



## **Analysis of Quality Electronic Identity Card Service in Sub-District West Meral of Karimun District, Riau Islands (Integrated Sub-District Administration Service Model "Paten")**

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### **Abstract**

This study looks at the difficulties in creating electronic identity cards and the service quality of electronic identity cards at the district office of West Meral. This study uses substantive, administrative, and technical indicators to apply the Sampara service quality theory. This study employed a mixed methods approach using a descriptive methodology. Subdistrict heads, district secretaries, governmental leaders, population administrators, and community members made up the study's samples. For sub-district heads, sub-district secretaries, and government heads, sampling was determined using a census technique, for population administrators using a purposive sampling technique, and for the community using an incidental sampling technique. According to the research on each sub-indicator, electronic identity cards' service quality at the West Meral District sub-district office in Karimun Regency (approach to the District Integrated Administrative Service model "PATEN") is assessed as fairly acceptable with a percentage of 49%. This results from the West Meral District's need for *e-KTP* (Electronic Identity Card) recording technology.

**Keywords:** service quality; Electronic Identity Card; Integrated Sub-District Administration Model

### **Introduction**

The state can be interpreted as an organization that is a container or place to carry out government activities in a government system. Government activities can be in the form of providing services by the government to the community in the context of fulfilling needs.

The study of public administration is oriented toward what the government bureaucracy does about community issues, including the case of providing public services. Public service becomes a system built in government to meet the elements of the people's interests or the needs of the people, "public needs". Meanwhile, based on Law Number 25 of 2009 concerning Services, public services are activities or series of activities fulfilling service needs by statutory regulations for every citizen and resident for goods, services, and or administrative services provided by public service providers.

In administrative services, one of the efforts made by the government to improve the quality of services in the regions is the existence of an integrated sub-district executive service system or PATEN. As for the Regulation of the Minister of Home Affairs Number 4 of 2010 concerning guidelines for sub-district integrated administration services in article 1 paragraph (4), namely Sub-District Integrated Administrative Services, from now on abbreviated as PATEN, is the provision of public services in the sub-district from the application stage to the document issuance stage in one place. In carrying out sub-district integrated administrative services (PATEN), several requirements must be met, as contained in the Regulation of the Minister of Home Affairs in article 5: substantive, administrative, and technical requirements.

As stated in the Law of the Republic of Indonesia Number 23 of 2014 concerning Regional Government, in article 1 paragraph (24), namely the District or what is referred to by another name is a part of the regency/city area territory led by the cat. In the Regulation of the Minister of Home Affairs Number 4 of 2010 concerning Guidelines for Sub-District Integrated Administrative Services, article 1 paragraph (6), Sub-district heads or other designations are leaders and coordinators of governance in the sub-district working areas who, in carrying out their duties obtain delegation of government authority from the Regent/Major to handle part of regional autonomy affairs and carry out general government tasks.

Karimun Regency is one of the regencies in the Riau Archipelago. Karimun Regency, in particular, consists of 12 sub-districts and 23 urban villages/villages. One of those 12 sub-districts is West Meral District. West Meral District consists of two urban towns and villages: Darussalam Village, Pasir Panjang Village, Pangke Village, and West Pangke Village.

One of the administrative services the government must provide as a public service provider is creating an identity card (KTP). To fulfill the official rights to become citizens, residents must have official documents identity such as identity cards. As written in Law Number 24 of 2013 concerning amendments to Law Number 23 of 2006 concerning Population Administration. As stated in article 1 paragraph (1), Population Administration is a series of structuring and controlling activities in issuing Population documents and data through population registration, civil registration, management of population administration information, and utilization of the results for public services and the development of other sectors. Furthermore, Article 1 paragraph (14), namely Electronic Identity Card, abbreviated KTP-el, is an Identity Card equipped with a chip which is the official identity of the resident as proof of identity issued by the Implementing Agency.

