

**JOURNAL OF ECONOMIC
DEVELOPMENT & VILLAGE BUILDING**Journal Homepage : <http://jedvb.polteksci.ac.id/index.php/jedvb/>**QUALITY OF ELECTRONIC POPULATION CARD SERVICES AT THE
MALEBER DISTRICT OFFICE, KUNINGAN DISTRICT**

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Abstract

Sport tourism is a potential that can be developed by every area, because sport and tourism can support each other which in turn can trigger a good economic impact on the area. The sport of running which is very popular recently has resulted in many running events in every city. This sport has become a lifestyle in several cities, including Yogyakarta. Jogja is one of the areas where sports events (running) are often held. This sporting lifestyle has many potential economic impacts on the surrounding area, such as coffee shops which are usually a gathering point for the running community. According to previous research, after a sporting event each region will receive an impact such as the regional economy will develop, therefore the researcher wants to know whether there is an economic impact on the UMKM (Coffee Shop) and how this happens will be analyzed qualitatively by the researcher.

Keywords: *service quality, E-KTP, making services*

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**INTRODUCTION**

Regional development as an integral part of national development is carried out based on the principle of regional autonomy. This is intended to provide opportunities for improving democracy and regional performance in order to improve the welfare of the people in the region itself. The implementation of regional government as a subsystem of the State is intended to increase the effectiveness and results for the administration of regional government and community services. As an autonomous region, the region has the authority and responsibility to provide services to the community based on the principles of openness, active community participation and is obliged to carry out accountability to the community.

Article 18 paragraph (2) of the 1945 Constitution confirms that regional governments have the authority to regulate and manage their own government according to the principles of autonomy and assistance duties. Granting broad autonomy to regions is expected to accelerate the realization of community welfare through improving services, empowerment and community participation. In addition, through broad autonomy, regions are expected to be able to increase their competitiveness by paying attention to the principles of democracy, equality, justice, privileges and specialties as well as regional potential and diversity in the system of the Unitary State of the Republic of Indonesia.

The administration of government, whether through government administration, development or services to the community, is an effort to increase political stability and national unity. Providing autonomy to regions is intended to ensure that regions are responsible for organizing and managing their own households.

The importance of basing the essence of regional autonomy on the meaning of excellent public service has encouraged the government to regulate several legal bases for the implementation of services to the community, namely Minister of Administrative Decree Number. 81 of 1993 concerning Guidelines for the Administration of Public Services; Minister of Home Affairs Number. 25 of 1998 concerning One-Stop Licensing services in the Regions. Government Regulation (PP) Number 15 of 2000 concerning Government Authority and the Authority of Provinces as Autonomous Regions.

Based on the provisions of Article 18 of the 1945 Constitution and its explanation, which is then clarified in the Outlines of State Policy; and also based on Law Number 23 of 2014 concerning Regional Government, it can be seen that three principles are implemented in the administration of regional government, namely: the principle of decentralization, the principle of deconcentration and the principle of assistance duties.

Apart from being given the authority to regulate and manage government affairs and the interests of local communities, regions are also given the opportunity to form regions. This is in accordance with the mandate of the law which allows it, namely that the Republic of Indonesia is divided into provincial areas, and provincial areas are divided into districts and cities, each of which has a regional government (Siswanto 2019).

In order to improve Population Administration Services in accordance with the demands of professional services, meet information technology standards, be dynamic, orderly and non-discriminatory, as well as taking into account the State's obligation to provide protection and recognition for the determination of personal status and legal status, on December 24 2013, Law Number 24 of 2013 was ratified as an amendment to Law Number 23 of 2006 concerning population administration.

Changes in Population Administration Implementation Policy Law No. 24 of 2013. Where in Law No. 23 of 2006 the printing of documents/personalization of e-KTPs is centralized in the Ministry of Home Affairs, whereas in Law No. 24 of 2013 it is handed over to the Regions (District/City District Dukcapil).

The West Java Provincial Government has issued a policy regarding changing population identity from KTP to E-KTP through Government Regulation Number 23 of 2006 to Number 24 of 2013 concerning Population Administration. Regional Apparatus Organizations (OPD) are organizations or institutions in Regional Government that are responsible to the Regional Head in the context of administering government in the region.

Regional apparatus is formed by each region based on the characteristics of regional potential and needs. Regional Apparatus Organizations are determined by local Regional Regulations guided by Government Regulations. Control of Regional Apparatus Organizations is carried out by the Central Government for Provinces and by Governors for Regencies/Cities, guided by Government Regulations. The format and requirements for regional officials' positions are determined by Regional Head Regulations guided by Government Regulations.

One of the policies supporting the implementation of regional autonomy is the stipulation of Government Regulation Number 38 of 2007 which regulates the Division of Government Affairs between the Government, the Government between Provinces and Regency/City Regional Governments, including Population Data (E-KTP) matters.

Electronic Identity Card, e-KTP or KTP-el is a Resident Identity Card (KTP) that is made electronically, in the sense that both from a physical perspective and its use it functions in a computerized way.[1] The e-KTP program was launched by the Ministry of

Home Affairs of the Republic of Indonesia. The e-KTP program in Indonesia began in 2009 with the appointment of four cities as national pilot projects. The four cities are Padang, Makasar, Yogyakarta and Denpasar. Meanwhile, other districts/cities were officially launched by the Ministry of Home Affairs in February 2011, the implementation of which was divided into two stages.

The first phase of implementation began in 2011 and ended on April 30 2012, covering 67 million residents in 2348 sub-districts and 197 districts/cities. Meanwhile, the second phase covers 105 million residents spread across 300 other districts/cities in Indonesia.

Overall, by the end of 2012, it is targeted that at least 172 million people will have e-KTPs and from the beginning to the end of 2013, population data recording will continue until all Indonesian residents are required to have their personal data recorded on KTPs.

