided transparency in its services. Transparency is to inform the public about the document requirements that must make the community ready to get the desired services. In addition, research conducted by (Tuju et al., 2017) with the title "The Quality of Population Administration Services of the Population and Civil Registration Office and the research shows the findings that the employees of the Population and Civil Registration Office have the ability to increase public trust in deed services This is due to the fact that the Population and Civil Registration Office is very open about various issues related to birth certificate services, such as fees, procedures, and service times. In addition, the friendly attitude of its employees also plays a role in improving the quality of service (Andriany, 2022).

E-KTP or Electronic Identity Card, is a form of identification issued by the government that uses chips for official purposes. This was ratified by Law Number 24 of 2013 (Population Administration Law). The electronic key to establish an identity (E-KTP) is a legal requirement for all residents who are at least 17 years old and unmarried, regardless of marital status (Duriat & Vaughan, 2020).

Among several offices that have adopted the E-KTP service is the Majalengka Regency Population and Civil Registration Office. West Java, Indonesia is home to Majalengka Regency. The capital of Majalengka Regency is Majalengka Kota District, and this district consists of 330 villages spread across 26 sub-districts. One of the villages that has organized the E-KTP service is Gandu Village, which is located in Dawuan District, Majalengka Regency. This village is inhabited by 4,781 people (Hadiyanor & Widyanti, 2022).

The following is a summary of the events during January-May 2024 in Gandu Village, Dawuan District, related to the printing of E-KTP

Table 1. Recap of the 2024 Gandu Village Electronic Identity Card Printing.

It	Block	Early January Residents	Residents at the end of May	Sum
1.	Friday Block	387	385	130
2.	Saturday Block	828	825	271
3.	Sunday Block	785	783	267
4.	Monday Block	774	774	249
5.	Block Tuesday	625	625	162
6.	Wednesday Block	890	889	281
7.	Thursday Block	499	500	176
	Sum	4788	4781	1536

Source : Head of Gandu Village 2024 (data processed by researchers)

Based on the data in the table, the number of residents in Gandu Village, Dawuan District, who have recorded E-KTP, increased from 4788 in early January to 4781 at the end of May, with a total of 1536 residents (Suleman, 2019). The public has not realized the need for E-KTP as a personal identity, and inadequate internet connectivity. The low number of people who have an E-KTP (1536 out of 4781) is a challenge for DISDUKCAPIL Majalengka in increasing awareness of the importance of having an E-KTP as a self-identity (Rezha, 2013). In their research entitled "Quality of E-KTP

Services (Study on Electronic Identity Card Services at the Population and Civil Registration Office of Hulu Sungai Tengah Regency)," researchers Febi Widayanti and Enly Hadiyanor found that competent public officials did not have complaints or records of errors on their part (Supriyanto, 2023). This is shown by research findings related to Public Service Standards stipulated by Government Regulation No. 24 of 2013 and Law No. 25 of 2009, both of which are related to public services. There are five areas that make up the Public Service Standards used for analysis: Service Procedures, Service Time and Completion, Cost Clarity, Facilities and Infrastructure, and Employee Competence (Maharani et al., 2022).

Based on the background that has been presented, the researcher is interested in exploring more about "The Quality of E-KTP Services at the Majalengka Regency Population and Civil Registration Office? Obstacles in making E-KTP at the Majalengka Regency Population and Civil Registration Office? and Efforts to overcome obstacles in making E-KTP at the Majalengka Regency Population and Civil Registration Office?" Therefore, the researcher took the title "The Quality of E-KTP Services at the Population and Civil Registration Office of Majalengka Regency".

While several studies have examined the quality of public services, particularly in relation to E-KTP (Electronic Identity Card) services in Indonesia, there is limited research focusing on the specific challenges faced by the Population and Civil Registration Office (DISDUKCAPIL) in Majalengka Regency. Most studies highlight service quality at the general administrative level, but few delve into the infrastructural issues and the public's lack of understanding about the importance of E-KTP. Moreover, there is little research that specifically addresses the unique challenges faced in rural areas like Majalengka Regency, where inadequate infrastructure and limited public awareness contribute to service delays.