The service for making Electronic Identity Cards in West Meral District has yet to be equipped with the proper facilities, such as an Electronic Identity Card (KTP-el) recording device where this recording device is one of the important indicators in the process of making an electronic Identity Card. At the same time, the West Meral sub-

district is a sub-district due to division from the Meral sub-district, which has been carried out for eight years. Based on the description above, the phenomena that exist in the service for making Electronic Identity Cards (KTP-el) in West Meral District, Karimun Regency, are as follows: (i) the unavailability of an Electronic Identity Card recording device at the Sub-District Office of Meral Barat District, Karimun Regency; (ii) there is still a delay in the completion time for making an Electronic Identity Card which is based on the standard procedure, which is 14 working days. Research on "Electronic Identity Card Service in Sub-District West Meral of Karimun District, Riau Islands (Integrated Sub-District Administration Service Model "Paten")" is an urgent thing to study. This is due to the system or model's centralized system, which has only been implemented at the sub-district level, so the efficiency and effectiveness, as well as the suitability of the system with local conditions in its application, need to be analyzed.

## **Literature Review**

### **Administration and Public Administration Concepts**

According to Siagian (2019:2), the administration is the entire process of cooperation between two or more human beings based on certain rationalities to achieve predetermined goals. Hadrat Nawawi (in Syafie, 2010: 14) says that administration is an activity or a series of activities that control a group of people's business cooperation to achieve common goals previously set.

According to Dwight Waldo in Harbani Pasolong (2016: 8), public administration is the management and organization of people and equipment to achieve government goals. According to Woodrow Wilson (in Syafri Wirman, 2012:21), public administration is a matter of practice of government affairs because government aims to carry out public works efficiently and as far as possible by the tastes and desires of the people. With public administration, the government tries to meet the needs of society, which cannot or will not be met by private/private businesses.

### **Organization and Public Organisation Concepts**

According to James D. Mooney in Syafie (2010: 51), the organization is a form of every association of people to achieve a common goal. The organization is designing a formal structure, grouping, organizing, and dividing tasks among members to achieve goals. So the organization can be defined as follows.

1. Organization in the sense of a body, namely a group of people who work together to achieve certain goals.
2. Organization in the sense of a chart, namely a schematic description of the cooperative relationship of the people involved in the organization to achieve common goals.

Then Stephen P. Robbin (in Fahmi, 2013: 2) says that public organizations are social units that are consciously coordinated, with a relatively identifiable boundary, which work on a fairly continuous basis to achieve a common goal or a group of plans.

According to Fahmi (2013: 1), public organizations have many definitions as a container with multiple roles and were founded to provide and realize the wishes of various parties. Satisfaction for the owner is no exception.

### **Management and Public Management Concepts**

According to George Terry in Syafii (2010:49), management is a special process consisting of planning, organizing, implementing, and supervising to determine and achieve predetermined targets through utilizing human resources and others. Haiman (in Zulkifli and Nurmasari, 2015: 5) management, namely the function of achieving a goal through the activities of other people, supervising individual efforts to achieve goals.

Public management, according to Overman (in Hayat, 2017: 11), is an interdisciplinary study of general aspects of the organization and is a combination of management functions, namely planning, organizing, and controlling with human, financial, physical, information, and political resources.

### **Service and Public Service Concepts**

The definition of service according to the American Marketing Association, as quoted by Donald (in Hardiyansyah, 2011: 10) that service is an activity or benefit offered by a party to another party and is essentially intangible and does not result in the ownership of something, the production process may also not be associated with a physical product.

Service, according to Gronroos (in Ratminto and Atik, 2016: 2), is an activity or series of invisible activities (cannot be touched) that occur as a result of interactions between consumers and employees or other things provided by service-providing companies intended to solve consumer or customer problems. Public service is to serve the needs related to the public interest. Performing all aspects of basic services needed by the community to be fulfilled by the provisions. Public service becomes a system built in government to fulfill the people's interests.

According to Kurniawan (in Lujan Poltak Sinambela, 2016: 5), public service is a provision of services (serving) the needs of people or communities interested in the organization by the basic rules and procedures that have been determined. According to Azam Awang (2012: 39), public service is an activity carried out by a person or group based on material factors through certain systems, procedures, and methods to fulfill other people's interests according to their rights.

In providing public services, public service providers must pay attention to several public service principles by the Decree of the Minister of Administrative Reform Number 63 of 2003, which include:

- a. Transparency is open, easy, and accessible to all parties who need it and is provided adequately and easily understood.
- b. Accountability: can be accounted for by the provisions of laws and regulations.
- c. Conditional: by the conditions and capabilities of the service provider and recipient while prioritizing the principles of efficiency and effectiveness.
- d. Participatory: encouraging community participation in the delivery of public services by taking into account the aspirations, needs, and expectations of the community.

