

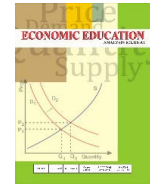


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## Quality Analysis of E-KTP Services at the Department of Population and Civil Registration of Semarang Regency

Aji Pangestu✉

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Department of Universal Banker Non Financial, PT. Bank Rakyat Indonesia Tbk, Indonesia

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### Abstract

This study aimed to analyze the quality of e-KTP services at the Department of Population and Civil Registration (Dukcapil) of Semarang Regency. This research used descriptive qualitative research. Informants in this study were 14 informants consisting of 4 apparatus and 10 service users. Data collection techniques used observation, interviews and documentation. Data analysis used data collection, data reduction, data presentation and drawing conclusions. The results of the study indicated that in the Tangible dimension, there were two indicators that were not optimal, namely the ease of service processes and the use of service tools. In the Reliability dimension, there was one indicator that was not optimal, namely having clear service standards. In the Assurance dimension (Guarantee), there was one indicator that was not optimal, namely providing guarantees on time. Meanwhile, the Responsiveness and Empathy dimensions had been said to be optimal in the application of each indicator. The conclusion from this study, the implementation of e-KTP services at Dukcapil Semarang Regency had not been fully optimal, as evidenced by the existence of indicators that had not been implemented properly. The advice given is to be able to provide facilities in the form of providing service officers who stand by near the entrance to the service room so that it is easy to reach, always improve the quality of service aids, especially for tools that often have problems, adjust to the circular letter of Presidential Regulation number 96 of 2018, coordinate further related to the distribution of e-KTP with the POS office in order to minimize delays.

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✉ Correspondance Address:  
PT Bank Rakyat Indonesia, Tbk  
Email: [ajiepang7@gmail.com](mailto:ajiepang7@gmail.com)

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## INTRODUCTION

Public services are an integral part of the government system mechanism in addition to other functions in government. Plus, public service is one of the variables in regional autonomy. Regional autonomy can be said to be successful if all the variables in it are implemented properly, one of which is by creating quality public services. This topic of public service increasingly needs attention and assessment with the issue of changing the paradigm of administrative science which will affect the performance of a service. Indonesia is a country that is aware of the importance of public welfare and harmony in all aspects of life, one of which is public service policies. Based on obligations, demands for regional autonomy, and a paradigm shift in administrative science, make the government evaluate and enact various laws and regulations. Starting from the amendments to the 1945 Constitution, to changes to the regulations of governors, regents, or mayors. Even now, Law No. 25 of 2009 has been issued concerning Public Services.

The government running services has three main functions according to Thoha in Widodo (2001), namely the public service function, development function, and protection function which will then produce goods and services needed in Administrative Ethics. This main function should be a strong foundation for the government to provide quality services for the community. Service quality can be measured based on the dimensions and indicators contained in it.

Zeithaml explained in Hardiyansyah (2011) that there are five dimensions of service quality (SERVQUAL) which consist of: tangible (physical evidence) consisting of physical facilities, equipment, personnel, and communication, reliability, which consists of the ability of service units in creating services that given, responsiveness, namely the willingness to help consumers take responsibility for the quality of services provided, assurance, namely certainty that guarantees to the community

including ability, knowledge, can be trusted and free from doubts, empathy includes ease in making relationships good communication, personal attention and understand the needs of the community. These five dimensions are the references in the community survey to determine the satisfaction and quality of a service.

Central Java Governor Regulation Number 20 of 2016 concerning Guidelines for the Implementation of Public Services in the Regional Secretariat of Central Java Province, contained in Chapter 1 Article 1 Paragraph 10 service standards become benchmarks used as guidelines for service delivery and quality assessment references as obligations and promises of the organizers to the community in the context of quality, fast, easy, affordable and measurable services. Meanwhile, in the regulation of the Mayor of Semarang No. 4 of 2013 Chapter 3 Article 3, public service standards are intended as a guarantee of legal certainty and as a benchmark for the performance of Regional Apparatuses in providing services to service recipients. One of the areas of public service in a government agency is population administration. The legal basis governing population administration in Semarang Regency is contained in the Semarang Regency Regional Regulation Number 7 of 2016 Amendments to the Semarang Regency Regional Regulation Number 7 of 2009 concerning the Implementation of Population Administration.

Semarang Regency as one of the autonomous regions in Central Java also provides public services to its citizens. This regency has unique characteristics because Semarang is the capital city of Central Java Province and has a large population. Considering the quantity of population in the mandatory age of e-KTP in Semarang Regency will increase every year, the public service sector in terms of the population must always be improved so that the services received by the community can be said to be of high quality. Quality service becomes one of the strategies to gain public trust and satisfaction.

