

Quality Of E-KTP Services In The Office Bintaro District District Administrative City Reservation South Jakarta DKI Jakarta Province

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Abstract

Public service, as outlined by Law no. 25 of 2009 and regional autonomy policies, serves as a cornerstone of governmental functions. This research delves into challenges faced by the Bintaro Village Office in providing Electronic Identity Card (E-KTP) services, employing a qualitative approach. Despite positive E-Government transformations, practical hurdles persist, with the ambiguity surrounding service timelines being a significant issue. The study scrutinizes dimensions such as service attention, facilities, infrastructure, and employee appearance, utilizing a phenomenological approach. The research reveals variations in service attention, emphasizing the need for consistent improvement efforts. Tangible evidence indicates adequate facilities but highlights staff shortages impacting administrative services. While employee appearance demonstrates positive attributes, refinement through training in interpersonal skills is recommended. The comprehensive set of recommendations includes increasing staff, training initiatives, facility maintenance, technology adoption, enhanced communication, periodic community satisfaction measurement, rewards and sanctions, transparent information provision, continuous monitoring, complaint system improvement, increased accountability, and service guidelines update. In conclusion, this research serves as a strategic guide for the Bintaro Subdistrict Office, aiming to enhance service quality, meet community needs, and achieve optimal and sustainable service goals.



INTRODUCTION

Public service, as the cornerstone of governmental duties, stands as the primary foundation shaping the fabric of state life. It is a fundamental aspect wherein every citizen relies on services provided by government entities or bureaucrats acting as custodians of power. Enshrined in Law no. 25 of 2009, public services are explicitly defined as activities aimed at meeting citizens' needs in adherence to statutory regulations concerning goods, services, and administrative support provided by public service providers. Furthermore, regional autonomy policies, outlined in Law no. 23 of 2014 concerning Regional Government, confer extensive authority upon regional governments to administer and oversee diverse community interests and promote welfare at the local level. (Pristikawati & Oktariyanda, 2024)

Important changes in the function of local government, especially sub-districts, have occurred in the context of decentralization. These organizations currently serve as regional machinery, intended to lead the way in executing public services. By further collaborating with other agencies or the SKPD, this responsibility puts the sub-district in the forefront of matters that need clearance (Azmi et al., 2022). Even with these developments, there are still significant implementation challenges, particularly in administrative services where the creation of Electronic Identity Cards (E-KTP) is an

example(Fadlan et al., 2021). The manufacture of E-KTP in the Bintaro Subdistrict is beset with numerous challenges, mostly related to centrally operated printing equipment. The public is affected as well, with particular attention being drawn to the ambiguity around service delivery schedules.(Rakhmah & Meirinawati, 2022)

To delve into these challenges, this research focuses on the quality of E-KTP services at the Bintaro Village Office in the Pesanggrahan District of South Jakarta Administrative City(Makmur et al., 2022). Despite the positive transformations brought by E-Government implementation, practical impediments, especially the ambiguity surrounding service timelines, persist as the predominant issue faced by society.

The research highlights concerns about public awareness, the complexity of the population administration registration process, the quality of E-KTP services, and a comparative study of service implementation before and after Bintaro Village implemented E-KTP in order to identify these issues(Tiaji, 2022). It is anticipated that this study will contribute both theoretically and practically with a specific research emphasis and sub-focus. Its theoretical goal is to offer a thorough grasp of E-KTP service quality at the sub-district level. Practically speaking, the study aims to provide insightful information to government and community stakeholders in order to improve the efficacy and efficiency of public services in Bintaro Village.

METHOD

The research design used in this research is a qualitative type of research. The qualitative method is an approach that focuses on in-depth observation of a phenomenon. Applying this method in research makes it possible to gain a more comprehensive understanding of an event. Qualitative research can be considered as bricolage, where researchers can carry out various forms of research and other activities such as in-depth interviews, observation, document interpretation, historical analysis, reflection, and introspection. Bricolage in a qualitative context becomes a complex solution that allows researchers to investigate and analyze phenomena with various approaches.

This research uses a phenomenological approach as the chosen research method. The phenomenological approach begins with an attitude of examining the phenomenon being researched, with an effort to understand the events that occur around the object of research. This approach seeks to conceptually understand the subject and object under study. The phenomenological approach was chosen because it can specifically describe the quality of E-KTP services at the Bintaro Village Office, Pesanggrahan District, South Jakarta Administrative City, DKI Jakarta Province. This research design allows researchers to examine research problems in detail, explore accurate data through observations and interviews, and answer all research questions in depth.