The implementation of population registration and civil registration in Kuningan Regency has a strong legal basis and quite complete technical guidelines, namely Kuningan Regency Regional Regulation No. 13 of 2009, Regional Regulation No. 22 of 2013, and Regent Regulation no. 07 of 2009, no. 39 of 2012, No. 38 of 2013, and no. 06 of 2014. And at the end of 2015 all of these regulations were completely amended to conform to Law No. 24 of 2013, but these complete regulations are meaningless if they are not implemented by the Regency Government, in this case the Population and Civil Registration Service, office sub-district (e-KTP services at sub-district level) and interested parties (stakeholders) as well as all levels of society.

Kuningan Regency Regional Regulation No. 13 of 2009 was then changed to regional regulation no. 06 of 2017 concerning the implementation of population registration and civil registration. The e-KTP validity period, which was originally only valid for 5 years, will be valid for life as long as there is no change in the individual's data such as title, domicile and so on. This law emphasizes that the government, through the Minister of Home Affairs (MENDAGRI), is obliged to provide Electronic KTP forms for districts and cities, and provide electronic KTP forms through implementing agencies, namely the Regency/City Government which is responsible and authorized to carry out population administration.

The concept of productivity not only measures the level of efficiency, but also the effectiveness of services. Productivity is generally understood as the ratio between input and output. Productivity is also a measure of how much public services have the expected results. In this case, the District Government can be said to be quite good in its services. It can be concluded that the productivity of the sub-district government regarding e-KTP making services is good, as evidenced by the presentation figures for the realization of this program which has exceeded 50%, the only drawback is that there is no data in the form of graphs or tables. The data available to the sub-district is only in the form of temporary notes that they recorded while the system was still accessible, because it turns out that the application installed on the computer can only be read, cannot be printed or printed.

In achieving the government goals stated in the Government Regulation of the Republic of Indonesia no. 19 of 2008 concerning Districts. That the government gives authority to heads of regional level governmentsub-district (Camat) to be able to become a leader and coordinator of government administration in the sub-district working area who in carrying out his duties is to handle some general regional autonomy and general government tasks.

Maleber sub-district is one of several sub-districts in the east of Kuningan Regency which is an element implementing government affairs which has the right to regulate its own area (Maleber sub-district area). Maleber District itself has 16 villages including Mandalajaya, Ciporang, Kutaraja, Kutamandarakan, Cikahuripan, Parakan, Padamulya,

Maleber, Karangtengah, Dukuhtengah, Buniasih, Mekarsari, Cipakem, Giriwaringin, Galaherang, and Garahaji.

The Government Section is one of the sections in the Maleber District Office which plays an important role in supporting the E-KTP service program at the District level

Several problems with KTP services in Maleber District, Kuningan Regency, for example the long service, this is due to inadequate facilities, namely the Maleber District Office, Kuningan Regency only facilitates recording, only provides blank blanks, lack of expert staff (there is only one person), so The quality of KTP services in Maleber District, Kuningan Regency is not yet optimal.

THEORETICAL BASIC

Understanding Service Quality

Public services are all forms of services carried out by government agencies at the center, in the regions, and within State-Owned Enterprises (BUMN) and Regional-Owned Enterprises (BUMD) in the form of goods and services, both in the context of efforts to meet community needs and in framework for implementing the provisions of statutory regulations (KEPMEN Number 63 of 2003).

According to Zauhar (2005)"Service quality is an adjustment to the details (conformance to specification) where this quality is seen as the degree of excellence to be achieved, continuous control is carried out to achieve this excellence in order to meet the needs of service users. Services are a response to managerial needs that are only fulfilled if service users get the products they want."

The quality of public services shows a service activity carried out by a service provider (provider), which in this case is the government, to market or distribute products by prioritizing the satisfaction and expectations of the community as customers (demanders), which in this case are those who are governed, in accordance with service standards. and the principles of public service.

Public service is the provision of services, either by the government, private parties on behalf of the government, or private parties to the public, with the type of administrative service being the type of service provided by the service unit in the form of recording, research, decision making, documentation and other administrative activities which are The total produces birth products in the form of documents, for example certificates, permits, recommendations, information and others, for example types of services for land certificates, shipping, IMB, population administration services (KTP, NTCR, birth certificates and death certificates).

The quality standards used by one organization may not apply to other organizations. Because basically the service standards used are different, depending on the policies and direction of the organization. If the service received or felt (perceived service) is as expected, then the quality of the service is perceived as good or satisfactory.

According to Triguno (2017), the standards that must be achieved by a person or group or organizational institution regarding the quality of human resources, the quality of work methods, processes and work results or products in the form of goods and services. Quality means satisfying those who are served, both internally and externally, in the sense of optimal fulfillment of society's demands.

According to Tjiptono (2016), dimensions of public service quality namely: performance, namely the main operating characteristics of the core product; additional characteristics or features (features), namely secondary or complementary characteristics; reliability, namely the small possibility of damage or failure to use; conformance to specifications, namely the extent to which design and operating characteristics meet

previously established standards; durability, which is related to how long a product can continue to be used; serviceability, namely competent speed, comfort, easy repair and satisfactory complaint handling; aesthetics, namely the product's appeal to the five senses; perceived quality, namely the image and reputation of the product and the company's responsibility towards it.

Meanwhile, according to Parasuraman (2018), there are five main dimensions of public service quality, namely: tangibles or physical evidence, namely the ability of a company to demonstrate its existence to external parties. The appearance and capability of the company's physical facilities and infrastructure and the condition of the surrounding environment are concrete evidence of the services provided by the service provider. Which includes facilities (buildings, etc.), equipment and tools used (technology), as well as the appearance of employees

According to Supriyono (2018), quality public services have several criteria and indicators, namely: (1) Appropriate and relevant, meaning that services must be able to meet the profession, expectations and needs of individuals or society; (2) available and affordable, meaning that services must be accessible to every person or group that receives priority; (3) can guarantee a sense of justice, meaning being open in providing treatment to individuals or groups of people in the same circumstances; (4) acceptable, meaning that the service has quality when seen from the technical/method, quality, convenience, comfort, fun, reliable, timely, fast, responsive and humane; (5) economical and efficient, meaning that from the user's point of view the service can be afforded by tariffs and taxes by all levels of society; (6) effective, meaning that it is profitable for users and services at the social level.

