

## QUALITY OF SERVICE IN PROCESSING ELECTRONIC RESIDENT ID CARD (E-KTP) IN NGAMPRAH DISTRICT, WEST BANDUNG REGENCY

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### Abstrack

Research purpose for understanding and explain quality of service in the Electronic Identity Card (E-KTP) processing process in Ngamprah District, West Bandung Regency. Five indicators utilize for the research are as follows: 1) Tangibles (Physical evidence) shows that there are still deficiencies in service facilities and infrastructure, for example, the processing duration is quite long. 2) Reliability (Reliability) shows that the lack of accuracy of staff in recording data causes errors, so that the E-KTP needs to be processed again. 3) Responsiveness (Responsiveness) in service is quite good with employees who serve quickly. 4) Assurance (Guarantee) shows that regarding time, there is a problem due to the lengthy process of making an E-KTP. 5) Empathy (Empathy) is quite good, there is no discriminatory attitude from staff in the sub-district, but there are still complaints from the public about the unfriendliness of some staff in serving. This research was conducted in Ngamprah District, West Bandung Regency with a descriptive method and a qualitative approach. In this approach,

researchers conducted direct observations at the Ngamprah District Office to identify problems based on actual facts during the research, using descriptive survey methods through interviews, observations, and document collection to obtain data. The results of the study indicate that quality service in processing Electronic Identity Cards (E-KTP) in Ngamprah District experiences obstacles related to facilities and infrastructure, such as delays in service. In addition, long processing times encourage people to prefer using the services of brokers. The lack of accuracy of employees in serving the public also reduces public satisfaction levels. The researchers provide several suggestions, including stopping the practice of brokering that does not comply with applicable regulations. Staff are expected to improve their performance in providing faster and more accurate services, which public is satisfied for services they receive. As well as to improve accuracy and friendliness in serving the public to create a more satisfying and comfortable experience.

**Keywords:** Quality of Service, E-KTP

### 1. INTRODUCTION

Publications pertaining to population registration, civil registration, administration of information pertaining to population administration, and the utilization of the aforementioned data for the improvement of public services and other areas are all part of population administration. Authentic evidence resulting from population registration and civil registration services, such as biodata, family cards, ID cards, population letters, and civil registration certificates, can be found in official documents issued by the implementing institution, the Population and Civil Registration Service (Alfauzan, 2018).

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Padang, Makassar, Yogyakarta, and Denpasar were selected as national pilot projects for the Electronic KTP program in 2009, marking the beginning of the program's implementation in Indonesia. However, in February 2011, the Ministry of Home Affairs formally introduced it for additional districts/cities, with implementation split into two phases. The first phase, which included 67 million people over 2,348 sub-districts and 197 districts/cities, began in 2011 and concluded on April 30, 2012. In contrast, 105 million people in 300 more districts and cities throughout Indonesia were covered in the second phase. The goal was to have 172 million inhabitants with an E-KTP by the end of 2012 (Amri, 2018).

It is unfortunate that certain persons involved in the electronic ID card program have abused their position to obtain inaccurate technology-based resident identification cards and to prohibit the duplication of IDs. Corruption involving the E-KTP started in 2006 when the Indonesian Ministry of Home Affairs planned to establish one. To implement the Electronic KTP project and the Population Identification Number (NIK) program, the Ministry of Home Affairs has set aside almost 6 trillion dollars. About 200 million Indonesians were intended to get NIK-based e-KTPs in 2012, with a budget of Rp 258 billion for demographic data expenditures. Authorities in many regencies and cities identified instances of corruption in the Electronic KTP initiative before any recording could take place. The investigation uncovered eleven breaches, anomalies, and apparent irregularities in the auction procurement, which led to suspicions of possible collusion on the part of the Directorate General of Population and Civil Registration. "Widi (2021)"

People no longer have faith in the government to properly handle Electronic KTPs because of this malfeasance. Moreover, E-KTP administration services are plagued by a variety of issues in various places. For example, some E-KTP recording and printing devices have been damaged beyond repair, rendering them useless due to the equipment's advanced age, which is 2011. Many individuals in the area do not have KTP's because there is a shortage of electronic KTP forms. This shortage is not due to a lack of demand, but rather to calculations made by the Director General of Population and Civil Registration of the Ministry of Home Affairs, who considers factors like equipment, queues, and recorded data.

Section 1 paragraph 14 of Law Number 23 of 2014 of the Republic of Indonesia pertaining to Regional Government states that "Mandatory government affairs are all government affairs that must be held by each region." Government matters that are required to be addressed include both those pertaining to essential services and those that are not.