Suleman (2019) showed that the quality of e-KTP services at the Population and Civil Registry Office of South Halmahera Regency had not been fully maximized. This condition can then be seen from some of the most important aspects, starting from the quality of human resources (HR), infrastructure, geographical location, and employee discipline. Subsequent research conducted by Fahrullah et al. (2018) showed that in the process of providing public services in the field of population administration at the Rapak sub-district office, Loa Janan Ilir sub-district there were several indicators that had not been running in accordance with the wishes of the community, especially those related to tangible dimensions (physical evidence), reliability, and responsiveness, which include the limited provision of facilities and infrastructure to support services as well as the lack of quality of human resources and the lack of information disclosure to the public regarding service procedures. Meanwhile, in the dimensions of assurance (guarantee), and empathy, it had been running smoothly and implemented well.

Public services in the population sector in the Semarang Regency area are carried out by the Population and Civil Registration Service or can be abbreviated as Dukcapil. The types of public services run by the Dukcapil of Semarang Regency are stated in Presidential Regulation Number 96 of 2018 Articles 2 and 31 concerning Requirements and Procedures for Population Registration and Civil Registration. One type of service is the issuance of Electronic Identity Cards (e-KTP). Making e-KTP is one form of basic government services to the community. E-KTP is an important element in population administration. The reason is because e-KTP concerns a person's legitimacy in his existence as a resident within the territory of the Unitary State of the Republic of Indonesia (NKRI).

The e-KTP public service at the Dukcapil office in Semarang Regency triggers problems by looking at the ability of the apparatus to provide e-KTP services, information from

service users and supported by complaints from the public. Chapter I Article 1 Paragraph 1 of Law no. 25/2009 in Hardiyansyah (2011:11) what is meant by public services are activities or series of activities in the context of fulfilling service needs in accordance with laws and regulations for every citizen and resident of goods, services, and/or administrative services provided by public service providers. This understanding explains that meeting the needs of every citizen is the main thing in the public service process. Dukcapil of Semarang Regency in practice has not fully paid attention to the needs of its people.

The Dukcapil of Semarang Regency carries out e-KTP services based on the Decree of the Head of the Population and Civil Registration Office number 470/1054.1/2019 concerning Standard Operating Procedures for the Population and Civil Registration Service. However, in practice there are still complaints from the public regarding e-KTP services. This indicates that there is a gap between the services provided and the available SOPs.

Based on the results of interviews with service users 1 related to the tangible dimension in which there are indicators of ease of service, it is explained that e-KTP services are currently carried out online, which results in the ease of service being unavailable to certain groups, especially those who do not have adequate facilities and people who do not understand the use of gadgets. Service users 2 also provide information on the results of interviews that related to the ease of services contained in the tangible dimension, it can be said that it is not easy for some people.

In addition to the tangible dimension, there are also other dimensions that are deemed not to be in accordance with the needs of the community. Based on service user interviews 3 related to service standards and is an indicator in the reliability dimension, that the Dukcapil of Semarang Regency still requires a cover letter for RT, RW and kelurahan for its services, both for services in each sub-district and in the service. Meanwhile, based

on Presidential Regulation number 96 of 2018 to make an e-KTP, it is enough to only use a photocopy of the family card.

The assurance dimension describes the guarantees provided by service personnel to service users. One of them is to provide a guarantee on time in service. In practice, based on interviews with service users 4, they still complain about delays in e-KTP services. This is also supported by public complaints criticizing the issue of timeliness. Handling complaints, suggestions, inputs are social facilities provided by the district government to absorb aspirations from the community (Wahyono and Zakiyah, 2020).

Another thing that needs attention is the lack of facilities and infrastructure to support the public service process. Based on the results of the interview with the Head of PIAK and the utilization of Dukcapil data in Semarang Regency, Drs. Muhamad Sutrisna, that the public service facilities provided by the Dukcapil are not yet fully adequate. With the number of e-KTP recording services in the last 10 years reaching 852,555 and being the most common type of public service carried out by the Dukcapil of Semarang Regency, in its performance the facilities and infrastructure supporting e-KTP services have also not fully paid attention to the needs of the community ([sidukcapil.semarangkab.go id](http://sidukcapil.semarangkab.go.id), 2021). It was clarified by Padang Setiarno's statement, the section on population administration information management of Dukacpail of Semarang Regency, that there are still many plates that have exceeded their economic age and have not been replaced with new ones. In addition, in practice, inventory management that is less than optimal causes damaged e-KTP recording & printing equipment to not be repaired immediately because it has not been granted to the Regency so that it cannot be budgeted for maintenance.