Public Service Concept

The term public service in Indonesia is often identified with public service as a translation of public service. In Indonesia, the concept of government administration services is often used together or used as a synonym for the concepts of licensing services and public services, as well as public services. According to KEP. MEN .PAN No. 63/KEP/M.PAN/7/2003 concerning General Guidelines for the Implementation of Public Services, the definition of public service is all service activities carried out by public service providers as an effort to fulfill the needs of service recipients and to implement the provisions of statutory regulations.

Based on the Law of the Republic of Indonesia Article 1 number 25 of 2009 concerning Public Services, the definition of public service is an activity or series of activities in order to fulfill service needs in accordance with statutory regulations for every citizen and resident for services, goods and/or services. administrative services provided by public service providers.

Meanwhile, according to AG. Subarsono, as quoted by Agus Dwiyanto (2005), public services are defined as a series of activities carried out by the public bureaucracy to meet the needs of citizen users. The users referred to here are citizens who need public services, such as making KTPs, birth certificates, marriage certificates, death certificates, certificates.

Public services relate to activities carried out by the government to meet the needs of the community well and with quality as a consequence of the duties and service functions it carries out, based on the rights possessed by the community in order to achieve government and development goals (I Nyoman Sumaryadi, 2010: 70).

According to Ridwan and Sudrajat (2019), every public service provider must have service standards and be published as a guarantee of certainty for service recipients. Service standards are measures applied in the provision of services that must be adhered

to by service providers and/or recipients. Meanwhile, according to Moenir (2017), in order for the service to be satisfactory to the person or group of people being served, the perpetrator, in this case the officer, must be able to fulfill four main requirements, namely: polite behavior; how to convey; delivery time; hospitality.

Meanwhile, according to the Decree of the Minister for Administrative Reform No.63/KEP/M.PAN/7/2003, public services are all service activities carried out by public service providers as an effort to fulfill the needs of service recipients and to implement the provisions of statutory regulations. And further, according to Ridwan and Sudrajat (2009) public service is a service provided by the government as a state administrator to its community in order to meet the needs of the community itself and has the aim of improving community welfare.

Excellent service variables in the public sector as above can be implemented if service personnel succeed in making customer satisfaction their main goal. In order to fulfill customer satisfaction, which is the main goal, service personnel are required to know exactly who their customers are. Customer satisfaction can be used as a barometer in measuring success in service (Lijan Poltak S, 2006).

Electronic KTP

In order to realize orderly national population administration, the Unitary State of the Republic of Indonesia which is based on Pancasila and the 1945 Constitution of the Republic of Indonesia is essentially obliged to provide protection and recognition for the determination of personal status and legal status for every Population Event and Important Event experienced by Indonesian residents and/or citizens who are outside the territory of the Unitary State of the Republic of Indonesia. That in order to improve Population Administration services in line with the demands of Population Administration services that are professional, meet information technology standards, are dynamic, orderly and non-discriminatory in achieving minimum service standards towards comprehensive excellent service to overcome population problems.

RESEARCH METHOD

This research uses a qualitative approach and descriptive type Sugiono (2016). The informants in this research were residents of Maleber District, Kuningan Regency. The sampling technique used in this research was determined purposively. In this research, the main data source used is primary data, namely in the form of good spoken words sourced from in-depth interviews with research informants. Data collection was carried out by observation, interviews and documentation. The operational research concept is stated as follows.

Table 1. Operational Research Concept

Study Aspects	Parameter	Sub Parameters
Public service (according to Fandy Tjiptono in Hardiyansyah)	1. <i>Tangibility</i> (Ability)	<ul style="list-style-type: none"> ▪ Appearance ▪ Ease of access ▪ Use of direct aids ▪ Discipline ▪ Comfort
	2. <i>Reliability</i> (Reliability)	<ul style="list-style-type: none"> ▪ Accuracy ▪ Service standard ▪ Ability to use assistive devices

- | | |
|---|--|
| 3. <i>Responsifness</i>
(Responsiveness) | <ul style="list-style-type: none"> ▪ Respond to every request ▪ Fast ▪ Punctuality ▪ Respond to every complaint |
| 4. <i>Assurance</i> (Jamen) | <ul style="list-style-type: none"> ▪ On time guarantee ▪ Cost guarantee ▪ Legality guarantee |
| 5. <i>Empathy</i> (Attention) | <ul style="list-style-type: none"> ▪ Cost certainty ▪ Prioritize the interests of the public/society ▪ Friendly attitude ▪ Manners ▪ Not discriminatory |

Source: Agus Dwiyanto's opinion quoted by Pasalong (2010:178) and Fandy Tjiptono quoted by Hardiyansyah (2011).

Qualitative analysis techniques by adopting the techniques offered by Miles and Huberman. Validity of data using triangulation. Researchers can recheck their findings by comparing them with various sources, methods, or theories.

RESULTS AND DISCUSSION

Quality of Implementation of E-KTP Making at the Maleber District Office Kuningan Regency

The role of government in a country to create a conducive environment in facing the era of globalization is something that absolutely must be done. Apart from having an internal dimension (the ideals of the nation), the government's vision of a country cannot be separated from existing external aspects, especially those related to trends in relations between countries and between members of society in the coming eras. Therefore, encouraged by the implementation of electronic government (e-Government) and to be able to improve the quality of services to the public, in accordance with the mandate of Law of the Republic of Indonesia Number 25 of 2009 concerning Public Services, the Ministry of Home Affairs of the Republic of Indonesia is implementing a population information system that technology-based, namely the electronic Resident Identity Card or E-KTP based on Law Number 23 of 2006 concerning Population Administration and Presidential Regulation of the Republic of Indonesia Number 35 of 2010 concerning Amendments to Presidential Regulation Number 26 of 2009 concerning the Implementation of National Identity Cards Based on Population Identification Numbers.