**Table of Number of People Who Recorded E-KTP  
at the Ngamprah District Office in 2022-2024**

No	Year	E-KTP Recording
1.	2022	8,342
2.	2023	6,576
3.	2024	5,897
Amount		20,815

Source: Ngamprah District Office

As explained in the table above, in 2022, 8,342 people recorded their data, while in 2023, 6,576 people, and in 2024, 5,897 people. This can be seen from the number of people recording their E-KTP data at the Ngamprah District Office every year, each year there is a decrease. This must be a concern for the West Bandung Regency Government because the decrease in the number of people recording their E-KTP can be a benchmark for how the service at the Ngamprah District Office is. This must also be a concern so that services are faster and more efficient,



seeing that every year the number of people recording data in Ngamprah District is getting lower. With the presence of the District UPTD, the time for making E-KTPs can be faster and more efficient.

Based on data obtained by researchers, the Electronic Identity Card (EID) processing service is still processing maximize. reveal in the following phenomena:

1. There are indications of E-KTP brokers in Ngamprah District
2. The service provided by staff is not optimal, such as being less than thorough in recording E-KTP data.

## **2. RESEARCH METHODS**

This study utilize descriptive design also qualitative. In this approach, researcher conducted direct observations at the Ngamprah District Office to identify problems based on actual facts during the research. The descriptive survey method, which included interviews, observations, and document collection, was used to obtain data.

## **3. RESULTS AND DISCUSSION**

### **A. Brief Profile of Ngamprah District, West Bandung Regency**

Ngamprah kind developing sub-districts within West Bandung Regency, with an area of 3,608.08 hectares. This sub-district is the center of West Bandung Regency's government activities and is a nature conservation area, part of which is dominated by agricultural and plantation areas. Ngamprah Sub-district has an area of 35.99 km<sup>2</sup> with a mountainous topography. The capital of Ngamprah Sub-district is West Bandung Regency. Ngamprah Sub-district West Bandung Regency consists 11 villages with a population of 179,782 people. The people of Ngamprah Sub-district generally have a livelihood as rice farmers, plantations, livestock and fisheries. Because the soil and land are quite fertile, many people have a livelihood as farmers.

### **B. Quality of Service in Electronic Identity Card (E-KTP) Administration in Ngamprah District, West Bandung Regency**

The government's public service delivery continues to face challenges related to effectiveness and efficiency, as well as suboptimal workforce quality. This is reflected in numerous public complaints, both directly and through other channels, for example media, demanding improvements quality public services. Despite these demands, the results often fall short of expectations, as existing public services are often complex, slow, and tedious.

To determine the quality of service in processing Electronic Population Identification Cards in Ngamprah District, West Bandung Regency, author present study outcomes using interview method as discussed below:

#### **a. Tangibles (Direct Evidence)**

The outward look of buildings, machinery, employees, and promotional materials are all considered tangibles by Tjiptono (2012: 217). Location, ambiance, cleanliness, and the outward appearance of service are the several components that make up this.

Researchers in Ngamprah District determined that there is sufficient physical evidence of facilities based on interviews with key informants and informants on the quality of service in processing electronic ID cards. Also, the service area is still not clean or comfortable enough



since there is no air conditioning and everything is so scattered about. The e-KTP processing ease, however, has been functioning admirably.

#### **b. Reliability (Reliability)**

Among the many distinguishing traits of high-performing workers is reliability. One way to measure service reliability is by looking at how well a provider meets client expectations in relation to their level of knowledge, their level of expertise in the relevant field, the amount of experience they have in the field, and their proficiency with relevant technology. Sunyoto states (2004: 16). To keep up with the ever-changing work landscape that demands consistently high-quality service from dependable people, dependability—specifically, the reliability of an individual business in delivering services—is crucial.

Results from interviews with key informants and other informants on the dependability indicators of e-KTP administration services indicate that there are still hurdles relating to SOPs in the service, including the absence of a counter for getting queue numbers. People living there end up needing to wait in line without knowing their exact position in line. Having undergone training in the past, the staff members have expertise with the e-KTP administration procedure. On the other hand, not all workers are meticulous enough when it comes to the e-KTP administration procedure.

#### **c. Responsiveness (Responsiveness)**

Customer service that is both quick to respond and accurate, with information conveyed clearly, is key to our strategy. Customer service is negatively impacted when they are left waiting. Tjiptono (2012: 175) states that it has to do with the service providers' readiness and capacity to help clients and react fast to their demands.