Facilities and infrastructure for the e-KTP at Dukcapil of Semarang Regency service consists of: personal computer/notebook, card printing printer, fingerprint scanner, iris scanner, signature pad, card reader, SAM

(Secure Access Module), camera, blue and red background and communication network data. The service will run well if all the instruments can operate perfectly. Padang Setiarno explained that related to the facilities and infrastructure which are often problematic, that in the process there are often found several instruments that do not function optimally such as: data communication network disturbances, finger scanner difficult to capture fingerprints of elderly people or have thin epidermis, single system & communication network data between regions and centers is poor. Besides that, Padang Setiarno also added that the number of operational personnel for e-KTP services is still relatively low, making the service process inefficient. Another thing that was stated was that the public did not fully know the requirements for the completeness of the e-KTP document. This relates to education to the community which in its application is less than optimal.

The recording of e-KTP in the Semarang regency has not yet been carried out thoroughly, generally there are still many residents of Semarang regency who have not done the recording process. In 2018, based on literacy released by Detik news with the source of the Head of Dukcapil of Semarang Regency, Budi Kristiono, explained that there were still approximately 25,000 residents of Semarang Regency who had not recorded an e-KTP. Continuing in 2019, the Head of Dukcapil Semarang Regency, Drs. Rudi Susanto, MM., explained through *Joglosemarnews* that there were still 26,274 residents of Semarang Regency who still held certificates and had not had their electronic ID cards ready because there were no blanks. The last data that the researcher obtained was in the first semester of 2020 that there were 5305 residents who had not recorded e-KTP. (Dukcapil of Semarang Regency, 2020).

Based on the statement of Padang Setiarno, the population administration information management section of Dukacpail of Semarang Regency, that the reasons behind the fact that people have not recorded e-

KTP are: the addition of mandatory ID cards which continues to increase every day, work factors that cannot be left behind, such as being a migrant worker abroad, there are still residents who have multiple identities which cause e-KTPs cannot be printed because duplicate records are identified, there is no certainty of the time for data collection processes at the center which causes people not to immediately process their e-KTPs, the culture of the community takes care of documents when they need them, equipment damage recording and printing as well as data communication network interruptions that cause people to wait and delay the service process.

The description of the phenomenon above, it is interesting to observe the existence of the Semarang Regency Government in carrying out its main tasks and functions as a leading organization in providing services, where the apparatus is demanded to be closer to the community as the party being served and empowered. On the basis of this phenomenon encourages the author to conduct research, the author specifically examines "Analysis of the Quality of E-KTP Services at the Department of Population and Civil Registration Service of Semarang Regency".

## METHODS

The approach used in this study was a qualitative approach that aimed to examine the quality problems of e-KTP services, the obstacles faced in implementing e-KTP services, and community satisfaction with e-KTP services at Dukcapil of Semarang Regency. This research was descriptive, descriptive research according to Sudjana and Ibrahim (2012) is "research that seeks to describe a symptom, event, event that is happening at present". Researchers used descriptive qualitative research methods to make it easier for researchers to obtain objective data related to the title of this paper, namely "E-KTP Service Quality Analysis".

Research data were collected through observation, interviews, and documentation

data. The data sources were obtained from primary and secondary data. Primary data was obtained from the presence of informants and used a purposive sampling technique. There were fourteen informants in this study including the Head of Dukcapil, the population administration information management section, e-KTP service employees, front office employees, and ten people who use e-KTP services. While the secondary data consisted of service SOPs, data on community complaints, and the number of residents who have not recorded e-KTP and is supported by other official documentation.

A credibility test is needed in qualitative research to convince researchers that the data obtained are truly valid. This study used extended observations, triangulation in which there is the triangulation of sources and techniques, and member checks to determine the validity of the results of research data.

Data analysis was carried out with the aim of collecting data and qualifying the data to conclude a study. Data analysis in this study was divided into two, namely analysis before in the field and data analysis in the field. Analysis before in the field was done through literacy studies from several credible sources. Meanwhile, data analysis in the field was carried out in the form of data collection, data reduction, data display, and conclusion drawing/verification. Data Collection was the stage of data collection, data reduction was data simplification, data display was the presentation of data, and conclusion drawing was the final stage, which is interesting conclusions in the form of new findings that had never existed before.

## RESULTS AND DISCUSSION

The Department of Population and Civil Registration (Dukcapil) of Semarang Regency is a Regional Government agency in Semarang Regency which has duties in the field of population and civil registration as well as other tasks given in accordance with the scope of duties and function in the Regency

of Semarang. Dukcapil of Semarang Regency has its address at Jalan Pemuda Number 7, Krajan, Ungaran Barat Subdistrict, Semarang, Central Java 50511. As the implementing agency and organizer, Dukcapil is fully responsible and authorized in population and civil administration services as stated in the Law of the Republic of Indonesia Number 24 of 2013 concerning Amendments to Law Number 23 of 2006.