The administration of government, whether through government administration, development or services to the community, is an effort to increase political stability and national unity. Providing autonomy to regions is intended to ensure that regions are responsible for organizing and managing their own households. The importance of basing the essence of regional autonomy on the meaning of excellent public service has encouraged the government to regulate several legal bases for the implementation of services to the community, namely Minister of Administrative Decree Number. 81 of 1993 concerning Guidelines for the Administration of Public Services; Minister of Home Affairs Number. 25 of 1998 concerning One-Stop Licensing Services in the Regions. Government Regulation (PP) Number 15 of 2000 concerning Government Authority and the Authority of Provinces as Autonomous Regions.

Apart from being given the authority to regulate and manage government affairs and the interests of local communities, regions are also given the opportunity to form regions. This is in accordance with the mandate of the enabling law, namely that the Republic of Indonesia is divided into provincial areas, and provincial areas are divided into districts and cities, each of which has a regional government.

Based on the provisions of Article 18 of the 1945 Constitution and its explanation, which is then clarified in the Outlines of State Policy; and also based on Law Number 23 of 2014 concerning Regional Government, it can be seen that three principles are implemented in the administration of regional government, namely: the principle of decentralization, the principle of deconcentration and the principle of assistance duties.

Apart from being given the authority to regulate and manage government affairs and the interests of local communities, regions are also given the opportunity to form regions. This is in accordance with the mandate of the enabling law, namely that the Republic of Indonesia is divided into provincial areas, and provincial areas are divided into districts and cities, each of which has a regional government.

The quality of public services always prioritizes the interests of the community as customers, but so far the public connotes that the services provided by government officials to the community tend to be poor and of poor quality. This can be seen from the number of complaints submitted to government officials who provide services to the community.

One of the complaints that is often heard from the public regarding government officials is that apart from being complicated due to rigid bureaucracy, the behavior of individual officials is also sometimes less than friendly.

This is often the main reason for people's use of public service services. Apart from this, currently government agencies are starting to organize and compete to provide the best service for the community.

In order to improve Population Administration Services in accordance with the demands of professional services, meet information technology standards, be dynamic, orderly and non-discriminatory, as well as taking into account the State's obligation to provide protection and recognition for the determination of personal status and legal status, on December 24 2013, Law Number 24 of 2013 was ratified as an amendment to Law Number 23 of 2006 concerning population administration.

As a type of public service provided to the community, it is very necessary to provide good quality services in arranging KTPs so that they can satisfy the community as citizens. As stated by Tjiptono (1995: 14), the benchmarks for service quality include politeness in service, responsibility, convenience, comfort and completeness of facilities. Civil services or services are seen as something that must be provided to the people by the government as best as possible. In the civil service, this is related to the monopoly nature of the civil service where the public does not have the choice to expect the same service from other institutions outside the government.

The Maleber District Office, Kuningan Regency is one of the government organizations that provides services for making E-KTPs. Providing E-KTP services is carried out by the KTP Government Section. Of course, making an E-KTP applies to all residents registered as residents in Maleber District, Kuningan Regency who already have to have an KTP. To date, the population in Maleber District, Kuningan Regency is approximately 359,776 people. In the E-KTP making service at the Maleber District Office, Kuningan Regency, problems occurred due to the large number of residents in Maleber District who were entitled to obtain and fulfill the requirements for making E-KTP, which was not comparable to the existing supporting tools for making E-KTP such as a small waiting room. , the number of E-KTP printing and data recording devices is

only one. Apart from that, employee performance is less than optimal due to limited E-KTP equipment which has an impact on providing less than optimal services to the community.

It can be seen that there is a public perception that the E-KTP service process is complicated, and the queue for processing an E-KTP reaches eight hours. The implementation of E-KTP services is still hampered by the minimal number of tools used in making E-KTPs, as well as human resources, in this case EKTP making operators, whose number is very minimal compared to the population who process E-KTPs.

The problems above have given rise to a dilemma in the community in arranging E-KTPs, encountering several obstacles, including the speed of the officers in responding to the needs of the people who are processing E-KTPs, the community feels that the service is uncomfortable, what should have been easy has become difficult. This is because the EKTP management officer as the organizer of the EKTP production is not appropriate in providing services where there are problems, it is not possible to respond immediately to what the community wants, such as the lack of time used by officers in serving the community.

Sometimes the attitude or actions taken by employees in the form of an attitude that prioritizes people they know in service causes disappointment in society. Moreover, people just want to feel comfortable taking care of their E-KTP without having to wait a long time, as well as fairness and no favoritism in the service, which causes a feeling of boredom and assumes that this service is still the same as before ± before. This matter must be immediately handled directly by the employee who organizes the E-KTP program, which incidentally is carried out computerized, of course the service will be easy for the public to experience.

Service quality is all forms of activities carried out by companies/organizations to meet consumer expectations. Service in this case is defined as a service or services delivered by the service owner in the form of convenience, speed, relationships, abilities and friendliness which are addressed through attitudes and characteristics in providing services for consumer satisfaction. Service quality can be determined by comparing consumers' perceptions of the service they actually receive/obtain with the service they actually expect/want regarding service attributes.

Based on Article 1 of Law Number 25 of 2009 concerning Public Services, the definition of public service is an activity or series of activities in order to fulfill service needs in accordance with statutory regulations for every citizen and resident for services, goods and/or administrative services provided provided by public service providers.

It is common knowledge that public services provided by government officials in a government bureaucracy are of low quality. However, this is not the main reason to remain pessimistic about changes that might occur in the service paradigm which has so far placed officials and their bureaucracy in a position that must be served, but must change to a paradigm that places service users (consumers) in a higher position.