Given the growing importance of E-KTP for accessing various public services in Indonesia, the lack of adequate infrastructure and public awareness in Majalengka poses a significant barrier to achieving efficient service delivery. Improving the E-KTP service is essential for ensuring that citizens can fully participate in administrative processes, including voter registration and access to healthcare. Addressing these issues is urgent because the current limitations hinder the Majalengka Regency's ability to meet the expectations of Law No. 24 of 2013 and Law No. 25 of 2009 regarding public service standards.

This research is unique in its focus on the Population and Civil Registration Office of Majalengka Regency, specifically analyzing the quality of E-KTP services using the framework established by Zeithami, Parasuraman, and Berry. By highlighting the specific infrastructural issues, such as unstable internet connections and the lack of essential facilities like computers and printers, this study offers a fresh perspective on service quality improvement for rural areas. It also introduces solutions tailored to the local context of Majalengka, particularly addressing how to raise public awareness about the importance of E-KTP.

The main objective of this research is to analyze the quality of E-KTP services at the Population and Civil Registration Office of Majalengka Regency and to identify the obstacles that hinder effective service delivery. The study also aims to propose practical solutions to overcome these challenges, particularly in terms of infrastructure and public education.

This research contributes to the broader understanding of public service delivery in Indonesia, particularly in rural areas. By identifying key challenges and proposing

tailored solutions, the study can inform policy-makers and local governments on how to improve service quality in under-resourced regions. Furthermore, the research provides insights into the infrastructural and administrative improvements needed to meet national service standards, potentially serving as a model for other regencies facing similar challenges.

Research Methods

The methodology of this research is with a descriptive qualitative research method, which is defined as research that objectively identifies an action in order to find new information that is not yet known (Sugiyono, 2020). Referred to (Andriany & Andini, 2019). The author chose qualitative research because it produces descriptive data through detailed explanations of observed behaviors, both in writing and orally. Based on the scope of the problem, the study draws on direct reports from people working in the field to provide more detailed information about the situation that occurred. Our primary and secondary sources of information include people such as E-KTP service users and heads of the population and civil registration offices.

The data of this study came from a combination of primary and secondary sources, including the following methods: (1) observation, (2) interviews, and (3) documentation. The researchers in this study used a qualitative analysis method, following the Milles and Huberman data analysis model. This model includes the following steps: (a) collecting data based on observations in the field; (b) reduce the data collected from the field by classifying the main points, making summaries, and looking for themes and patterns; (c) displaying data in a relationship pattern to facilitate understanding; and (d) verifying and drawing conclusions.

Results and Discussions

Quality of e-KTP Services at the Population and Civil Registration Office of Majalengka Regency

The essence of providing excellent service is to meet the client's expectations promptly and also pay attention to their needs and goals. According to Kasmir (2017, p. 47), service quality is the end result of an organization's or individual's efforts to satisfy customers or employees. One guaranteed approach to achieving this level of enjoyment is to meet consumer expectations.

No public service organization can avoid its obligations and promises to the people it serves if it does not provide high-quality services in a timely, accessible, affordable and easily measurable manner. Law No. 25 of 2009 concerning Public Services and Government Regulation No. 24 of 2013 are the basis for the E-KTP framework which consists of nine public service criteria.

Laws, regulations, service procedures, schedules, finances, facilities and infrastructure, officer competence, suggestions and criticisms, complaint facilities, and service guarantees, are all covered within the scope of public service standards. The fulfillment of these conditions can improve the overall performance of public services.

According to (Parasuraman et al., 2019), one way to measure good service performance is to look at the physical aspects of the service. This includes a representative service building, a clean and comfortable waiting room, and sophisticated supporting equipment such as computers and officer uniforms.

This study provides an overview of E-KTP services based on related documents, interviews, and field observations at the Majalengka Regency Population and Civil Registration Office.

The following are the requirements for E-KTP services set by the Majalengka Regency Population and Civil Registration Office:

1. Service Procedure

At the Majalengka Regency Population and Civil Registration Office, you can take the following steps to make an E-KTP: 1) The applicant brings a copy of the family card to the E-KTP recording service during working hours. 2) The applicant registers himself with the service officer at the E-KTP recording counter. 3) Wait quietly when the officer checks the data on the family card. 4) The last step is the digital recording of the E-KTP. This process includes taking a photo, taking a four-finger (both sides), iris, index finger, thumb, and signature. Fifth, after the recording is complete, the applicant can go home. 6. The applicant will be notified by the officer when the E-KTP has been completed. 7. The printing of E-KTP in the sub-district is supervised by a certified E-KTP operator who works at the Majalengka Regency Population and Civil Registration Office.