The Population and Civil Registration of Semarang Regency provides several types of population administration services. The services are divided into two, namely population registration services and civil registration services. Based on the Presidential Regulation of the Republic of Indonesia No. 96 of 2018 concerning Requirements and Procedures for Population Registration and Civil Registration, the services carried out by the Dukcapil of Semarang Regency.

The tangible dimension relates to the physical evidence contained in the e-KTP Dukcapil service in Semarang Regency. In this regard, indicators are needed as benchmarks to determine the Tangible quality given to the community. These indicators include the appearance of the officers, the convenience of

the service place, the ease in the service process, the discipline of the officers, the ease of access for the applicant, and the use of assistive devices in the service.

The Reliability dimension describes the capacity of an agency in performing a service to service users. The indicators include the accuracy of officers, clear service standards, the ability of officers to use assistive devices, and the expertise of officers.

The Responsiveness dimension measures the quality of a service assessed from the response or responses given by the service officer to the applicant. As for assessing it in this study, it is divided into four indicators, namely responding to every customer/applicant who wants to get service, officers/apparatus perform services quickly and accurately, officers/apparatus perform services at the right time and all customer complaints are responded to by officers.

The assurance dimension describes the assurance provided to service applicants. Guarantees need to be given to the applicant so that the applicant feels safe and comfortable with the services provided. The guarantees provided start from timeliness, price, price certainty, and legality.

**Table 1.** Types of Dukcapil Services in Semarang Regency

No	Service Type	Service
1	Resident Registration	Electronic KTP (e-KTP) Family Card (KK) Migration Child Identity Card (KIA)
2	Civil registration	Birth certificate Death Certificate Marriage certificate Divorce Certificate Child Adoption Second Quotation of Civil Registration Deed Change of Name and/or Date, Month, Year of Birth

Source: Processed Secondary Data (<http://dukcapil.semarangkab.go.id>), 2021

The empathy dimension explains that the quality of service can be measured by the attitude of the service officer to each service user. The indicators contained in the empathy dimension are prioritizing the interests of the applicant, the officers serve with a friendly and courteous attitude, the officers serve without discrimination, and the officers serve and respect each customer.

### **Quality of e-KTP Service Based on Tangible Dimension (Tangible)**

Zeithaml in Hardiyansyah (2011) explained that one of the dimensions to measure the quality of a service is the Tangible dimension. The tangible dimension evaluates physical facilities owned, for example, offices, technology facilities, the appearance of employees, and so on, which emphasizes physical evidence that can be seen in its existence (Parasuraman in Pundenswari, 2017). In this study, there were five indicators from the tangible dimension to determine the value of the service quality of the e-KTP at Dukcapil of Semarang Regency, namely the appearance of officers/apparatuses in serving customers, the comfort of the place to perform services, ease of service process, the discipline of officers/apparatuses in providing services, and use of assistive devices in service.

The results showed that of the five indicators, there were three indicators that were implemented optimally and in line with Zeithaml's theory in Hardiyansyah (2011), namely the appearance of officers/apparatuses in serving customers, the discipline of officers/apparatuses in providing services and the comfort of a place to perform services. The appearance of the e-KTP Dukcapil officers in Semarang Regency in serving service users had been very good, this was shown by the cohesiveness in the use of uniforms where on Mondays officers wear keki, Tuesdays wear special Dukcapil uniforms which are blue and yellow, Wednesdays wear batik gedong songo, Thursday wear free batik and Friday wear

sports clothes after that change with free batik. In addition to uniforms, other things such as the use of attributes (nametags), shoes, and neatness were also considered to be good. Thus, officers already had an awareness of the importance of appearance in a service. This was also in line with research conducted by Fahrullah et al. (2018) which explained that a good appearance, neatness, and in accordance with the provisions will reflect that the officers serve service users seriously.

The second indicator that is considered optimal is the discipline of officers/apparatuses in providing services. The discipline of the Dukcapil e-KTP service officers was good, almost all service officers started their work on time. The application of discipline for officers who violated the rules such as being late for the morning apple was also strictly implemented by the Dukcapil. Based on the results of the study which included interviews and direct observations, service officers regularly performed services according to the provisions provided, namely starting service at 07:30, taking a break at 12:00, and ending at 15:00. Disciplined officers indicated that their work ethic was quite good and fully oriented towards the community.

Furthermore, the indicator of the convenience of the service place was also considered to be quite good, the thing that adds value to the convenience of the service place other than the building with a cultural heritage nuance was that the Dukcapil of Semarang regency also facilitates each community group such as providing lactation rooms, children's playgrounds, wheelchairs, sloping floors for wheelchair users, and bookshelves for reading.