National NIK-based KTP (Electronic KTP) is a KTP that has the specifications and format of a National KTP with a special security system that acts as an official identity. Issuance of an e-KTP is the issuance of a new KTP or a replacement KTP because it has expired, moved, been damaged or lost. Every resident is required to have an ID card, after data verification, it will be taken and recorded starting from their face, signature and fingerprints.

The quality of public services at the Pengasih District Office can be measured through the following indicators.

Employee Appearance in Serving Service Users

The appearance of service employees greatly influences the quality of the services provided. With regard to the appearance of E-KTP service employees at the Maleber District Office, Kuningan Regency, service employees are neatly dressed and wear uniforms in accordance with established provisions. This is in accordance with the statement of Mr. Eko as Head of the General Section of the Maleber District Office, Kuningan Regency, whom researchers interviewed on April 10 2021, who said that "Appearance has a big influence on the service process because appearance is one of the elements that will later support providing service, attitude. and the appearance of employees is the first impression for service users who come. If the employee's appearance is not attractive, then service users will also not be interested in the quality of the service employee. "Apart from that, the appearance of service employees at the Maleber District Office, Kuningan Regency, is wearing uniforms in accordance with the provisions set by the district government, namely civil servant uniforms."

The same thing was conveyed by Mrs. Nengsih, a service user who the researcher interviewed on April 10 2021, who also said that "The appearance of the employees at the Maleber Subdistrict Office, Kuningan Regency is neat and not messy." Furthermore, Mr. Sukriyanta as a service employee also said that "Appearance is indeed one of the factors that supports the quality of service.

Comfortable Place to Perform Services

This service place is not comfortable because there is a lot of messy paper on the table and it is not neatly arranged, besides this place does not use air conditioning so it feels very hot during the day. "We need a filing cabinet here, Miss, because the service section deals with archives and documents. The service area here is generally comfortable, but there is no air conditioning such as AC, so that service users and employees are equally comfortable in carrying out the service process.

The comfort of the service location greatly influences the quality of E-KTP services, because if people have to wait in an uncomfortable room atmosphere then people will become uncomfortable. If service users have to queue in a comfortable and clean atmosphere, people will be willing to be patient. But on the other hand, if the service process takes a long time and the service location is uncomfortable and unclean, then people will not feel comfortable. Therefore, there are still complaints from the public as service users regarding the comfort of the service location. The community said that during the day the room becomes hot even though there is a fan."

Ease of Service Process

The Maleber District Office, Kuningan Regency has made it easy for me in the E-KTP service process, so that I am no longer confused in taking care of my needs or in finding the necessary conditions." Mrs. Asih, the service user who the researcher interviewed on April 15 2021, added that "The employees here have made E-KTP services easier for service users. For example, so far, when I take care of my needs here, it hasn't been difficult." Ease in the E-KTP service process is very necessary so that service users do not feel difficulty and confusion in managing their affairs at the Maleber District service office, Kuningan Regency.

Dimensions of Reliability (Reliability)

To measure the Reliability dimension in an effort to determine the quality of public services at the Maleber District Office, Kuningan Regency, it can be measured through the following indicators..

Employee Accuracy in Serving Service Users

The accuracy or thoroughness of employees in serving E-KTP service users is very important for the service process. If employees are not careful in serving the community,

mistakes will occur and new jobs will result. For example, when an employee makes a typo in writing the name on the E-KTP, the service user must re-arrange the wrong name. This inattention will result in new work that should not need to be done by employees, and will give rise to unfavorable assessments by service users regarding the quality of the E-KTP services provided. Therefore, employees must be careful in carrying out their special responsibilities related to E-KTP services so that good service is created and the public will evaluate it well.

Based on research conducted, employees of the Maleber Subdistrict Office, Kuningan Regency are careful or careful in serving the community. It is clear that employees in carrying out the service process must be careful so that errors do not occur which require service users to take care of mistakes made by employees due to the employee's carelessness in carrying out the service process.

Employee Skills in Using Tools in the Service Process

Apart from ability, service employees also need to have expertise in using tools to serve the community. It can be seen that if the service is busy with many service users coming, only one or two employees who are experts in using tools in the device service process are experts in mastering these tools. As Mr. Sukaryanta said, "The service employees here do not have the skills to use tools in the service process because we are not permanent service employees. We are on duty here because the service department at the Maleber District Office does not yet have permanent service employees who should be experts in using tools in the service process. Some of us are government sections assigned by the Civil Registry office to assist services here."

Furthermore, Mrs. Asih also said that "employees should be experts in using assistive devices. But I also can't say that everyone here is an expert because I didn't pay too much attention." E-KTP service employees must have expertise in mastering tools in the service process so that they can help so that the service process is faster and do not rely on other people to use these tools.

Responsiveness (Responsiveness)

E-KTP Service Employees Must Respond to Service Users Who Come.

E-KTP service users will feel appreciated by service employees when service employees can provide good responses. Responding to service users can have a positive effect on the quality of public services at the Maleber District office. Employees respond and respond to E-KTP service users who want to get this service, which is proven when service users who have finished getting the service, employees immediately call the next queue and ask what they need. As Mr. Agus said, "The employees here have responded, ma'am. But yes, there was one employee who I saw was indifferent. I didn't pay too much attention, what was clear was that the employees who served me were responsive and responsive." Mrs. Kiki added that "as far as I know the employees have responded ma'am, when I made an E-KTP the employees asked what I needed." Service users will definitely be happy if employees at the service office are responsive or responsive to service users' needs. This will be a good assessment for E-KTP service providers.

Employees Perform Services Quickly

Based on an interview conducted with Mrs. Kiki, she said that "The service here is fast and precise, but it depends on whether there are employees or not. If there are only one or two employees, the service will take a long time, sis." Furthermore, Mrs. Nur added that "the employees always serve quickly and precisely so that I don't have to wait long in the service process, for example when I ask for an E-KTP the employees immediately do what I need."

