



ANALYSIS OF IMPLEMENTATION OF PUBLIC SERVICE STANDARDS FOR MAKING KTP-EL (CARD ELECTRONIC IDENTITY) IN SIWALANKERTO VILLAGE WONOCOLO DISTRICT, SURABAYA CITY

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ABSTRACT

This study examines the implementation of public service standards for the issuance of the KTP-EL (Card Electronic Identity Card) in Siwalankerto Village, Wonocolo District, Surabaya City. With a focus on the efficiency, effectiveness, and overall quality of the service delivery process, the research investigates the extent to which the established public service standards are adhered to, identifying any gaps or challenges in the implementation process. Using a combination of qualitative and quantitative research methods, including interviews, surveys, and document analysis, the study aims to provide insights into the strengths and weaknesses of the current system and offer recommendations for improving the delivery of public services related to the issuance of the KTP-EL in the specified area. The findings of this research are expected to contribute to the enhancement of public service standards and the overall governance of administrative processes in Siwalankerto Village, as well as similar contexts in other regions.

Keywords: *public service, card electronic identity, implementation*

A. INTRODUCTION

Indonesia's population is the fourth most populous in an everlasting world experience increase from year to year. To use guard grow flower And continuity life on scope country develop need implementation service public (Shaikh et al 2016). In effort control rate growth, government as taker decision various policy related service public must register each inhabitant country in Indonesia. Generally service public used For carry out activity as well as fulfil need inhabitant country For represent form of the state (Matei and Camelia 2015).

One of the benchmarks of a country's progress in order to fulfill need public with implementation service public Which managed government related with aspect life public in a manner general. Based on the Law of the Republic of Indonesia Number 25 of 2009 concerning Public service is defined as an activity or series of activities within the scope of fulfilling service needs as determined by law for every citizen provided by that institution provide public service. Sinambela (2006) explain organizer country realize implementation need public through service public. So that maintenance service public is not quite enough answer government mandatory done by organizer service public And public is user from service service public because can direct evaluate standard service Which has given (Arifin & Utomo, 2022). Organization need understand user service, develop mechanism For ensure that privacy provided And understand mechanisms involved in determining factors for service users to provide personal information (Chang et al 2018). One form of service public services given from the government, namely the provision of recording interests civil And population to every inhabitant country. With mechanism management administration Which orderly to society so that ensure protection document population withobstruct deed discriminatory. Protection document population the form application program ID card Electronic (ID CARD- el).

In Regulation Minister In Country No 9 Year 2011 about Guidelines Publishing Card Sign Resident based Number Parent Population kindly National beeps that ID card based NIK in a manner National hereinafter referred to as Electronic KTP is a KTP that has specification and format of the National KTP with a special security system that valid as an official identity issued

by the Population Service and Recording Civil Registry/City. Then For implementation application KTP-el arranged in Regulation Minister In Country No 38 Year 2009 about Standard And Specification Device Hard, Device Soft And Blank Card National Identity Number-Based Identity Registration the interests of implementing NIK-based KTP nationally, the government will provide hardware, software and KTP-based blanks NIK Which be equipped with code security And notes electronic. This is in accordance with the view of Mutimukwe et al (2020), electronic services government contains a wide range of information about service users, Good For objective award management service as well service improvement. Surabaya City is the most populous metropolitan city in Java Province East on each the year Keep going continuously experience enhancement resident. Counted residents of Indonesian Citizens in Surabaya as of June 2022 as much 2,887,223 soul. Service Population And Recording Civil City Surabaya own role in maintenance service public related service population And notes civil through program KTP-el with implementing socialization since 2012 in accordance with the scope of the work area Dispenduk Capil Surabaya to serve the UPTD (Service Technical Implementation Unit) in level Subdistrict Which consists from 31 districts. Like Which showed on recapitulation table following:

Table 1. Recapitulation Resident Must And record ID card Electronic in the city Surabaya Java East 2022