By ensuring that every step of creating an E-KTP is carried out correctly and in accordance with operational requirements, this approach will ensure that the public will receive high-quality services.

On March 13, 2024, the researcher conducted observations and interviews with several respondents to measure public awareness of the requirements and procedures for making E-KTPs, according to Mr. Endang Hermawan, S. STP, M.Si, Head of Population Registration Services of the Majalengka Regency Population and Civil Registration Office. The requirements or procedures for making an E-KTP are explained on the information board, so for those who do not understand, they can immediately see it on the banner. We explain until they understand, and we conduct socialization to ensure everyone knows how important it is to have an E-KTP, he added. March 13, 2024 is the interview date.

According to researchers at the Majalengka Regency Population and Civil Registration Office, there is an information board available in the waiting room for E-KTP processing. If you are taking care of an E-KTP for the first time, you may find it helpful to have the information board, because the information board is provided by the Majalengka Regency Population and Civil Registration Office.

In providing E-KTP services, the agency has ensured that everything is simple and follows the applicable rules. "The service is not complicated, the requirements are also easy, and the information is clear. This is supported by input from community members, Mrs. Jojo, Mrs. Puput, and Mr. Rifki. At noon on Saturday, March 13, 2024. The systematic and uncomplicated procedures of the E-KTP service ensure its smooth operation.

2. Service and Completion Time

The time needed to process the application is the time to complete the issuance of the E-KTP by the Majalengka Regency Population and Civil Registration Office. The time for completing the E-KTP population document is fifteen minutes, or no later than one working day, in accordance with the Majalengka Regency SIPP, an electronic information media that functions as a central repository for storing, administering, and disseminating data from public service providers to the general public. On March 13, 2024, the researcher interviewed Mr. Harry, an E-KTP service officer, to find out how

long it takes to make an e-KTP. The promise is that all population documents, including e-KTP, will be completed within one working day. However, he promised that no more than two working days in the event of an outage in the internet network. In fact, we can get it done in two business days; However, sometimes, there are residents who are not sure about the requirements of the E-KTP and end up having to go back and forth to our office to fulfill them. March 13, 2024 is the interview date.

The Dukcapil Office has set a Standard Service Time for 1 working day, or 2-3 days in the event of a server disruption or technical disruption, in accordance with the Standard Operating Procedure (SOP). "The completion time is fast, unless there is a technological disruption, it can be 2-3 days," said Mr. Rifki, Mrs. Jojo, and Mrs. Puput, three service users interviewed by the researcher.

3. Service Fee

The Majalengka Regency Government provides free E-KTP services to its citizens. In accordance with the Majalengka Regency SIPPN, this service is indeed provided free of charge. In an interview, Mr. Rifki, Mrs. Jojo, and Mrs. Puput—all of whom are service users—stated that "the E-KTP service is free of charge" (March 13, 2024).

4. Facilities

The condition of office facilities and infrastructure, as well as the extent of their utilization, was discussed in an interview with Mr. Endang Hermawan, S.STP, M.Si, Head of the Population Registration Service Division of the Majalengka Regency Population and Civil Registration Office. He said that the Majalengka Regency Population and Civil Registration Office had received some of the necessary furniture, computers, printers, desks, chairs, and other necessary facilities. Unfortunately, due to intermittent internet connectivity, the completion of the E-KTP at the Majalengka Regency DISDUKCAPIL is not without challenges. Infrastructure in Majalengka Regency includes public toilets with well-functioning air conditioners, places of worship, and comfortable waiting rooms so that people do not get bored while waiting for their turn at the Population and Civil Registration Office, according to an interview conducted on March 13, 2024.

According to this interview, all these facilities are good. This is supported by the results of researcher observations conducted at the Majalengka Regency Government Disdukcapil. Even so, we still have to provide infrastructure facilities such as computers and printers in addition to labor. This is in line with what Pak Endang, the head of the agency, said earlier: "there is a need for additional supporting facilities in the form of computers and printers, so that it can improve the quality of service" (March 13, 2024). All necessary equipment and infrastructure are in place to ensure efficient E-KTP services.

