

UDC 332

FACTORS AFFECTING E-KTP SERVICES DURING THE COVID-19 PANDEMIC AT THE KONAWA REGENCY POPULATION AND CIVIL REGISTRATION SERVICE

Tawai Adrian*, Hasba Sandra

Faculty of Social and Political Sciences, Halu Oleo University, Kendari, Indonesia

*E-mail: adriantawai@uho.ac.id

ABSTRACT

Public service is an effort to fulfill everything related to production, services, people, processes, the environment, and the needs and desires of consumers in the form of goods and services that are expected to meet the expectations and satisfaction of the community as customers. This study aims to determine the factors that affect the E-KTP service during the COVID-19 pandemic at the Konawe Regency Population and Civil Registration Office. The study lasted for five months from February to June 2021 using a qualitative approach to 12 informants with data collection procedures in the form of interviews. The data obtained were analyzed qualitatively which is expected to provide a more detailed and comprehensive picture. The results showed that the factors that influenced the E-KTP service during the covid-19 pandemic at the Konawe Regency Population and Civil Registration Service were internal organizational factors and organizational external factors.

KEY WORDS

Service, E-KTP, Covid-19, Konawe Regency.

The population can be used as an indicator to measure the progress of a nation; the indicators are the number, growth, composition, and distribution of the population. These population indicators affect various fields of life such as economic, social, political, environmental, and cultural. Population problems can be seen from the population quantity, population quality, population distribution, and population impact. Population-oriented development is a conception that unites development and population in a comprehensive and integral conception. Population development is not only related to the number, growth, composition, distribution, and administration of the population but is also a cross-sectoral development.

The development of increasingly advanced technology is an option for humans and even large organizations such as the state to fulfill their various needs for the sake of progress themselves. Relevant to these rights, one of the activities that support the administration of government or bureaucracy is population administration, which is one aspect that determines the realization of good governance. This picture shows that population administration is a demand for the availability of accurate data or information and is supported by an appropriate and fast service process using today's technology.

Conditions during the Covid-19 pandemic moved heads of state to be quick to respond and care for the safety of their people. We can see this from various announcements to close schools, eliminate face-to-face lectures, prohibitions from being involved in crowds, including bans on going abroad, whether for umrah, recreation, or just for regular visits to prevent the spread of disease. The application of this rule is generally emphasized in very vital public institutions that are at risk of contamination from the COVID-19 pandemic, especially the Population and Civil Registration Service. The density of the community and the rise of management that requires the legality of population identity causes the density of administrative services at the Department of Population and Civil Registration. This condition is certainly the focus of problems during the Covid-19 pandemic. Observing these conditions to provide alternative solutions in minimizing the influence of inhibiting factors in the E-KTP service for the people of Konawe Regency, the Konawe Regency Population and Civil Registration Service continues to innovate in E-KTP services during this covid-19 pandemic. In addition to work innovation, the Population and Civil Registration Office of Konawe Regency also issued policies

and procedures for E-KTP services amid the Covid-19 pandemic so that people can now still take care of E-KTP.

LITERATURE REVIEW

Online-based services are public administration activities. As a public administration activity, online-based services need to be analyzed using general public administration criteria (Rukayat, 2017). One of the general criteria of public administration is effectiveness and efficiency. The criterion of effectiveness has been a major concern of classical public administration. Effectiveness is one of the general principles of good governance developed by the new public management (Daseu, 2018).

Public service is something that can not be separated from the life of the people of the state. Service is something that helps the community as consumers in solving problems by an organization as the service provider. Through this public service, people will get information and even get things related to their needs (Izudin, 2019). The quality of public services is a measure of the organization's ability to achieve all its needs. This means that the organization can compile and organize the resources of the state civil apparatus to achieve its goals (Jarzabkowski *et al.*, 2019). Public services can be interpreted as providing services (serving) the needs of people or communities who have interests by the basic rules and procedures that have been set (Asri, 2020;Cammaerts & Mansell, 2020).