According to resident interviews, the kind of complaint made determines the Responsiveness Indicator in public service. Any issue that may be resolved will be responded to as soon as possible. Thus, the researchers deduced from their interviews that staff members offered timely and precise service. Service delays were caused by issues with the network, however. The nature of the public complaint is the deciding factor in how employees should respond to such concerns. Employees will reply promptly if they believe they may be of assistance.

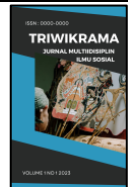
#### **d. Assurance**

Staff members are expected to provide dependable, impartial, and expert services that impact customers' pleasure, since the amount of confidence in these services is closely tied to the service's quality or performance. Having a strong organizational commitment is just as important as performance aspects when it comes to building trust in services. This commitment motivates every staff member to give their all in order to please the people they serve. There is also assurance for employees who show good character when serving customers, as opposed to employees who are untrustworthy or unable to meet customers' needs (Margaretha, 2003: 201).

A guarantee for the timeframe of data recording at the sub-district level has been achieved based on the interview findings, however there is no guarantee for the timeframe of printing the e-KTP. Processing fees for e-KTPs vary by person; standing in line does not cost anything, however expedited processing will cost.

#### **e. Empathy**

When we serve with empathy, we pay close attention to the needs of the people we're helping, feel compassion for them, and work together to find solutions that work for them, adapting our actions to their own understanding. Service providers must have empathy and comprehend the challenges endured by those they assist. In the meantime, it's important for those receiving assistance to know what the service provider can and cannot do for them. This



will help everyone involved stay on the same page emotionally. A mutual comprehension of the service's underlying assumptions or interests is necessary for every service-related activity or action. If everyone concerned has an emotional investment in seeing the service through to completion or management, and if they all have a common dedication to providing excellent service, the process will go smoothly and without hitches (Parasuraman, 2001: 40)..

According outcomes interviews conducted by researchers also key informants as well as other informants regarding quality of service in the Electronic Resident Identity Card (EID) processing process in Ngamprah District, related to employee competency in the Empathy indicator, it was shown to be adequate. This is evident from the absence of discriminatory attitudes shown by staff in the district. However, there are issues related to friendliness that are still lacking, as expressed through public complaints stating that some staff still display unfriendly facial expressions when serving residents.

#### 4. CONCLUSION

According of study also discussion conducted by researchers about Quality of Service in the Management (E-KTP) in Ngamprah District, West Bandung Regency, researchers can draw several conclusions as follows:

In the Electronic Population Identification Card (E-KTP) Administration Service in Ngamprah District, West Bandung Regency, the quality of service is still less than optimal as seen from the indicators.

- 1) *Tangibles(Direct evidence)*, in the E-KTP administration service, the obstacles are the lack of facilities also infrastructure in the service, for instance long processing time which results in people preferring to process it through brokers and also being hampered by the E-KTP printing process if the machine is damaged.
- 2) *Realibility(Reliability)*, in the E-KTP administration service, there is still a lack of accuracy among staff in recording data, resulting in data errors which result in the E-KTP having to be re-administered.
- 3) *Responsiveness(Responsiveness)*, in providing services, employees provided prompt and accurate service, but network issues hampered service. Furthermore, employee response to public complaints depends on the nature of the complaint. As long as employees are able to help, they will respond quickly.
- 4) *Assurance(guarantee)* in terms of time guarantee, it is hampered by the length of time it takes to make an E-KTP, while for cost guarantee, it is hampered by the community itself due to the lack of public awareness not to process an E-KTP through brokers. Even though through brokers, it cannot be guaranteed that the E-KTP will be ready quickly.
- 5) *Empathy(empathy)* is good, such as the absence of discriminatory attitudes by staff in the sub-district, however the issue of friendliness is still lacking, as seen from complaints from the public who say that there are also staff who are sullen when serving the public Sehingga potensi-potensi yang ada dalam kelembagaan tersebut dapat mendukung kegiatan dan proses dalam program desa devisa.

#### SUGGESTION

The suggestions that the researcher conveys in this study are as follows:

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*It is hoped that in the future, the E-KTP administration service in Ngamprah District can run better and it is hoped that there will be no brokering activities because this is not in accordance with statutory regulations and for the staff it is hoped that they will further improve their performance so that the services provided are faster and more accurate, so that the public feels satisfied with the services provided, and increase the number of network channels so as not to hinder E-KTP administration service. As well as increasing the accuracy and friendliness in serving the public to be more satisfied and comfortable.*

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