Fulfillment of facilities in the service was indeed quite complete, but there were still things that were not optimal which in the end could interfere with the comfort of service users such as the availability of parking spaces that were not wide enough so that the parking lot used the highway and the waiting room chairs were getting old. Adequate faci-

lities in service had an impact on the comfort and satisfaction felt by service users. As Moenir in Rachman and Djumiarti (2018:10) that facilities are service-supporting factors used in carrying out service tasks/work.

An indicator that needed more attention on this dimension was the ease of service process. This convenience from the officer's perspective can be said to be quite easy, but it is different if, from the community's perspective, the ease of e-KTP services at the service had not been fully felt for every community. This was because at this time the service process was shifted to an online system where people need adjustments that were initially manual to switch to digital. It was often found that people felt confused when using this online system, especially those who were foreign to technology, especially for people who did not have adequate gadgets.

Similar to the ease of the service process, indicators of the use of service tools also still had obstacles. The use of assistive devices has an important role in the e-KTP service process. The use of assistive devices is a tool that is needed in the service process for the smooth running of the service process (Agustina and Ismiyati, 2019). During the service, trouble often occurred which caused the applicant to wait longer. The tools that were often problematic based on research results were printers. Hardiyansyah in Suleman (2019) said that public services include the implementation of public goods relating to the provision of infrastructure, goods, and services including basic services which are the main tasks and functions in the central and regional governments so it can be said that the tools are infrastructure/goods and include basic services in the e-KTP service process. Dukcapil of Semarang district should improve the quality of each tool so that the quality of e-KTP services is more optimal.

#### **Quality of e-KTP Service Based on Reliability Dimension (Reliability)**

The creation of community satisfaction is greatly influenced by the ability and profes-

sionalism of service personnel. The reliability dimension explains this capability which is described in several indicators based on Zeit-haml in Hardiyansyah (2011), namely the accuracy of officers in serving customers, having clear service standards, the ability of officers/apparatuses in using tools in the service process and the expertise of officers in using tools in the service process.

In terms of reliability, indicators related to reliability such as the accuracy of officers, the ability to use assistive devices, and expertise in using assistive devices, the Dukcapil of Semarang Regency had implemented them well. Dukcapil service officers had been able to use e-KTP service tools as well as experts with the support of training to improve their abilities. The service staff's accuracy was also shown when checking the service requirements file where the officer would return the document and ask to be completed immediately so that the service process could be carried out. The accuracy and professionalism of officers would encourage satisfaction in the community as according to Moenir in Rachman and Djumiarti (2018) employees must have adequate abilities and skills,

The indicators in the Reliability dimension that had not fully run in accordance with the wishes of the community were having clear service standards. The Information Management Section of the Dukcapil of Semarang Regency had explained through interviews on the results of the study that currently, to make a new e-KTP, you only need a photocopy of your family card (KK). The regulation is stated in the circular letter of the President of the Republic of Indonesia number 96 of 2018 concerning the requirements and procedures for population registration and civil registration. The Dukcapil of Semarang Regency has a role to make SOPs which will be applied by each sub-district of Semarang Regency and the service in terms of recording and printing of e-KTPs. currently, the SOP is written on number 470/1054. 1/2019 in which it still uses the old regulations, namely attaching an introduction to the village obtained from the RT and



RW. The SOP should be updated so that the e-KTP recording service process can be easily understood by the public in accordance with the latest regulations from the president.

In practice, the service apparatus had fully understood the latest regulations issued by the president and had been applied to the Dukcapil office of Semarang Regency, although the SOP had not been updated in writing. However, it was different with the e-KTP service in the sub-district where the apparatus in it still required a letter of introduction from the Kelurahan, RT, and RW in making electronic e-KTPs, such as in the Ungaran Barat sub-district, Semarang Regency. This indicated that the Dukcapil of Semarang Regency was still not optimal in providing regulations regarding the requirements for making e-KTP according to the latest regulations in each sub-district in Semarang Regency. A clear Service Standard is the first step for service users in accessing a service.

Dukcapil Semarang Regency can be said to be not fully optimal in applying this dimension because there are still indicators that need special attention, namely having clear service standards. Meanwhile, indicators related to the reliability or performance of officers such as the accuracy of officers, the ability to use assistive devices, and expertise in using assistive devices have been carried out well. Regarding reliability, the results of this study were also in line with the results of the research of Rezha et al. (2013) which stated that reliability (X2) had a positive effect on community satisfaction (Y) because it had a positive regression coefficient value of 0.867. Reliability also had a significant effect on community satisfaction, this was explained in the results of the t-test, where the t-count reliability showed the number 5,221. While the t-table was 1,986.