In connection with the service of an organization to the public or those who need public services, the services provided by both government bureaucratic organizations and corporate organizations should be served to get satisfaction and those who serve can benefit as a result of the service (Rohman & Larasati, 2020). This is relevant regarding public service as every activity carried out by the government against several people who have every profitable activity in a group or unit and offer satisfaction even though the results are not tied to a physical product (Taufik & Warsono, 2020;Wiryanto, 2020).

Service quality is divided into two parts, namely internal and external service quality. Factors that affect the quality of internal services, namely the interaction of employees within the organization itself (Atmojo *et al.*, 2021). This includes the general management pattern of the organization, the provision of supporting facilities, the development of human resources, the work climate and harmony of work relations, as well as the pattern of incentives. Also, external services, namely interaction with customers (Dewi & Tobing, 2021). This includes service patterns and service provision procedures, service distribution service patterns, service sales service patterns, and service patterns in service delivery. Factors that affect the quality of public services, among others, are education, experience, compensation, and work environment (Lubis, 2021).

In this regard, population administration is a series of structuring and controlling activities in the issuance of population documents and data through population registration, civil registration, and population information management as well as the utilization of the results for public services, government, and development (Saharuddin & Andriani, 2021). Population administration places more emphasis on a series of activities related to population governance carried out by the government aimed at residents in an area to achieve certain goals in development programs (Salam, 2021;Tasyah *et al.*, 2021).

The Population Administration Information System or abbreviated as SIAK is a set of elements that are regularly and interrelated which are arranged based on procedures and use special standards that aim to organize the population administration system so that administrative order in the population sector is achieved. There are two types of SIAK development, namely online SIAK, and offline SIAK. The use of communication information systems in population administration activities is carried out in the use of the Population Administration Information System (SIAK) functions to monitor the process of consolidating population data from the regions to the center. This application also acts as a helpdesk that simplifies and increases the efficiency of the consolidation process.

The application of integrated communication information system technology in the population registration system and population administration services provides convenience

in administrative services (Yandri & Putri, 2021). The process of informatization has a major impact on public organizations, namely centralization, which means that informatization becomes strategic and central depending on the changing flow of information resources made possible by a strong combination of information and communication technologies. (Berg *et al.*, 2022). The negative side of the reform of public organizations with the development of Information Technology is the greater dependence of the public on the private sector related to capital and availability of experts and privacy issues (Hadiyanor & Widyanti, 2022; Kusuma *et al.*, 2022). Based on this description, population administration services by applying information technology are more aimed at creating efficiency and effectiveness of the work of employees or employees in carrying out their main tasks and functions to achieve the goals that have been determined in a government organization.

METHODS OF RESEARCH

The location of this research will be carried out at the Office of Population and Civil Registration of the Konawe Regency. The selection of research locations was carried out with the consideration that 1) the Office of Population and Civil Registration of Konawe Regency is an agency that provides public services, especially related to the manufacture of E-KTP for the Konawe Regency area, and 2) service activities for making E-KTP during the covid-19 pandemic with due regard to the principle of effectiveness where all forms of service use a computerized system: 3) empirical phenomena based on the author's initial study, the effectiveness of the E-KTP making service during the covid-19 pandemic at the Konawe Regency Population and Civil Registration Service has not fully implemented the principle of work effectiveness that is assumed to be related to the factor of the computerized system in the organization has not been maximized.

The implementation of this research lasted for five months, starting from February to July 2021. In four months the authors prepared research instruments, stabilized the sample design and selection of respondents, took care of licensing, made field preparations, and then collected the necessary data. Furthermore, the authors carry out data processing and analysis using a qualitative approach that emphasizes the process of discovering how social meaning is constructed and emphasizes the relationship between researchers and the topic being studied or researched.

The subjects in the study were employees who provided E-KTP services at the Konawe Regency Population and Civil Registration Service and people who dealt with E-KTP during the COVID-19 pandemic. In this study, the informants taken were 12 people, as follows: 1) Konawe Dukcapil elements 4 people, 2) District parties 3 people; 3) 5 community leaders and objects in the study are factors that affect the E-KTP service during the Covid-19 pandemic at the Konawe Regency Population and Civil Registration Office. Sources of data in the study are informants and documents obtained directly from the field. The data collection techniques used are interviews and document studies, then the interactive model is analyzed (*interactive mode of analysis*).