NO	KECAMATAN	WKTP	REKAM	BELUM REKAM
1	KARANG PILANG	56,577	54,785	1,792
2	WONOCOLO	59,987	57,902	2,085
3	RUNGKUT	89,204	86,546	2,658
4	WONOKROMO	121,072	115,282	5,790
5	TEGALSARI	75,318	72,456	2,862
6	SAWAHAN	152,748	146,701	6,047
7	GENTENG	44,888	43,113	1,775
8	GUBENG	104,270	100,788	3,482
9	SUKOLILO	84,563	81,678	2,885
10	TAMBAKSARI	171,557	164,974	6,583
11	SIMOKERTO	71,015	66,614	4,401
12	PABEAN CANTIAN	56,406	53,773	2,633
13	BUBUTAN	74,032	71,005	3,027
14	TANDES	68,521	65,997	2,524
15	KREMBANGAN	86,196	81,982	4,214
16	SEMAMPIR	133,664	124,108	9,556
17	KENJERAN	126,503	120,772	5,731
18	LAKARSANTRI	45,845	44,506	1,339
19	BENOWO	50,705	49,391	1,314
20	WIYUNG	55,788	54,167	1,621
21	DUKUH PAKIS	45,425	43,765	1,660
22	GAYUNGAN	33,103	31,982	1,121
23	JAMBANGAN	39,492	38,101	1,391
24	TENGGILIS MEJOYO	44,330	42,914	1,416
25	GUNUNG ANYAR	44,816	43,388	1,428
26	MULYOOREJO	66,389	63,901	2,488
27	SUKOMANUNGGAL	78,628	75,738	2,890
28	ASEM ROWO	34,149	32,168	1,981
29	BULAK	33,596	32,362	1,234
30	PAKAL	43,701	42,578	1,123
31	SAMBIKEREK	49,295	47,739	1,556
	JUMLAH	2,241,783	2,151,176	90,607

Source: Dispenduk Capil City Surabaya year 2022

There is a number of problem Which related with ServicePopulation and Civil Registration of the City of Surabaya. The process of completing the KTP manually becoming an e-KTP takes the average file processing time to arrive with 7 working days after the required documents are declared complete later Can taken in Ward local. However in matter printing KTP-el, if found constraint technical like emptiness blank ID CARD- el from government center then the service is not would be right time. Launch Kompas.com about Surabaya City residents not being able to print KTP-el impact from its empty availability blank. Matter the clarified by AgusPriest Sonhaji as Head Dispenduk Capil City Surabaya mentionthat "The stock of blank e-KTPs is provided by the central government, isn't it government city." Regarding deficiencies that have an impact on public service standards by party Dispenduk Capil City Surabaya regarding inaccuracies time settlement document population in matter print KTP-el. Problems regarding the completion time at the Dispenduk office City Election Surabaya was also described in a previous study by Antariksa (2017), the research discuss related improvement service strategy KTP-el in Surabaya Civil Registry Office. The results show the problem from the side e-KTP printing in addition to the lack of a centralized supply of e-KTP blanks, the limited number of printing devices and the capacity of the printing devices are also not comparable with the number of print queues every day. Then there are the technical problems in applications such as employee inaccuracies when entering applicant data into center data *center* .

Related a number problem the, need done analysis to standard service public on making KTP-el in Ward Siwalankerto. As for choose office Ward Siwalankerto because researcher think Ward Siwalankerto that service administrationpopulation on making KTP-el including matter Which very important to identity public but Also beneficial in service delivery public as well as builder area other. Besides That, Still Lots complaint service to society. Writer interested do study with the title "Analysis of the Implementation of Public Service Standards for Making KTP-el (Card Sign Resident Electronic) in Ward Siwalankerto Subdistrict Wonocolo City of Surabaya". This is considered important in providing an overview real about public service standards making KTP-el.