Fast and precise service is an important thing that must be done as a form of responsiveness to E-KTP service users, but apart from being fast, service must also be

done correctly. If employees have provided services quickly and thoroughly, then the service employees have carried out their duties professionally so that E-KTP service users will feel happy.

Assurance (Responsiveness).

Employee at Maleber District Office

Providing a timely guarantee in the E-KTP service right away, if it can be completed, employees will try to make it on time. If it cannot be completed on the same day, for example, making a photo shoot process in making an E-KTP which cannot be completed immediately that day, the employee guarantees the time and provides proof of collection so that when the time period is complete it can be taken immediately using the proof of collection that has been provided. to those customers.

As Mrs. Asih said, "At that time, I took care of the E-KTP, but I couldn't do it for one day, so I was then given proof to collect when the E-KTP was finished. "At that time I made it in three days but it hasn't finished for more than a week." Mrs. Kiki added that "I get a guarantee of 5-10 minutes to get service depending on the type of service ma'am."

Mr. Eko said that "The standard time given is three days, but in reality the time required to complete the E-KTP production reaches six to seven days. This delay is because the basic materials for making an E-KTP, such as the card itself, have to wait for delivery from the head office which takes a long time. "That is the main factor that causes the time period for making an E-KTP not to match the required time period, namely three days." Employees must provide timely guarantees to service users so that service users do not wait too long.

Officers Provide Cost Guarantees for Services

In taking care of needs at the Maleber District Office, not everyone pays money to take care of them. Depends on the type of service. When observing, researchers did not see E-KTP service users giving money to service employees.

In this way, an overall picture can be obtained, that the quality of service in the process of making E-KTP services in Maleber District, Kuningan Regency is still not optimal, this is due to the still poor performance of several indicators of service quality, namely: service guarantees that cannot yet be expected due to the lack of timely service; unfavorable environmental conditions, namely the lack of facilities, especially waiting rooms, which are not commensurate with the number of residents making e-KTP; service staff's empathy is still considered poor, as indicated by the fact that there are still complaints from residents who make e-KTPs regarding the lack of attention from officers to residents who make e-KTPs; the employee's responsiveness in providing attention to the applicant is still not in accordance with what the applicant expects, the employee's responsiveness as shown by the employee's attitude does not provide maximum attention, the applicant often waits quite a long time to be served by the officer; Service communication is still not fully implemented optimally because miscommunication or errors in providing information to the public often occur.

Obstacles in E-KTP Making Services at the Maleber District Office, Kuningan Regency

In the public service process, it does not always run as expected, there are still factors that hinder the public service process, including staff resources which are still lacking and this is proven by the absence of permanent employees in the service section who certainly have mastered things related to the service process. . The service employees at the Maleber District Office, Kuningan Regency currently are those who work in the government section, there are three people and one other person comes from other sections at the Maleber District Office, Kuningan Regency, who has the task of taking turns

guarding the service section because the person guarding the section public services are not from the service department itself, so the expertise possessed, especially by employees in the service department, cannot be optimal.

Service activities are activities that deal directly with other people, namely service users who need services. Apart from employee resources, other inhibiting factors are facilities and infrastructure, such as the absence of filing cabinets as a place for storing records, which causes document storage to not be properly organized, which ultimately causes employees to experience difficulty in finding the records they need and disrupts the neatness of the service room. This untidiness causes service users discomfort when carrying out the service process. Another inhibiting factor is the time period given for making E-KTP which does not comply with the specified time period due to the lack of basic materials for E-KTP. This delay was because the card for making the E-KTP itself had to wait for delivery from the head office which took quite a long time. That is the main factor that causes the time period for making an E-KTP not to match the required time period.

Service obstacles in efforts to maintain the quality of E-KTP services in the Government Section at the Maleber District Office, Kuningan Regency, according to Mr. Lala as the operator in charge of the E-KTP service section, said that "E-KTP services for the community are currently somewhat hampered by problems with the section's organizational infrastructure. non-existent service. For the current service employees, we only took a few people from the government section and others from all the sections in the Maleber District Office, Kuningan Regency who have guard duty at the service office, joining employees from the government section at the service office. "However, when looking after the service office, they must also continue to prioritize their permanent work in their respective sections."

The researcher, as an employee in the Government Section at the Maleber District Office, Kuningan Regency, needs additional employees for the service section who are skilled at assistive tools in the service process, because here the only ones who are able to master computers are me and one of my friends. Other employees still cannot master computers and devices, this also affects service users. If all service employees are able to use computer tools and devices, then serving service users, who usually take 10-15 minutes to handle using tools, will be faster if there are other employees who are able to operate computers and devices. Apart from that, infrastructure for service departments such as filing cabinets. "We really need this filing cabinet to organize documents and archives so that they are not scattered on the service desk, and to make it easier for employees to find documents when they are used."

Based on the description above, it can be qualified that there are several inhibiting factors in the E-KTP making service at the Maleber District Office, Kuningan Regency, namely as follows:

Facilities and infrastructure

Service facilities are an important factor in creating good service quality. The facilities and infrastructure referred to here are all types of equipment, supplies and other facilities that function as main/auxiliary tools in carrying out work and also have a social function in the interests of the people who are in contact with the work organization.

Service facility factors include equipment, supplies, tools, buildings and communication facilities at the Maleber District Office, Kuningan Regency, which show that the E-KTP making service is not yet supported. This is due to the lack of facilities, especially waiting rooms and E-KTP data recording equipment, which is not commensurate with the number of residents who make E-KTP. This is the problem with the E-KTP making service at the Maleber District Office, Kuningan Regency, which

results in the public being dissatisfied with the services provided by the Maleber District government.

E KTP (Electronic Resident Card) is an identity card made from an electronic machine and written with digital data. E KTP was deliberately created to make it easier for the government to collect population data, because with E KTP the government can immediately see the data from the electronic KTP without having to wait for the data to be censused first. E KTP can be said to be more effective and efficient than ordinary KTP. Ineffective services provided by officers. Arranging e-KTPs in all sub-districts in Indonesia, which is currently free of administrative fees, has created very high public interest in immediately processing and obtaining e-KTPs.