#### **Quality of e-KTP Service Based on Responsiveness Dimension (Response)**

The explanation based on the results of research on the Responsiveness dimension applied to the Dukcapil e-KTP service in Semarang Regency is that the application of the

Responsiveness dimension was quite good, where all indicators were described positively. The indicators were responding to every customer/applicant who wanted to get service, officers/apparatus performed services quickly and accurately, officers/apparatuses provided services in a timely manner and all customer complaints were responded to by officers. The responsiveness of service personnel in performing services indicated that officers were able to adjust and respond to any problems or obstacles experienced by each service user. This was as explained by Parasuraman in Ichsan (2012) that every employee in providing other forms of service,

The indicator for responding to every customer/applicant who wants to get service had been fully implemented by the Dukcapil e-KTP service officer in Semarang Regency. It was proven that when the service took place, the officer always responded to each applicant in a friendly manner and explained in detail every question asked by the service applicant. Likewise, indicators of officers/apparatus performed services at the right time. This was reflected when the applicant arrived, the officer immediately carried out his duties swiftly and professionally where the officer/apparatus performed the work in accordance with the set time. This time was regulated in the form of SOPs and had become a guideline for every service officer.

Dukcapil officers of Semarang Regency had also responded well to every complaint given by service users. The complaints were obtained from several sources such as social media, WA centers, suggestion boxes, as well as direct complaints given to officers during the service process. The results of the study explained that community complaints were well organized as evidenced by the existence of a complaint book that accommodated all complaints and information for which solutions were provided. However, based on observations, not all complaints were recorded, meaning that there were still complaints that were only answered directly without being recorded in the recap book. This is important

because, with a complaint, the Dukcapil can evaluate what can later be improved and as a benchmark for quality given to the community.

Associated with the concept of Responsiveness according to Hardiyansyah (2011) that Responsiveness is a willingness and awareness to respond to each service applicant quickly, accurately, and carefully, and responds to every complaint submitted by the applicant, in fact, the concept is relevant to the state of the e-KTP service officer at Dukcapil of Semarang Regency.

#### **Quality of e-KTP Service Based on Assurance Dimension (Guarantee)**

The guarantees contained in this study included indicators of officers providing guarantees on time in service, officers providing guarantees for costs in service, officers providing guarantees of cost certainty in services, and officers providing guarantees of legality in services. Guarantees in service are things that are needed by service users related to security and outputs issued by service providers.

Based on the results of the study, of all the indicators contained in it there were still indicators that were not in accordance with the expectations of service providers, namely: officers providing a guarantee on time in service. SOPs explain that the time for recording e-KTP is 29 minutes and Print EKTP is 28 minutes and is denser if there are no obstacles in the process. However, in reality, the process of e-KTP service until the KTP was received by the service applicant often took longer than the specified time. This was because, firstly, the printing process is directly related to the central server which must wait for approval if it is to print the e-KTP. In this case, the officer could not confirm the time, so they only gave an estimate of one day and it was not guaranteed whether it would work or not. It was different from the service which provided an estimated time of one day, the e-KTP service of one of the sub-districts in Semarang Regency, namely Ungaran Barat, provided an estimate of a longer time, which was one week.

The second factor that made the e-KTP not received by service applicants was related to partners with the POS office, where currently due to pandemic factors, documents that had been completed by Dukcapil were sent to the applicant's home via POS to minimize interaction. In practice, the timeframe became unclear and could be longer than the promised time. This triggered a complaint submitted by the public at the Dukcapil service in Semarang Regency. In terms of timeliness guarantee, as Hardiyansyah's concept (2011) stated Assurance is the ability of the apparatus in providing guarantees, one of which is a guarantee in terms of timeliness, and with the existence of KEMENPAN Number 63 of 2003 concerning the principle of public services where time certainty as a support for service success, in practice Dukcapil of Semarang Regency had not been fully optimal in implementing these indicators.

The indicators of the Assurance dimension that produced a positive description were officers providing guarantees for costs in service, officers providing guarantees for the certainty of costs in services, and officers providing guarantees of legality in services. The Dukcapil of Semarang Regency fully guaranteed the costs as well as ensured that e-KTP services carried out both at the service and sub-district offices did not involve any fees. This is in accordance with Law Number 24 of 2013 as an amendment to Law Number 23 of 2006 concerning population administration that administrative services receive subsidized funds from the regional government and the central government so that it has been determined that the implementation of administrative services is now free and there are no fees. Cost guarantees, cost certainty, and legality at the Dukcapil of Semarang Regency had been fully carried out properly and optimally. The legality of the e-KTP issued by Dukcapil was also guaranteed, this was evidenced by the use of e-KTP in banking services that can be proven by a card reader.