- e. Equal Rights: not discriminatory because it does not differentiate between ethnicity, race, religion, class, gender, and economic status.
- f. Balance of Rights and Obligations: the giver and recipient of public services must fulfill the rights and obligations of each party.

### **Standard of service concepts**

In Regulation of the Minister of Administrative Reform and Bureaucratic Reform No. 15 of 2014, that Service Standards are benchmarks used as guidelines for service delivery and a reference for assessing service quality as an obligation and promise of administrators to the public in the framework of quality, fast, easy, affordable and efficient services. Measurable (in Deddy Mulyadi, 2016: 196). Service standard (in Hardiansyah, 2011: 28) is a measure that is standardized in the administration of public services as a guideline that must be obeyed and implemented by service providers and becomes a guideline for service recipients in the process of submitting requests, as well as a means of community control and or service recipients of service provider performance.

### **Sub-District Integrated Administrative Service Concept (PATEN)**

In the Regulation of the Minister of Home Affairs Number 4 of 2010 concerning Guidelines for District Integrated Administrative Services in article 1 paragraph (4), namely District Integrated Administration services, from now on abbreviated as PATEN, is the provision of public services in the district from the application stage to the document issuance stage in one place.

According to Maulidiah (2014: 271), sub-district integrated administrative services are defined as an activity of organizing public services at the sub-district level whose management process starts from the stage of applications submitted by the community according to their needs and interests to the stage of issuing documents and is carried out entirely through one public service desks or counters as an effort to realize efficiency and effectiveness in the process of administering public services because the efficiency and effectiveness of public services have become the main focus of the community in the process of administering public services so far in Indonesia.

Based on the Regulation of the Minister of Home Affairs Number 4 of 2010 concerning Guidelines for District Integrated Administrative Services (PATEN), sub-districts as PATEN administrators must meet several requirements, namely:

1. Substantive Requirements: the delegation of part of the authority of the regent/major to the sub-district head. The delegation of authority as stated in the Regulation of the Minister of Home Affairs Number 4 of 2010 concerning Guidelines for District Integrated Administrative Services (PATEN) in article 6 paragraph (2) is the delegation of some of the authority referred to in paragraph (1) which covers the licensing and non-licensing fields.
2. Administrative requirements: in the form of service standards and job descriptions for sub-district personnel. Service standards as stated in the Regulation of the Minister of Home Affairs Number 4 of 2010 concerning Guidelines for District Integrated Administrative Services (PATEN) in article 8 paragraph (2) are:
  - a. Kind of service

- b. Service requirements
  - c. Service processes/procedures
  - d. Officer in charge of service
  - e. Service time, and
  - f. Service charge
3. Technical Requirements: in the form of infrastructure and technical implementation of the services provided. The infrastructure facilities referred to in the Regulation of the Minister of Home Affairs Number 4 of 2010 concerning Guidelines for District Integrated Administrative Services (PATEN) in article 10 are:
- a. Registration counter/desk
  - b. File processing site
  - c. The place of payment
  - d. Place of submission of documents
  - e. Place of processing data and information
  - f. Complaint handling place
  - g. picket place
  - h. waiting room, and
  - i. Other supporting devices

While the technical implementers in the services that will be provided to the community are listed in Article 11 paragraph (1), namely:

- a. Information officer
- b. Counter clerk/file recipient
- c. Computer operator
- d. cashier, and
- e. Other officers as needed

### **Public Service Quality Concepts**

According to Sampara in Hardiansyah (2011; 35), service quality is the service provided to customers by service standards that have been standardized as a guide. Fandy Tjiptono in Hardiansyah (2011; 40) states that the quality of public services is a dynamic condition related to products, services, people, processes, and the environment where the quality assessment is determined at the time the provision of these public services occurs. The dimensions or measures of service quality put forward by Fandy Tjiptono in Hardiansyah, (2011; 53), namely:

1. Tangibles are direct evidence that includes physical facilities, equipment, employees, and means of communication.
2. Reliability is the ability to provide promised services accurately and satisfactorily.
3. Responsiveness is the desire of individuals to respond or help the community and provide responsive services.
4. Assurance is a guarantee given to the public that can be trusted and is free from risk or doubt, which includes the timeliness of service, certainty of service fee guarantees, and guarantee of legality in service.
5. Empathy is the ease in carrying out good communication relationships, personal attention, and understanding community needs.