The Maleber District Office does not yet provide printing equipment, because printing is only available at the Disdukcapil Office, and there is only one computer unit. Apart from that, the Maleber District Office, Kuningan Regency only facilitated recording, only provided blank blanks, there was a lack of experts (only one person), and there was quite a long distance between the Maleber District office and the Population and Civil Registry Service.

Apart from that, in processing the e-KTP, there were still weaknesses found in the field by officers at the Maleber District Office, Kuningan Regency. These weaknesses include, for example, people who go to the sub-district office to apply for e-KTP according to a predetermined schedule, apparently not getting maximum service. Due to a lack of equipment in the e-KTP making service, the main obstacle faced is electricity and equipment to make the new KTP.

The electricity often goes out and equipment often jams, while the consortium says the equipment warehouse is empty. Thus, the government must prepare equipment according to sub-district needs so that E-KTP services can be realized well. Another inhibiting factor is the lack of clear information for the public. Due to the lack of information to the public, especially the lay public, the public misunderstands the process of making the E-KTP, for example. People who did not receive an invitation queued at the Maleber District Office, Kuningan Regency for hours and were disappointed with the service. In fact, people who have received an invitation should first be served in making E-KTP. This situation was caused by the enthusiasm of residents in making E-KTPs, which caused them (residents) to come in droves and made the officers somewhat overwhelmed. However, the officers could not do anything about the residents which does not have an invitation form, because it is a central system like that. Thus, the problem faced by power outages is that the E-KTP device cannot work, because the Maleber District Office, Kuningan Regency does not yet have a generator set.

Service Procedures

Service procedures are one of the most important principles in assessing the quality of a service. In Moekijat's opinion, procedures should be simple and make it easier for service users. The ease of the service stages provided to customers can be seen from the simplicity of the service flow. Service procedures are work procedures that show the path that must be taken in a concise, non-complicated and flexible manner in order to complete a job. Service procedures can be classified in detail, namely formed by several indicators, including:

Clarity of Service Information

The clarity of service information can be explained based on how in-depth the information the agency provides to service users. The clarity of information regarding the process of making an E-KTP at the Maleber District Office, Kuningan Regency is still not clear enough. This is due to a lack of socialization from the government regarding the information needed by the community, thus becoming an obstacle in the service process.

Disclosure of Service Fees

Transparency of service costs is an indicator of the good and bad procedures of a service. Openness of service costs can be explained based on clarity and openness regarding information about service costs. Cost disclosure regarding the process of making an E-KTP at the Maleber District Office, Kuningan Regency has been going well. This can be seen from the fact that the information conveyed by the government to citizens can be conveyed well, apart from that there are no additional costs that burden citizens.

Timeliness of Service

One of the causes of good and bad service procedures is the timeliness of service. This can be explained based on the accuracy and timeliness of completing the service process according to what was promised. There is no clear certainty of time, such as in a few days the E-KTP will be ready and can be picked up and there is no definite answer regarding when the E-KTP will be made, resulting in the timeliness of the services provided by the Maleber District Office, Kuningan Regency in arranging the production of the E-KTP. KTP is still not optimal. This is due to employees' ignorance of the information provided by the central government.

Service Process

The service process is very influential in creating good service procedures. The service process can be explained based on the orderliness and smoothness of a service. In the service process for making E-KTP there are quite a lot of queues, making the service process not smooth, this is due to the large volume of people making E-KTP. The service process provided by the Maleber District Office, Kuningan Regency in processing E-KTP production is still not good, this can be seen from the large number of queues in the E-KTP making process which causes residents to have to wait a long time.

Employee Capabilities

Employee ability is one of the factors that causes good or bad service. Service providers will be able to carry out their duties well if the employee has strengths or abilities, both physical and mental, the ability to think, the ability to apply the expertise/skills they have, so that with these potentials it will be easy for them to carry out activities to achieve the goals that have been set. . Ability is absolutely necessary for employees accompanied by skills and experience so that in carrying out their duties, they can avoid or minimize the mistakes they make and in carrying out their duties in accordance with established regulations. Employee ability factors are formed by several indicators, including:

Technical Capabilities

Technical ability is an employee's ability to use equipment, procedures or techniques from a particular field. E-KTP making service employees at the Maleber District Office, Kuningan Regency, especially those tasked with recording E-KTP data, already have good technical skills in using equipment, this is because these employees are experts in the field of technology. The Maleber District Office, Kuningan Regency employs technology experts hired from outside, but they only work if there is a call from the district.

Interaction Ability

Interaction ability is an employee's ability to collaborate by understanding and motivating other people. The ability of employees in the E-KTP making service at the Maleber District Office, Kuningan Regency to communicate is still not good enough and seems unclear. Several times there have been errors in providing information, such as what is needed for the purposes of making an E-KTP. The services carried out by employees at the Maleber District Office, Kuningan Regency are not running optimally, because there are several concurrent positions, so they cannot maximize services, especially for

employees in the population administration and civil registration services section who are still lacking, meanwhile the residents who make E-KTPs are very Lots. provide real conditions to the applicant.

Conceptual Ability

Conceptual ability is a staff's ability to analyze and receive information both from inside and outside the organization. The attitude of employees of the E-KTP making service at the Maleber District Office, Kuningan Regency in providing information to the public tends to give uncertain answers, apart from that there is also no definite action in responding to applicant complaints because most employees do not know about the information asked by residents.

Based on the description of the obstacles in making E-KTPs, it can be concluded that there is still a lack of human resources in the service of making E-KTPs at the Maleber District Office, Kuningan Regency, which is not commensurate with the number of residents of Maleber District who make E-KTPs and the lack of facilities, both facilities and infrastructure. there are also service procedures that are still not in accordance with what is expected, thus making the service less than optimal. That is what becomes an obstacle to a service.