The guarantee given to the service will affect the quality of service as well as commu-

nity satisfaction. Reza et al. (2013) in their research in the analysis of the effect of the quality of public services on community satisfaction, obtained the results that guarantee (X4) had a positive effect on community satisfaction (Y) and guarantee also had a significant effect on community satisfaction. The results of the discussion stated that the Assurance dimension in the Dukcapil e-KTP services at Semarang regency was not fully optimal because there were still indicators that were not in line with the wishes of the community.

### **Quality of e-KTP Service Based on Empathy Dimension (Empathy)**

The dimension of empathy in this study included indicators of prioritizing the interests of the applicant, serving officers with a friendly and courteous attitude, officers serving non-discriminatory (discriminating), and officers serving and respecting each customer. Rukayat (2017) explained Empathy is a sense of caring to give attention to the community to the needs that are in need of service. Empathy in service will give a positive impression to service users so that the quality of the service will be judged well by service users.

Based on the results of the study, the Dukcapil of Semarang Regency had fully provided care and attention to service users. This was proven by optimal results for each indicator in it. In performing services, Dukcapil e-KTP officers always showed the principle of first in and first out, where officers prioritized the interests and needs of service applicants based on the order or queue in the service room. It is as said by Sinambela in Suleman (2019) that the service apparatus does not have the slightest reason not to be totally oriented to customers.

Friendly service employees will give a good assessment of service users because basically everyone will like a service place in which there are many friendly people (Rezha et al., 2013). This concept was also in line with the state of the Dukcapil service officer of Semarang Regency that the service officer was friendly enough and polite, this was reflected

when explaining to service applicants, often officers used polite language such as the use of Javanese manners.

The indicator of officers not being discriminatory or discriminatory had also been implemented well by the Dukcapil of Semarang Regency. The e-KTP service carried out by the Dukcapil of Semarang Regency was based on a queuing system, the officer did not know the background of the applicant, so the service officer provided services according to the SOP for the applicant who was in front of him without being selective because all service users were entitled to the same facilities and rights. . The results of this study were in line with Constitution Republic of Indonesia Number 5 of 2014 concerning State Civil Apparatus it is stated that the State Civil Apparatus (ASN) aims to realize which is neutral and does not discriminate the community served based on ethnicity, religion, race, and class.

The relation to the concept of service quality according to Hardiyansyah (2011) that: Empathy namely the attention given to service applicants, willingness to put the interests of the applicant first, friendly, polite, courteous, non-discriminatory attitude, and respect for each applicant. With the results of the research, the Empathy dimension in the Dukcapil e-KTP service in Semarang Regency had been carried out optimally and was in line with the concept of service quality adapted from Hardiyansyah.

### **Service Quality Constraints and Recommended Efforts**

Implementation of the e-KTP service at Dukcapil of Semarang Regency seen from the results of research and discussion based on interviews, observations and documentation, there were still obstacles which could then be used as evaluations on each dimension.

Based on the table of constraints on each dimension, it can be seen that the problems that made the quality of e-KTP service not fully optimal were in the dimensions of tangible, reliability, and assurance. While on the dimension of responsiveness and empat-

**Table 2.** Service Quality Constraints and Recommended Efforts

No	Dimension	Constraint	Efforts suggested by researchers
1	Tangible (form)	The online system for e-KTP services is not yet completely easy for every community and the use of e-KTP service tools is often problematic.	Provision of a place for information sources accompanied by officers who direct near the entrance and periodic inventory reviews.
2	Reliability	Unclear service standards can be seen from some people who still use a cover letter from Kelurahan (not in accordance with Presidential Regulation No. 96 of 2018).	Adjusting and socializing the requirements for the latest e-KTP record in accordance with Presidential Regulation No. 96 of 2018 by not requiring an introduction to RT, RW and Kelurahan.
3	Responsiveness (response)	All indicators have been implemented properly.	Improving the quality of each indicator for the better.
4	Assurance (Guarantee)	There is no guarantee of timeliness and there are often delays in receiving documents to the public.	Coordinating with POS office partners and facilitating a system that contains information on when documents can be picked up or sent.
5	Empathy	All indicators have been implemented properly.	Improving the quality of each indicator for the better.

Source: Research Data, 2021

hy there were no significant obstacles in terms of each indicator in it which was already optimal. In the tangible dimension, there were two obstacles that were not in accordance with the expectations of service users, which lay in the indicators of ease in the service process and the use of service tools. The ease in the service process had not been felt by all circles of society considering the system used at this time was an online system where there were still many people who did not understand the flow and how to use the online system. In addition, the indicators of the use of service tools also had problems where the recording and printing of e-KTP devices often had problems which resulted in service users waiting too long and this could also disrupt service productivity.