Study This is study descriptive with use approach qualitative. According to Sugiyono (2014) approach qualitative is associative problem-building activities. The focus of this research is standard service public on making KTP-el according to Regulation Minister Utilization of State Apparatus and Bureaucratic Reform No. 15 of 2014 about Standard Guidelines Service as following:

a. Identification Condition

Condition is condition (document or goods/other) Which must be fulfilled in the management of types of services, both technical requirements or condition administrative. Service request is condition Which must fulfilled as part from provision. Need each typePopulation administration services on KTP-el can be in the form of documents or goods/other.

b. Identification Procedure

Procedure the is processor standard service for recipient service. Service process is process Which must followed customer For get the requested service. Referring to this definition, then on study This expected can identify procedure in accordance decree base law And formation Standard operational Procedure making KTP-el starting from recording up to printing

c. Identification Time

Time service is amount period time Which needed in completion of the entire service process for each type of service. Time that needed in each service process (*end-to-end*) to find the total time Which required for manufacture KTP-el.

d. Identification Fees/Tariffs

Cost is burden wages to recipient service For organizes or receives services by the organizers, the amount of whichdetermined based on an agreement between the organizers and the community in scope of service administration population especially for service KTP-el.

e. Identification Product Service

Service products are the results of services provided and received accordingly regulation Which has determined previously. Product service can form provision of goods, services, and or administrative products provided and received by service users in accordance with the provisions of laws and regulations invitation. Process define product or service can done based on *the output* t generated at each step of service management making KTP-el.

f. Handling Management Complaint

Provider service required For make mechanism manager complaint. Forms of handling include providing a suggestion box, messages SMS, portals complaint in *website* And sad officer recipient complaint Which done by Dispenduk Capil Surabaya To use support quality public service. Source data is determination method collection data For knowing where the data subject was obtained (Arikunto 2013). With regard to This research obtained two sources consisting of primary data sources obtained from results interview to para informant following Employee Ward Siwalankerto Surabaya and the community. Secondary data sources come from records, thesis, journals, documents and *websites* related service KTP-el.

Qualitative data collection methods carried out by researchers with observation such as observing field conditions related to the provision of e-KTP public services in Ward Siwalankerto, interview with para informant And documentation about service public KTP-el. The data analysis technique for this research is based on Miles and Huberman (in Sugiyono 2014) consists of the stages of data collection obtained from results observation interview And documentation Then noted And analyzed, Reducing data consists of summarizing and concluding data in adjustments conditions in the field, presentation of data as a sequence of data that has been collected, grouped And organized on base harmony theory as well as problem field then drawing conclusions the data process is reduced and presented up to the arrangement end so question study can answered.

B. RESEARCH METHOD

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C. RESEARCH AND DISCUSSION RESULT

Service Population And Recording Civil City Surabaya is Unit Work Device Area (SKPD) Which own task in realize management of government in accordance with the principle of autonomy and the task of assistance in the field population And recording civil for whole resident City Surabaya. The delegation of authority and duties to the Kelurahan is regulated in a City Mayor's Regulation Surabaya Number 10 of 2022 Article 2 Paragraph 2 which reads "Implementation activity service public in field Administration Population as referred to in paragraph (1) letter c, can be done through the Office Subdistrict And Ward through System Information Supporters ServiceAdministration Population. So that study This take related with KTP-el. Researcher use theory standard service public in Regulation Minister utilization Apparatus Country And Reform Bureaucracy (PERMENPAN RB) No.15 of 2014 concerning Guidelines for Service Standards which includes six indicators has been issued by the Minister of Administrative Reform, the indicator includes:

1. Identification Condition

Matter important in arrange stage service in a manner details need procedure And condition service public KTP-el For public from diverse background behind. Preparation condition need noticed on the rate hassle in accordance necessity moment deal with requirements. Based on PERWALI Surabaya No. 10 of 2022 concerning Procedures Administration Administration Population component condition Which must fulfilled society as applicant e-KTP including:

Table 2. Types Service Making KTP-el And The requirements Year 2022

No.	Jenis Layanan dan Persyaratan
1.	Perekaman KTP-el Baru a. Nomor KK dan NIK
2.	Permohonan Cetak Ulang KTP-el Karena Hilang a. Formulir Pendaftaran Peristiwa Kependudukan (F1-02); b. Surat Keterangan Kehilangan Kepolisian
3.	Permohonan Cetak Ulang KTP-el Karena Perubahan Elemen Data a. Formulir Pendaftaran Peristiwa Kependudukan (F1-02); b. Bukti Pendukung Perubahan Elemen Data
4.	Permohonan KTP-el Rusak a. Formulir Pendaftaran Peristiwa Kependudukan (F1-02); b. Foto KTP-el Rusak
5.	KTP OA (Orang Asing) a. Perpindahan Penduduk (F1-03); b. Nomor KK dan NIK