RESULTS AND DISCUSSION

Public service is an effort to fulfill everything related to production, services, people, processes, the environment, and the needs and desires of consumers in the form of goods and services that are expected to meet the expectations and satisfaction of the community as customers. Service quality, in general, must meet customer expectations and satisfy their needs. Service professionalism is also very necessary in meeting the needs and desires of service users (Labolo, 2022; Oktaviani *et al.*, 2022). Public service is an effort to fulfill everything related to production, services, people, processes, the environment, and the needs and desires of the community (Pane & Zainarti, 2022; Victor & Adnan, 2022). Even during the Covid-19 pandemic, the services provided must remain optimal. The desired service can meet the expectations and satisfaction of the community as service users.

Service quality can be identified by comparing the perceptions of service users on the services they receive with the services they expect. Service quality is divided into 2 parts, internal and external service quality. Each of these sections is influenced by several factors that are quite important, namely factors that affect the quality of internal services (organizational employee interactions), namely the general management pattern of the organization, the provision of supporting facilities for human resource development, and working relations. Factors that affect the quality of external services, namely service patterns and procedures for service provision, service distribution service patterns, service sales service patterns, and service delivery service patterns.

Policy implementation is an action that is carried out or not carried out by an agency or official based on consideration of the rules issued by the relevant government to achieve the goals of the organization. Achieving or not achieving organizational goals is influenced by these factors in the implementation of policy implementation. The factors that affect the effectiveness of policy implementation are communication, resources, and disposition. To achieve the effectiveness of the administration and issuance of E-KTP services, it is necessary to implement a population administration information system that contains elements of a population administration information system starting with population registration, civil registration, and information management.

Organizational Internal Factors

a. Organizational General Management Pattern

Organizational culture is a system of different factions within the organization that has been patterned in directing it to respond to external stimuli in different ways. In Indonesia, the patrimonial bureaucracy is still very much coloring the public service bureaucracy. The patterned action system in dealing with citizens between government organizations will differ according to the organizational culture. Organizational culture comes from three sources, namely (1) beliefs, values, and assumptions of the founders of the organization, (2) learning experiences from members of the organization involved, and (3) new beliefs, values, and new assumptions brought by members and leaders of the organization.

b. Provision of Supporting Facilities

Since the implementation of the regional autonomy policy, the issue of public services has always been interesting to study and discuss, because public services have become one of the barometers of the success of the implementation of regional autonomy. One of the reasons for implementing regional autonomy is so that public services provided by the state can take place optimally and on target. Completeness of infrastructure is still very lacking. Such as waiting rooms that do not have seats, and the absence of public toilets and equipment to serve administrative requests is still very lacking. Supporting facilities such as the comfort of the people who are waiting should be prioritized.

In an organization or agency, it is very basic that the need for human resources is vital. If an organization or agency experiences a shortage of competent human resources in their field, the work likely done will result in poor or less than optimal results.

Organizational External Factors

a. Service Provision Procedure

One of the public service efforts is an activity or series of activities in the context of fulfilling service needs by the laws and regulations for every citizen and resident of goods, services, and/or administrative services provided by public service providers. Implementers of public services hereinafter referred to as Implementers, are officials, employees, officers, and everyone who works within the organizing organization in charge of carrying out an action or series of public service actions. Service standards are benchmarks used as guidelines for service delivery and a reference for assessing service quality as an obligation and promise of providers to the community in the context of quality, fast, easy, affordable, and measurable services at the Population and Civil Registry Service that have met service standards guided by SOPs (Service Operational Standards) and applicable laws.

b. Service Pattern

Service Delivery One of the main factors of success in service is friendliness to service users, for example by smiling and greeting, with a smile and greeting, service users will feel that they have been cared for, and from there emerge from the hearts of service users that service users will feel comfortable with the services provided by the service provider. Hospitality is not an asset, but friendliness is the key to success for service providers to establish good relationships with service users. In the process of public services, it does not always run as expected, there are still factors that hinder the process of public services, including the lack of employee resources and evidenced by the absence of permanent employees in the service section of the service section who must have mastered the service process.