Efforts Taken in Optimizing the Implementation of E-KTP Making Services at the Maleber District Office, Kuningan Regency

The public service function is closely related to the implementation of general government tasks. One of the general tasks of government is the population administration system, which in its implementation is closely related to civil rights or civil rights of the population. In connection with this, it is necessary to establish an Administration system

Population that is in line with advances in information and communication technology to meet community demands for professional population services. The basis for the formation of Law no. 23 of 2006 concerning Population Administration. Population Administration as a system is expected to be implemented as part of the implementation of State administration. Apart from that, with Population Administration, administrative rights such as public services and protection regarding community Population Documents can be fulfilled.

Population Administration is a series of structuring and controlling activities in the publication of population documents and data through population registration, civil registration, management of population administration information and utilization of the results for public services and development in other sectors.

Based on the results of the service research above, the Maleber District Office, Kuningan Regency must organize service activities for the community in the service of making E-KTP, this effort is by carrying out actions or steps in order to improve the quality of a service in accordance with KEPMENPAN through a circular letter from the Coordinating Minister for WASBANGPAN number 56/MK/WASAPAN/6/98 addressed to all development reform cabinet ministers, the Governor of Bank Indonesia, Governors, leaders of non-departmental institutions, and Regents/Mayors, namely: (1) issue service guidelines which include, among other things, requirements, procedures, service fees and service completion time limits, either in the form of guidebooks or announcements and through other information media; (2) place an officer responsible for checking the completeness of the application requirements to ensure that the application file is accepted or rejected at that time.

Simplicity of E-KTP Service Procedures

When providing E-KTP services, existing procedures should be made as simple as possible. Simplicity is meant here, namely that existing service procedures or procedures

are carried out easily, smoothly, quickly, precisely, without being complicated, easy to understand and easy to implement by the people who receive the service. The existence of procedures is not intended to complicate or even hinder the implementation of services. Simple procedures will certainly simplify all service implementation activities in order to achieve the goal of achieving excellent service.

Apart from that, basically the officers at the Maleber District Office, Kuningan Regency must try to provide satisfactory service to the applicant and try as hard as possible to give the impression that arranging an E-KTP is not complicated, as long as the applicant himself is willing to take part in it, namely by completing the required requirements and being willing to provide actual data.

Openness of Information on E-KTP Services

In an effort to improve service quality, information disclosure should be required, such as in the E-KTP making service at the office Maleber District, Kuningan Regency, this is one of the parameters for determining service quality. In relation to making E-KTP at the Maleber District Office, Kuningan Regency, openness is referred to as procedures/procedures, requirements, work units/officials responsible for providing public services, completion time and other matters relating to the service process for making E-KTP at the Maleber District Office, Kuningan Regency, information must be provided openly so that it is easily known and understood by the public, whether requested or not.

Certainty of Service Implementation

In making an E-KTP at the Maleber District Office, Kuningan Regency, everyone hopes that there will be certainty of service times in accordance with the specified standards, so that applicants can manage their time, because some city residents certainly have busy activities. So with certainty that service times will not interfere with routine activities and everything can be carried out according to plan, certainty of E-KTP making services at the Maleber District Office, Kuningan Regency is very important for applicants so that applicants do not need to ask repeatedly even though they have been given a queue number to come to the Maleber District Office Kuningan Regency is only to ensure whether the E-KTP has been completed, because this could cause losses for applicants both in terms of time and energy. Therefore, it is necessary to ensure the timing of the e-KTP making service by directly notifying for certain about the completion of the e-KTP making.

Officer Professional Level

To support the smooth running of E-KTP making services at the Maleber District Office, Kuningan Regency, officers are needed who have reliable abilities or in other words are supported by abilities that are reliable, accurate and consistent in carrying out their duties professionally. As stated in the research background, that To support the smooth running of services, it is necessary to prepare quality apparatus resources. In general, not all of the officers in public institutions have professional competence. Therefore, it is not surprising that in carrying out their duties they often experience problems and in turn the quality of the service provided is less than optimal. As is the case at the Maleber District Office, Kuningan Regency, not all apparatus have professional competence. The data indirectly shows that most of the legal training that employees have is limited, thus reflecting that the performance of officers in public services is less than optimal.

Facilities and infrastructure

There are various forms of public services provided by the government. One form of service is administrative services in the population sector, namely in making E-KTP. Of course, one of the factors that can determine the smoothness of a service provided by

implementing agencies in the government is the availability of adequate and suitable supporting facilities and infrastructure for the E-KTP service process at the Maleber District Office, Kuningan Regency. In implementing services to the community, the existence of facilities and infrastructure plays an important role. The suggestions here relate to supporting facilities. The supporting facilities referred to here include office equipment used in the process of making Electronic Identity Cards (E-KTP). Appropriate office equipment in an agency, especially an agency providing public services, really helps the process of community service activities.

CONCLUSION

Based on the results of the analysis, a conclusion was obtained, namely: the quality of the implementation of making E-KTPs at the Maleber District Office, Kuningan Regency is still not optimal, this is because several indicators of service quality are still poor, namely service guarantees that cannot yet be expected due to the lack of timely service. Obstacles in implementing E-KTP making services at the Maleber District Office, Kuningan Regency include the lack of human resources in the E-KTP making service in Maleber District which is not commensurate with the number of residents of Maleber District who make E-KTPs and the lack of facilities, both facilities and infrastructure, especially recording equipment, as well as service procedures that are still not in accordance with what is expected, resulting in less than optimal service.

Efforts taken to optimize the implementation of E-KTP making services at the Maleber District Office, Kuningan Regency include seeking to fulfill the need for service support equipment, especially E-KTP recording equipment together with the Kuningan Regency Population and Civil Registration Service, seeking to add and train experts in the field of E-KTP making services, seeking to provide facilities and infrastructure to support services at the Maleber District Office.

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