In accordance with Table 2. regulation latest This Which load system method implementation of population administration as for the implementation service public in these requirements the applicant can apply for an e-KTP automatically online or offline by bringing a description of the requirements according to the needs of the typeservice. Such as the presentation of the results of the interview with Ririt as the Assistant Officer Ward Registration Siwalankerto as following: “For the requirements in accordance with GUARDIAN City Surabaya No 10 In 2022 it will be carried out online and offline, then for applicants Which Already complete the data furthermore done checking application for documents by the resident registration officer (dafduk) Already according to terms or no” Society Also Can get information condition administration population through electronic media Siwalankerto Village through an account *instagram* @kelurahan_siwalankerto and Dispenduk social media consisting of *twitter* (dispendukcapilS), *Instagram* (dispendukcapil. sby And swargaloka. sub), *youtube* (Swargaloka Kota Surabaya) And *website* Dispenduk Capil Surabaya (dispendukcapil.surabaya.go.id).

On service making KTP-el No found exists condition convoluted service, the requester will automatically receive the service during recorded as having brought the requirements for making an e-KTP. Community problems as the applicant does not get services in making e-KTP it can happen often Because condition Which not enough. Service procedures are defined as service standard rules for providers as well as service recipients and handling complaints. Service process It can be said that it is an essential matter that requires an Operational Standard Procedure (SOUP) which govern in a manner details e-KTP services And can with the service procedures contained in PERWALI Surabaya No. 10 of 2022 mention application service administration resident can done independently online for those who have recorded their e-KTP and offline through parties Which authorized according to the provisions has apply (Arifin, fauzia 2022). So based on base law on be formed provision SOUP service making KTP-el Which given by Service Population And Civil registration includes the stages of verification, applicant registration, validation as well publishing document population outlined on activities which consist from:

a. recording ID card Electronic And Printing Sign Proof Service (kitir)

1. For the public/applicant who wants to do the recording can come to Office Subdistrict And Ward local with bring condition complete making KTP-el Which Already determined For done submission application;
2. Register queue number online _ through page the following *websites* This <https://ssw.surabaya.go.id/anjungan//> and bring requirements complete in accordance type service Then Wait until done calling by officer registration service;

3. The counter clerk verifies the requirements file, if it is done accordingly scheduling of files if it does not match the file will be returned for be equipped applicant;
4. Operator verify data For e-KTP recording;
5. Operator input NIK And print sign proof service (kitir) with *barcodes* to applicant service recording KTP-el;
6. Applicant get Kitir which are already So.

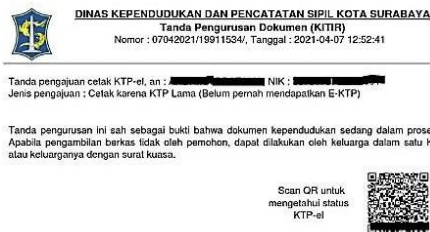


Figure 2. Certificate of Document Management (Kir) for the Applicant after Completion recording **KTP-el** Source: Dispenduk Capil City Surabaya

b. Service Print KTP-el with CLAMPID

In printing population documents on the e-KTP it is done manually *on line* with site CLAMPID for applicant Which Already do recording first. In its implementation the Population and Civil Registry Office has Standard Operating Procedures. Below you can see the flow in the form *swimlines* as following:

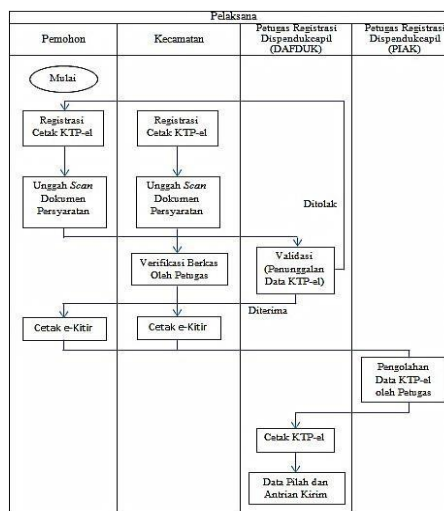
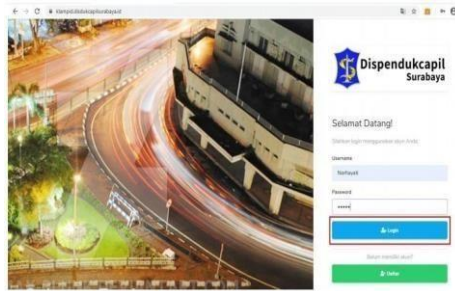


Figure 3. *Swimline* of Standard Operational Procedures for Printing Service of e-KTP with CLAMPID

filling in the submission through the klampid site accompanied by *scans* of supporting documents in a manner electronic done through Subdistrict nor by independent with have account And *password* klampid Which has registered, the applicant will be given a *barcode* e-kitir as a sign of service management and checking authenticity document e-Kitir. Following This explanation about application print KTP-el through CLAMPID that is:

1. Resident as applicant can submit application reporting through reporting in Kelurahan or KLAMPID website (<https://klampid-dispendukcapil.surabaya.go.id>) with an account *and password* which has registered;



Picture 4. page Website CLAMPID Printing Service KTP-el

1. Identification Time

Defined as the determination of time since the applicant made the submission until get service start from stage beginning until end between applicant service with service personnel In accordance with PERWALI Surabaya No. 10 of 2022 concerning Procedures Administration Administration Population state that period time settlement service For each type registration resident that is KTP-el most slow 7 day Work, However must adapt with availability blank ID CARD. Viewed from implementation, problem time settlement Which accurate Not yetendeavored in a manner full in service delivery KTP-el. As for its management, there are obstacles in its success e-KTP services because the supply of blanks from the central government is not free Keep going continuously available. Temporary That, officer service must can fulfill their responsibilities every hour of service work. Punctuality the e-KTP service process will make service recipients more satisfied, so in the service process becomes an important factor for managers and users service service. According to Widodo (in Congge, 2017) that determination implementation of services to the community in accordance with the time that has been determined.

Regarding the identification of the completion time, it is proven that the completion of printing the KTP- el is still not running well so it is far from the suitability of the procedure PERWALI Surabaya No. 10 of 2022 due to the KTP-el production process done in 7 days Work. However disturbance in a manner technically it appeared because lack delivery government center on availability blankas well as technical issues in the application for example found several ID cards el printed and encoded by the registrar but not yet until or not yet detected in the central data *center* , causing period completion time counts more long.

2. Identification Fees/Tariffs

Fees/tariffs service is including application details moment processgift service must clear the magnitude. Identification cost inmanagement service This most crucial as base in submission a budget and determine service rates. If on a service to user service given without exists amount cost, It means in a manner thorough charged to government as manager. As for the Siwalankerto Village according to PERWALI Surabaya No 10 Year 2022 about System Method Administration AdministrationPopulation in Chapter 3 Paragraph 3 states "Public services in the field of population administration as in question on paragraph (1) not collected cost (free)." KTP-el as identity resident official is something program by central government whose implementation must be forwarded to the government regency/city To use produce validity data population Andsupport making *databases* population Which accurate without must emit cost whatever. So that public made easy get KTP-el service because it is an obligation as an Indonesian citizen. The indicator of public service success for the manager is satisfaction public (Rachma, 2016). Related identification fees/tariffs said has in accordance with GUARDIAN Surabaya No 10 of 2022 concerning Administration ProceduresThat population services provided free of charge to the public during the manufacturing process KTP-el at the Population Service and Recording Civil City Surabaya.