The provision of services at the Population and Civil Registry Office of Konawe Regency has not yet reached minimum service standards and the service pattern in service delivery at the Population and Civil Registry Office is still lacking in supporting factors, namely the enthusiasm given by employees to each other, trying to provide the best service for users.

CONCLUSION

Public services at the Department of Population and Civil Registration of Konawe Regency have not been running effectively. This can be seen in several problems in the process of providing public services, including: 1) Public service standards that cannot be applied consistently; 2) The professionalism of the State Civil Apparatus/service officers is still low; 3) Inadequate facilities and infrastructure in the implementation of public services; 4) Public awareness is still low of the importance of ownership of population documents; 5) There are still many non-permanent residents who have not recorded data due to the high mobility of the population; 6) Community needs for professional and fast population administration document services.

REFERENCES

1. Asri, B. (2020). Implementasi Kebijakan Pelayanan Publik Berbasis Aplikasi Pada Era Covid-19 Di Kota Cimahi Provinsi Jawa Barat. *Visioner : Jurnal Pemerintahan Daerah Di Indonesia*, 12(4), 695–712. <https://doi.org/10.54783/jv.v12i4.330>.
2. Atmojo, M. E., Fridayani, H. D., & Pratiwi, V. P. (2021). Analisis Studi Komparasi Penyelenggaraan Inovasi Pelayanan Publik Di Era New Normal. *Jurnal Transformasi Administrasi*, 11(02), 109–122.
3. Berg, S., Staemmler, D., & Thiel, T. (2022). Political Theory of the Digital Constellation. *Zeitschrift Für Politikwissenschaft*, 32(2), 251–265. <https://doi.org/10.1007/s41358-022-00324-4>.
4. Cammaerts, B., & Mansell, R. (2020). Digital Platform Policy and Regulation: Toward a Radical Democratic Turn. *International Journal of Communication*, 14(0), 20.
5. Daseu, A. (2018). Strategi Peningkatan Pelayanan Publik Pada Dinas Tenaga Kerja Kabupaten Ciamis. *Jurnal Ekologi Ilmu Manajemen*, 4(2), 225–230. <https://doi.org/10.2827/jeim.v4i2.1155>.
6. Dewi, D. S., & Tobing, T. N. W. (2021). Optimalisasi Penyelenggaraan Pelayanan Publik Dalam Masa Perubahan Melawan Covid-19 Di Indonesia. *Journal of Information System, Applied, Management, Accounting and Research*, 5(1), 210–214. <https://doi.org/10.52362/jisamar.v5i1.362>.
7. Hadiyanor, E., & Widayanti, F. (2022). Kualitas Pelayanan E-KTP (Studi Pada Pelayanan Kartu Tanda Penduduk Elektronik (KTP-el) Pada Dinas Kependudukan dan Pencatatan Sipil Kabupaten Hulu Sungai Tengah). *Jurnal Administrasi Publik Dan Pembangunan*, 3(2), 124–129. <https://doi.org/10.20527/jpp.v3i2.4858>.