The next obstacle was in the dimension of Reliability which lay in the indicator “having clear service standards” where e-KTP services at this time had not fully implemented these indicators. The e-KTP service carried out

by the service was unclear for service users, as seen from the different document requirements for each service user. It is known that based on Presidential Regulation No. 96 of 2018 cover letters from RT, RW and Kelurahan were no longer needed, but the SOP of Dukcapil of Semarang Regency number 470/1054.1/2019 still used the old regulations, which required letters of introduction to RT, RW, and Kelurahan. In addition, researchers also found that there were service users who still carried the document, especially in services carried out at the sub-district scope. This indicated that there was an inconsistency between the applicable policies and the requirements issued by the Dukcapil Service of Semarang Regency.

In the dimension of Assurance (Guarantee), there were obstacles in the indicator “providing a guarantee of timeliness”. The implementation of the e-KTP service at the Dukcapil of Semarang Regency did not guarantee exact timeliness to service users. The process of sending documents was current-

ly carried out by POS office partners where Dukcapil could not ensure the performance of POS in sending documents until the document was received by each service user.

Solution efforts need to be made to deal with obstacles in the implementation of the e-KTP Dukcapil service in Semarang Regency. In relation to the ease of service processes that had not been fully felt by every user of the service, the Dukcapil e-KTP service needs to facilitate a strategic place for information sources regarding the online system, registration flow, and all matters related to Dukcapil services. Based on observations, the information source provided previously was too far away and not very strategic, it would be better if the place was provided close to the entrance. Until now, researchers have seen that there are no service officers standing by near the entrance, such as security guards or similar officers who understand the service process in order to direct the service process.

Efforts in terms of the use of service aids which were often problematic it interfered with service productivity are to conduct an inventory review of each e-KTP service tool. Researchers found service users who were waiting because the e-KTP printer was having problems. If this is left unchecked, it will become a protracted problem and the service process will not be effective and efficient. It would be better if the procurement of an inventory of e-KTP service tools that already had a history of damage could be expedited so that the service process can run without any disruption of damage to the tools. In addition, periodic checks are needed to ensure the maintainability of each service tool.

Efforts that should be made to the constraints of service standards that are not yet clear are to equate the regulations for making e-KTP requirements that are adjusted to the latest circular, namely the Regulation The President of the Republic of Indonesia number 96 of 2018 concerning the requirements and procedures for population registration and civil registration which no longer requires a cover letter from the RT, RW, and Ke-

lurahan. It was known previously, that the current SOP still required a cover letter from the RT, RW, and Kelurahan, while when the researcher asked about the process of e-KTP service in the interview of the population administration section of the Dukcapil, he stated that there was no need for such a cover letter. This can be seen from the inconsistency of existing policies in the Dukcapil of Semarang Regency. Therefore, the Dukcapil SOP for Semarang Regency needs to adjust to presidential regulation number 96 of 2018 which can then be applied to the scope of services and sub-districts.

Efforts in terms there is no guarantee of timeliness and often delays in receiving documents to the public are to coordinate with POS office partners in order to minimize delays in receiving documents to service users. In addition, it would be better if service users can ensure when the e-KTP document can be picked up or sent. Document retrieval letters should be given an official number or call center so that service users can contact them to ensure the time for retrieval or delivery of the required documents or the system that contains information on documents can be retrieved or sent.

## CONCLUSION

The conclusion of this study was that there were five indicators in the tangible dimension of the e-KTP service at Dukcapil of Semarang Regency in the form of officer appearance, officer discipline, place comfort, ease of service, and use of assistive devices. Of the five indicators, three of which had been running optimally, namely the appearance of the officer, the discipline of the officer, and the comfort of the place. What was still not in line with community expectations was the ease of service and the use of assistive devices. The dimensions of reliability of e-KTP service at Dukcapil of Semarang Regency are the accuracy of officers, the ability to use assistive devices and expertise in using tools, and clear service standards. As for what had not been in

accordance with community expectations, indicators of service standards are clear. Responsiveness dimensions in the e-KTP service at Dukcapil of Semarang Regency are: respond to every applicant who wants to get service, officers/apparatus provide services quickly and accurately, officers/apparatus provide services in a timely manner and all customer complaints are responded to by officers. All of these indicators had been fully applied to the service process. The assurance dimensions for the e-KTP service at Dukcapil of Semarang Regency are officers provide guarantees on time in service, officers provide guarantees for costs in service, officers provide guarantees for the certainty of costs in service and officers provide guarantees of legality in services. The indicator that was not in accordance with the expectations of service users was that the officers provide timely guarantees of service. The dimensions of empathy in the e-KTP service at Dukcapil of Semarang Regency are: put the interests of the applicant first, the officer serves with a friendly and polite attitude, the officer serves without discrimination and the officer serves and respects every customer. All of these indicators had been fully implemented in the service process..

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