Although more infrastructure and facilities are needed, these services are of acceptable quality in accordance with applicable norms. This consensus applies when considering tangibility in quality evaluation, according to Parasuraman, Zeithaml, and Berry (Hardiyansyah, 2018).

5. Employee Competence

An officer's knowledge, skills, attitudes, behaviors, and communication will determine how competent he or she can interact with the applicant as a service provider.

An interview with Mr. Endang Hermawan, S. STP, M.Si, who is in charge of population registration services at the Majalengka Regency Population and Civil Registration Office, allowed the researcher to measure the ability of officers to provide

services. According to Hermawan, the ability of officers to provide E-KTP services is good. Everyone who works here has special skills, and they can all use computers.

Training is a common way for employees to hone their skills and increase productivity, especially in the E-KTP and KK sections. March 13, 2024 is the interview date.

Interviews with customers show that service providers are generally respected for their expertise, courtesy, and communication skills. In an interview conducted on March 13, 2024, Mr. Rifki, Mrs. Jojo, and Mrs. Puput mentioned that the attitude and behavior of the officers were very good, with polite communication and fast and transparent service. According to (Adha & Ibrahim, 2013) stated that when public service employees and customers are able to communicate well, the quality of service will improve.

Overall, the E-KTP service offered by the Population and Civil Registration Office of the Majalengka Regency Government is the best. Law No. 25 of 2009 and Government Regulation No. 24 of 2013, both of which regulate public services, outline Public Service Standards, and this has been proven to be true. Public Service Standards revolve around five main things: service procedures, service time and completion, clarity of costs, facilities and infrastructure, and officer competence.

Of the five factors, four factors have been fulfilled well, namely service procedures, service time and completion, cost clarity, and employee competence. The Facility and Infrastructure aspect has not been fulfilled because it still requires additional facilities such as computers and printers.

Obstacles in making E-KTP at the Population and Civil Registration Office of Majalengka Regency

The people of Majalengka Regency often experience obstacles in the process of making E-KTPs, including a lack of understanding of the process of making E-KTPs, costs and inconveniences in preparing the necessary infrastructure (such as computers and printers), and unstable internet connections. "The obstacles that often occur are the lack of public awareness to have an E-KTP as an identity of Indonesia citizens, the need for additional computers and printers, and also unstable internet." (Interview with Mr. Endang Hermawan, S.STP, M.Si, head of population registration services at the Majalengka Regency Population and Civil Registration Office).

Efforts to overcome obstacles in making E-KTP at the Majalengka Regency Population and Civil Registration Office

Implementation of DISDUKCAPIL solutions for common problems faced by the Majalengka Regency Population and Civil Registration Office during the processing of E-KTP transactions. Our goal with this initiative is to raise awareness of the importance of owning an E-KTP and its role in self-identification. We will also strive to improve infrastructure and facilities so that the process of making E-KTP becomes faster. Finally, we will strengthen the internet network at the Majalengka Regency Population and Civil Registration Office so that it remains stable during the process of making E-KTP.

Conclusion

The conclusions that can be drawn from the research and discussion show that the Population and Civil Registration Office of the Majalengka Regency Government offers high-quality E-KTP services. By looking at the Public Service Standards stipulated in Law No. 25 of 2009 and Government Regulation No. 24 of 2013, both of which regulate public services, it can be evidence of this.

Quality of E-KTP Services at The Population and Civil Registration Office of Majalengka Regency

The analysis was conducted based on the Public Service Standards, which considered five factors: service procedures, service and completion times, clarity of costs, facilities, and officer competence. Of the five criteria, only four were well met: service process, service and completion time, cost transparency, and staff competence. Important supporting facilities, such as computers and printers, are still not available in the Facilities and Infrastructure section.

The problem faced by the Majalengka Regency Population and Civil Registration Office in the Service Procedure section often occurs that people do not have seats to wait, in the Service Time and Settlement section Service time is often abandoned because the network in the Majalengka Regency Disdukcapil is unstable and also the infrastructure facilities in the Majalengka Regency Disdukcapil are still inadequate such as unstable networks and poor seats. lack and limited availability of blanks.

Overcoming these difficulties is the top priority of the Majalengka Regency Population and Civil Registration Office. They ensure that the internet is stable, improve facilities and infrastructure, and educate the public about the importance of E-KTP as a personal identity.

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