8. Izudin, A. (2019). Kepuasan masyarakat terhadap pelayanan publik dalam mewujudkan good governance di Kecamatan Umbulharjo Kota Yogyakarta. *Publisia: Jurnal Ilmu Administrasi Publik*, 4(1), 1–10. <https://doi.org/10.26905/pjiap.v4i1.2199>.
9. Jarzabkowski, P., Lê, J., & Balogun, J. (2019). The Social Practice of Coevolving Strategy and Structure to Realize Mandated Radical Change. *Academy of Management Journal*, 62(3), 850–882. <https://doi.org/10.5465/amj.2016.0689>.
10. Kusuma, H. B., Cahyarini, B. R., & Samsara, L. (2022). Inovasi Pelayanan Publik Di Era Pandemi Covid-19: Best Practices Di Provinsi Jawa Barat. *Dinamika Governance : Jurnal Ilmu Administrasi Negara*, 12(1), 131–142. <https://doi.org/10.33005/jdg.v12i1.2976>.
11. Labolo, M. (2022). Implementation of the Public Sector New Normal Policy in The Post-COVID-19 Period. *Ijd-Demos*, 4(2), 686–695. <https://doi.org/10.37950/ijd.v4i2.248>.
12. Lubis, B. (2021). Implementasi Kebijakan Penanganan Pandemi Covid-19 Di Kota Cimahi Provinsi Jawa Barat. *Jurnal Media Birokrasi*, 3(1), 27–38.
13. Oktaviani, R. S., Aryani, L., & Azijah, D. N. (2022). Analisis Model Perubahan Birokrasi Dalam Penyelenggaraan Pelayanan Publik Kota Bekasi Di Masa Pandemi COVID-19. *Jurnal Pendidikan Sosiologi Dan Humaniora*, 13(1), 80–90. <https://doi.org/10.26418/j-psh.v13i1.52568>.
14. Pane, A. D. P., & Zainarti, Z. (2022). Analisis Pelayanan Administrasi Kependudukan Pada Dinas Kependudukan Dan Pencatatan Sipil Provinsi Sumatera Utara. *Ekonomi Bisnis Manajemen dan Akuntansi (EBMA)*, 3(1), 390–394. <https://doi.org/10.36987/ebma.v3i1.2898>
15. Rohman, A., & Larasati, D. C. (2020). Standar Pelayanan Publik Di Era Transisi New Normal. *Reformasi*, 10(2), 151–163. <https://doi.org/10.33366/rfr.v10i2.1952>.
16. Rukayat, Y. (2017). Kualitas Pelayanan Publik Bidang Administrasi Kependudukan Di Kecamatan Pasirjambu. *Jurnal Ilmiah Magister Administrasi*, 11(2), 56–65.
17. Saharuddin, E., & Andriani, R. (2021). Analisis Kualitas Pelayanan Administrasi Kependudukan di Kantor Desa Samili. *TheJournalish: Social and Government*, 2(3), 81–88.
18. Salam, R. (2021). Perubahan dan Inovasi Pelayanan Publik Di Era New Normal Pandemi Covid-19. *Journal of Public Administration and Government*, 3(1), 28–36. <https://doi.org/10.22487/jpag.v3i1.138>.
19. Tasyah, A., Lestari, P. A., Syofira, A., Rahmayani, C. A., Cahyani, R. D., & Tresiana, N. (2021). Inovasi Pelayanan Publik Berbasis Digital (E-Government) di Era Pandemi Covid-19. *Jurnal Ilmu Administrasi: Media Pengembangan Ilmu dan Praktek Administrasi*, 18(2), 212–224. <https://doi.org/10.31113/jia.v18i2.808>.
20. Taufik, T., & Warsono, H. (2020). Birokrasi Baru Untuk New Normal: Tinjauan Model Perubahan Birokrasi Dalam Pelayanan Publik Di Era Covid-19. *Dialogue : Jurnal Ilmu Administrasi Publik*, 2(1), 1–18. <https://doi.org/10.14710/dialogue.v2i1.8182>.
21. Victor, M. W., & Adnan, R. S. (2022). Adaptation Of Public Services In The Era Of COVID 19. *Jurnal Ilmiah Muqoddimah: Jurnal Ilmu Sosial, Politik Dan Hummanioramaniora*, 6(2), 394–400. <https://doi.org/10.31604/jim.v6i2.2022.394-400>.
22. Wiryanto, W. (2020). Inovasi Pelayanan Administrasi Kependudukan di Indonesia Selama Pandemi Covid-19. *Konferensi Nasional Ilmu Administrasi*, 4(1), 142–149.
23. Yandri, L. I., & Putri, T. D. (2021). Strategi Peningkatan Pelayanan Publik Pada Masa Pandemi COVID-19 Di Organisasi Perangkat Daerah Kota Pariaman. *Menara Ilmu*, 15(2), 35–44. <https://doi.org/10.31869/mi.v15i2.2948>.