3. Identification Product Service

Service products are the application of provisions to service *outputs* Which has given And has accepted. In study This product service is Card Sign Resident Electronic or KTP-el Which is identity resident in a manner official must be owned by residents Inhabitant Country Indonesia Which has recorded in a manner biometrics database population. In implementing the program KTP-el also has some obstacles in In terms of printing and distributing e-KTPs, residents are expected to take care of KTPsdigital as a replacement KTP-el. If blanks are available, management receipts will be given in the form of e- Kitir. In accordance with the statement of Sellang et al (2019) the process of interaction between party manager or provider service And recipient service service depend on product end something service. Related identification product the service has been quite good, namely in the form of a physical product of Identity Card Electronic.

4. Handling Management Complaint

It is the implementation of handling complaints with a focus to complaints Which be delivered through means complaint, exists handling from officer service And follow carry on complaint based on provision applicable. In handle complaint, Formerly community/beneficiary service still confused related management, means And delivery handling unclear officers. But with the development of electronic media, the public can easily submit their complaints without the need in a manner direct come to agency related. Enhancement service based *website* in use technology information And communication on sector public can seen with development various application service public in a manner electronic (Eprilianto, Sari, and Saputra 2019). People who want to make complaints related to the services provided given can convey complaint through the following:

- 1) The community makes complaints through the officers in the room complaint Which There is in Ward Siwalankerto.
- 2) Communities make complaints independently through *the ServiceDesk* Dispopdukcapil City Surabaya on *website* complaint <https://dukcapilsapawarga-dispendukcapil.surabaya.go.id/>, contact *Call Center* via telephone number 031-99254200 and can also be via e-mail dis_dukcapil@surabaya.go.id.
- 3) Public do complaint in a manner independent through application My Citizens Which can accessed through website <https://mediacenter.surabaya.go.id/> Furthermore complaint Which has accepted will followed up by Officer Ward Siwalankerto, And can monitored by public Which own complaint. Related handling management complaint by party Ward Siwalankerto based on findings researcher is availability management complaint And follow carry on every complaint so that public Nodifficulty if experience various complaint, problem And question related management administration population including service KTP-el. So that it is said to be good enough in accordance with service standards public in arrange mechanism procedure management complaint so thatproblem can resolved as per regulations Which apply.

2. CONCLUSION AND SUGGESTIONS

In this study, based on the information and data that has been obtained during do interview, observation And supported documents regarding application standard service making KTP-el in Ward Siwalankerto is generally quite good and meets service standards public. If it is reviewed based on the identification of the requirements, it has been carried out systematically Good concerns simplicity condition However lack of socialization Continuous information regarding community understanding is still found lack regarding file condition each type of service.

Identification of procedures has been carried out properly regarding suitability with detailed statutory provisions and operational standards Which clear so easy to

understand public. On identification when the e-KTP completion process is still not going well and not yet comply with established procedures when the supply of blanks is low with the demand for making a high e-KTP and the process within 7 day Work. Identification of service fees/tariffs is in accordance with PERWALI Surabaya Number 10 Year 2022 about System Method Administration Administration Population Which state cost service KTP-el in Ward Siwalankerto charged to government so that public No any rates. Identification of service products is good enough. Service product The e-KTP that is issued is the physical e-KTP itself and the digital KTP, meanwhile product e-Kitir that is sign accept management during KTP-el. Identification handling of service complaints management includes a complaint mechanism the service is quite good regarding various forms of handling management complaint Which help user service making KTP-el accompanied complaint mechanism Which easily accessible when get complaint, problem or question.

Suggestion

Based on results study related with application standard service public making KTP-el in Ward Siwalankerto, researcher give suggestions as follows

1. Ward Siwalankerto can socialize information related identification condition making KTP-el in accordance need each type services as well as for the public to take advantage of electronic media provided, remember importance look after document recording civil.
2. Ward Siwalankerto can more attach importance ability For provide services such as officer statements and accuracy of completion issuance of e-KTP so that public as the applicant no need to come repeated time take KTP-el. Even give attention accuracy moment Enter population data into the data *center* . Therefore, No There is Again misunderstanding between employee And user service moment making KTP-el.

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