Then the quality of service is also interpreted as a service that can meet the desires or needs of customers who receive the service (MAMPU, 1990:2). There are two aspects of service quality:

1. Provision of services to the community where quality elements include politeness, comfort, timeliness, and response or responsiveness.
2. The results are given where there are quality elements, such as being trustworthy or free from doubt and compliance with established standards. Five main factors affect the quality (in MAMPU), namely:
  - a) Human resources, the ability, and the motivation of workers will affect the quality of service. This is because using other resources, such as technology, equipment, and materials effectively and efficiently depends on the workforce's capacity. Training can enhance workforce capabilities to build positive attitudes and broaden employee skills and knowledge.
  - b) Technology, Quality can also be improved through technological improvements. Technology is mechanical or electronic and includes knowledge and methods used in service.
  - c) Source of funds, concerning sources of funds, quality can be improved through better utilization, maintenance, and scheduling.
  - d) Facilities, Organizations use various facilities in the production of services. Defective or substandard materials will result in a decrease in service quality. Therefore, it is important to ensure that the facility meets the requirements or standards that have been set.
  - e) Leadership, Quality improvement also depends on leadership factors. Leadership that can create a quality service-based management and work culture environment can facilitate the application of the values of improvement in work. This is because the reaction and level of employee support for efforts to provide quality services are influenced by the attitude and stance of top management.

## **Methodology**

The type of research that the authors use is descriptive type using a combination or mixed method approach. According to Sugiyono in Sudaryono (2018: 92), the combined research method is a method that combines quantitative and qualitative methods to be used together in research activity to obtain more comprehensive, valid, reliable, and objective data. This research is interesting and determines the number of samples from the population used as sources of data and information. This study's author's sampling technique uses a technical census, purposive, and incidental sampling technique. In collecting data, what is used in this research is primary data and secondary data. The data collection techniques are based on observation, questionnaires, interviews, and documentation. The location of this research is in West Meral District, Karimun Regency, where West Meral sub- District is one of 12 sub-districts in Karimun Regency which has two urban villages and two Villages, namely Pasir Panjang and Darussalam and, Pangke and West Pangke Villages.

## Result and Discussion

### Three Indicators: Substantive Requirements, Administrative Requirements, and Technical Requirements

The first indicator, Substantive Requirements, is based on research results, with the average respondent's answers being pretty good. Based on the results of field observations, the authors found the fact that the delegation of authority given by the Regent to the Sub-district Head made it easier for the community to get services because the community only needed to go to the sub-district office without having to go to the Karimun Regency Population and Civil Registration Service, but with the unavailability of recording tools for This electronic identity card is a little difficult for the people of West Meral sub-district because they have to do a recording at the nearest sub-district office by bringing a letter of recommendation by the directions of the West Meral sub-district office staff.

The second indicator, Administrative Requirements, is based on research results, with the average respondent's answers being pretty good. Based on the results of field observations, the authors found that the West Meral sub-district office still needed to be equipped with an information board that contained requirements or procedures, especially for making electronic identity cards. Where the information board is a completeness that the sub-district office should display to make it easier for the community to see the information they need in the form of what requirements must be met to get service and what the flow/procedure is so that the community does not have to question this again to sub-district officials.

**Table 1. Recapitulation of Respondents' Answers from Sub-District Office Employees and Communities on Three Indicators**

No.	Assessment Items	Measurement Categories			Total
		Good	Very Good	Less Good	
1.	Substantive Condition	41 (54%)	34 (45%)	1 (1%)	76 (100%)
2.	Administrative Condition	30 (39%)	38 (50%)	8 (11%)	76 (100%)
3.	Technical Condition	22 (29%)	39 (51%)	15 (20%)	76 (100%)
<b>Total</b>		<b>93</b>	<b>111</b>	<b>24</b>	<b>228</b>
<b>Average</b>		<b>31</b>	<b>37</b>	<b>8</b>	<b>76</b>
<b>Percentage</b>		<b>41%</b>	<b>49%</b>	<b>10%</b>	<b>100%</b>
<b>Category</b>		<b>Very Good</b>			

Source: Author's processed data, 2021.