Checking the validity of the data is carried out by paying attention to the credibility and dependability of the data. Credibility is achieved through the researcher's engagement with the subject, diligent observation, triangulation, discussion with colleagues, adequacy of references, analysis of negative cases, and confirmation of conclusions to the research subject. Dependability is checked through elimination of bias, analysis of negative cases, and confirmation of conclusions on research subjects. Selection of documentation and recording of activities are also used as sources of dependability.

RESULT AND DISCUSSION

1. Dimensions of Attention in Service

The research outcomes reveal a diverse landscape within the dimension of service attention at Kantor Kelurahan Bintaro. A majority of the officers exhibit commendable qualities by delivering services with a positive, friendly, and courteous demeanor. Nevertheless, the study also highlights the existence of a subset of officers who might fall short in providing adequate attention and courtesy to the public. Consequently, there is a pressing need for concerted efforts directed at enhancing the uniformity of excellent service provision across the entire community.

In terms of tangible evidence, the research scrutinizes the physical facilities and infrastructure at Kantor Kelurahan Bintaro. The findings indicate that the office has furnished adequate physical facilities and infrastructure, portraying well-organized, clean, and comfortable service spaces. The available amenities, including service counters, server computers, CCTV, TV, telephones, KTP recording devices, information boards, queue numbers, chairs, waiting areas, service desks, and waste disposal units, contribute significantly to the seamless delivery of services. Despite these positive aspects, attention must be directed towards certain areas that require scrutiny and improvement, such as the shortage of staff leading to delays in administrative services. Thus, an improvement in both the quality and quantity of human resources, coupled with facility maintenance, is imperative to better meet the needs and satisfaction of the community.

The dimension of direct evidence also underscores the importance of paying attention to the appearance of officers. While some employees are acknowledged for displaying positive, polite, and friendly attitudes in service delivery, there remains room for improvement among others. Consequently, there is a need for training or skill development in interpersonal skills to enhance communication and interaction capabilities with the public. In conclusion, despite the presence of sufficiently positive tangible evidence, there is room for improvement and enhancement, particularly in the dimension of direct or tangible evidence. The pursuit of these improvement efforts encompasses elevating the quality of human resources, maintaining facilities, and developing the interpersonal skills of employees.

In conclusion, the research offers valuable insights into the service dynamics at Kantor Kelurahan Bintaro. It emphasizes the importance of addressing variations in service attention, both in terms of human interaction and tangible elements. The recommendations provided are crucial in guiding the office towards an enhanced service delivery system. By focusing on increasing staff, refining interpersonal skills, maintaining facilities, incorporating technology, and implementing other strategic measures, the Kelurahan office can work towards achieving a higher standard of service, meeting community expectations, and ensuring sustained public satisfaction.

2. Facilities and Infrastructure

The findings of the research shed light on the commendable provision of physical facilities and infrastructure by the Bintaro Subdistrict Office. Notably, the office boasts a well-equipped environment with essential amenities such as service counters, server computers, CCTV, TV, telephones, KTP recorders, information boards, queue numbers, chairs, waiting areas, service desks, and waste disposal units. This comprehensive setup contributes significantly to the efficiency of service delivery, creating a clean and organized atmosphere. However, the research underscores specific areas requiring attention and improvement, particularly the evident shortage of staff, resulting in potential delays in administrative services.

The inadequacy of personnel emerges as a critical concern, highlighting the necessity for strategic measures to address the issue. A pivotal recommendation involves augmenting both the quality and quantity of human resources within the office. This proactive step aims to mitigate delays in administrative processes, ensuring a more expeditious and responsive service. Furthermore, alongside enhancing the workforce, the research underscores the importance of diligent facility maintenance to uphold the standards of service excellence. By attending to these aspects, the Bintaro Subdistrict Office can better cater to the needs and expectations of the community, thus elevating overall satisfaction.

In conclusion, the research provides a comprehensive overview of the Bintaro Subdistrict Office's physical facilities and

identifies crucial areas for improvement. The call for increased attention to staffing issues and facility maintenance resonates as a key takeaway. By implementing the suggested enhancements, the office can further enhance its service capabilities, fostering an environment that prioritizes efficiency, responsiveness, and community satisfaction. The multifaceted approach, encompassing both human resources and facility management, forms a holistic strategy towards realizing an elevated standard of service delivery at the Bintaro Subdistrict Office.

3. Employee Appearance

Within the realm of direct evidence, the evaluation extends to the appearance of employees. While certain staff members have showcased commendable attributes such as good manners and friendliness in their service delivery, it is discernible that there exists an avenue for enhancement. Consequently, a prudent recommendation arises, emphasizing the necessity for training or the development of interpersonal skills among the workforce. This targeted approach aims to augment their communicative prowess and interaction capabilities with the community.

The research underscores the significance of nurturing a positive image through the refinement of employee conduct. While acknowledging the presence of courteous and friendly service providers, it identifies a subgroup of personnel requiring further refinement in this regard. Consequently, the prescription for training initiatives and the development of interpersonal skills serves as a strategic intervention to bridge the existing gaps. By focusing on refining communication abilities, the employees can cultivate a more engaging and effective interaction with the public.

In essence, the call for improvement in employee appearance signifies a nuanced dimension of service quality. Recognizing the areas where certain staff members can elevate their conduct allows for targeted interventions, ensuring a consistent and favorable impression. The proposed training and development initiatives, tailored to enhance interpersonal skills, stand as a proactive measure to cultivate a workforce adept at fostering positive and meaningful interactions within the community. As such, this recommendation contributes to the overarching goal of fortifying the service delivery standards within the Bintaro Subdistrict Office.

4. Recommendation

Various recommendations are put forward based on research findings:

- **Increase in Number of Employees:**
Considering the shortage of staff, increasing the number, especially in the administrative services section, is recommended to speed up the service process.
- **Interpersonal Skills Training and Development:**
Conduct interpersonal skills training for employees in direct service to create a positive service environment.
- **Facility Evaluation and Maintenance:**
Carry out routine evaluation and maintenance of existing facilities to support the smooth running of service processes.
- **Use of Information Technology:**
Utilizing information technology, such as online queuing systems, to increase administrative efficiency and speed up service processes.
- **Improved Internal Communication:**
Improve internal communication between employees to ensure the availability of officers in each service area.
- **Periodic Measurement of Community Satisfaction:**
Conduct regular community satisfaction surveys to evaluate satisfaction with the services provided.

- Giving Rewards and Sanctions:
Implementing a reward and sanction system as an incentive and form of discipline enforcement for employees.
- Providing Clear Information:
Provide clear and transparent information regarding service procedures, conditions and costs.
- Continuous Monitoring and Evaluation:
Carry out continuous monitoring and evaluation to identify new problems and ensure continued improvement.
- Complaint Management System Improvement:
Improving the system for managing complaints from the public to respond to complaints or input more effectively.
- Increased Accountability:
Increasing accountability in the implementation of public services through explaining employee responsibilities, internal monitoring systems and transparency.
- Service Guidelines Update:
Update service guidelines according to developments in community needs and the latest regulations.

It is hoped that these recommendations can become a basis for the Bintaro Subdistrict Office to improve service quality, achieve community satisfaction, and better meet their hopes and needs in the future.

CONCLUSION

This research describes the condition of the attention dimension in services at the Bintaro Village Office. The research results show that there is variation in the provision of services by officers, with the majority of officers showing a good, friendly and polite attitude. However, there are also a number of officers who may need to improve their attention and politeness towards the public. Therefore, efforts are needed to improve the consistency of good service to the entire community. Based on direct or tangible evidence, the facilities and infrastructure at the Bintaro Village Office are considered adequate with neat, clean and comfortable service spaces. However, there are several records regarding a shortage of staff, which has the potential to slow down the administrative service process. Apart from that, employee appearance is also an aspect that needs to be considered, where some employees need improvement in terms of attitude, politeness and friendliness. The recommendations proposed include aspects of increasing the number of employees, interpersonal skills training, regular evaluation and maintenance of facilities, use of information technology, improving internal communication, measuring community satisfaction periodically, providing rewards and sanctions, providing clear information, continuous monitoring and evaluation, improving complaint management system, increased accountability, and updated service guidelines. By implementing these recommendations in a gradual and planned manner, it is hoped that the Bintaro Subdistrict Office can improve the quality of service, meet community needs, and achieve a better level of satisfaction. Overall, this research provides a strategic basis for developing and improving public services at the Bintaro Subdistrict Office in order to achieve optimal and sustainable service goals.

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