The third indicator, Technical Requirements, is based on research results, with the average respondent's answers being pretty good. Based on the results of field observations, the authors found that the sub-district office staff who serve the community in making electronic ID cards are good enough in providing services, only for facilities and infrastructure that are still lacking, such as the unavailability of electronic identity card recording devices, air conditioners or fans. The wind in the service waiting room makes the atmosphere less comfortable, and there is no wifi available in the West Meral sub-district office. And during a pandemic like now, the West Meral sub-district office has



provided a place for washing hands and soap for people who want to enter. Also, the officer guarding the front entrance will check the temperature before entering the community room.

Concluding Table 1, it can be seen that of all the response indicators of sub-district office employees and the community, there were an average of 31 respondents, with a proportion of 41% giving good answers, and 37 respondents, with a proportion of 49% giving answers quite good, while eight respondents with the proportion of 10% giving less good answers. Thus, based on the results of the recapitulation above, it can be seen that the dominant answers given by respondents to the assessment of the service quality of electronic identity cards at the West Meral sub-district office with the determination of the assessment size category are in the Fairly Good category with a proportion of 49%.

### **Driving and Inhibiting Factors**

In this case, the obstacles found in the service of making Electronic Identity Cards at the sub-district office of West Meral District, Karimun Regency, are:

1. There is no internet network in the West Meral sub-district office, so wifi cannot be installed at the West Meral sub-district office. This causes the implementation of services related to the internet network to use the sub-district officer's private internet.
2. No Electronic Identity Card recording device is available at the West Meral Sub-District Office. Therefore, the community will receive a letter of recommendation from the sub-district to shoot at the nearest sub-district office.
3. The need for more budget means it is impossible to procure tools for making Electronic Identity Cards.

### **Conclusion**

Based on the results of research that the author has carried out both during observations, interviews, and respondents' responses regarding research on the Analysis of Service Quality of Electronic Identity Cards in the Sub-District Office of West Meral District, Karimun Regency (District Integrated Administrative Service Model Approach "PATEN") from the results of the recapitulation of three indicators, namely Substantive Requirements, Administrative Requirements, and Technical Requirements, it can be concluded that the quality of service for making Electronic Identity Cards at the sub-district office of West Meral District, Karimun Regency is still in the fairly good category.

It needs to meet the service quality standards used in this study as stated in the Regulation of the Minister of Home Affairs Number 4 of 2010 concerning Guidelines for District Integrated Administrative Services (PATEN). In the sub-district, it makes it easier for the community. Still, with the unavailability of an *e-KTP* recording device at the West Meral sub-district office, the community has to do the recording in the nearest sub-district. Then for Administrative requirements also, where the requirements and procedure flow in the service have yet to be displayed, and the completion time for making an *e-KTP* still needs to be by the procedure, namely 14 working days. Furthermore, for the Technical Requirements, namely regarding infrastructure and technical implementation of the services to be provided, the infrastructure facilities are

also still incomplete, namely as there is still no *e-KTP* recording device available, wifi and air conditioning or fans are not available in the waiting room of West Meral sub-district which makes the atmosphere less comfortable.

Thus it also needs to meet the five main factors that affect service quality (in MAMPU), namely Human Resources, Technology, Sources of Funds, Facilities, and Leadership. One of the factors that West Meral District has not fulfilled is the existence of facilities; meanwhile, good service quality must be supported by good facilities.

## Recommendation

Following the conclusions above, the suggestions that can be conveyed from the research are:

1. For the Subdistrict Head of West Meral to be able to purchase the procurement of Electronic Identity Card recording equipment in the following year so that the service process for making *e-KTP* becomes more effective and efficient.
2. Improve the procurement of facilities and infrastructure, especially in the comfort of the waiting room, by installing air conditioners or fans and seeking internet networks in the West Meral District office area for installation to make it easier for officers to carry out services for make Electronic Identity Cards (KTP-el) at the Office West Meral subdistrict head is getting better.

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