Innovation in Family Card Issuance Services According to Law no. 24 of 2013 in Efforts to Implement E-Government in Sumber Suko Village

Verto Septi Andika[1], Siti Nur Fadilah[2], Zahrotul Karimah[3], Nur Adinda P.[4], Ervito Setya P.[5]

[1,2,3,4,5,] Public Administration Study Program, Faculty of Social & Political Sciences, Panca Marga University

Article Info	Abstract
	E-Government includes electronic-based public services which aim to help the public in providing access to government. One of them is in the field of Population Administration Services in the Innovation of Issuing Family Cards According to Law No. 24 of 2013 In Efforts to Implement E-Government in Sumber Suko Village, this research will discuss Innovations in Issuing Family Cards According to Law No. 24 of 2013 in Efforts to Implement E-Government in Sumber Suko Village. This research uses qualitative methods where the results of the research do not contain any elements of calculation. However, this research is in the form of documentation and interviews. Based on the research that has been carried out, the author concludes that Quality and Service or other administration in the Innovation of Issuing Family Cards According to Law No. 24 of 2013 In Efforts to Implement E-Government in Sumber Suko Village, it is quite perfect but there is still a lack of community participation in developing the efficiency of implementing E-Government in the village.
Info Article	Abstract
	E-Government termasuk pelayanan publik berbasis elektronik yang bertujuan membantu masyarakat dalam penyelenggaraan akses pemerintahan.Yang Salah satunya di bidang Pelayanan Administrasi Kependudukan dalam Inovasi Penerbitan Kartu Keluarga Menurut Uu No. 24 Tahun 2013 Dalam Upaya Penerapan E-Government Di Desa Sumbersuko, penelitian ini akan membahas terkait Inovasi Penerbitan Kartu Keluarga Menurut Uu No. 24 Tahun 2013 Dalam Upaya Penerapan E-Government Di Desa Sumber Suko.Penelitian ini menggunakan metode kualitatif dimana hasil penelitian tersebut tidak ada unsur perhitungan. Akan tetapi penelitian ini berupa Dokumentasi dan wawancara.Berdasarkan penelitian yang telah dilaksanakan, penulis menyimpulkan bahwa Kualitas dan Pelayanan ataupun administrasi administrasi lainnya dalam Inovasi Penerbitan Kartu Keluarga Menurut Uu No. 24 Tahun 2013 Dalam Upaya Penerapan E-Government Di Desa Sumber Suko Lumayan sempurna tapi masih kurang terhadap Partisipasi masyarakatnya didalam mengembangkan efisiensi penerapan E-Government di desa tersebut.

Corresponding Author:
Verto Septiandika
Five Clans University
Email: dhiilove01@gmail.com

1. INTRODUCTION

This Population Administration System discussed the arrangement and control of population documents to fulfill the population's administrative rights by providing public services without discrimination. The aim of population administration is to provide legal certainty for the population, provide legitimacy and to provide civil rights status for the population in the life of the nation and state. In Law Number 24 of 2013, it is explained "it is mandatory for every resident to report important events related to population to the government authorities who have the authority to administer population administration by attaching individual personal data requirements which will later be issued a population document in the form of a population certificate or identity card."

From the existence of the E-government, people can fulfill their country's interests easily within the scope of the nearest service such as at the village service office. E-government is not just a government system but can also help people in their business. Through e-government, the

government can provide public services online including making passports, paying taxes, making Identity card, public interests and other services. In the past, it seemed very difficult for people to carry out permits and changes, which had to interact with village and city officials. So, what you need to know is that implementing E-government can save costs in the administration process. This can increase satisfaction between society and government.

The progress of the local area and realizing the welfare of its people is the responsibility of the regional government. The government is obliged to make more modern changes in creating a service that is increasingly advanced with the times. In facing this problem, a new digital application has emerged, which most people called it (E-Government) before Presidential Instruction No. 3 of 2003 The implementation of E-Government in Indonesia has begun, along with the development of information advances. The implementation of E-Government is very useful for supporting the implementation of Good Governance. One of the e-Government applications that has been implemented in Sumber Suko village is to produce quality services by trying to improve service performance in carrying out orderly administration of family card issuance.

2. RESEARCH METHODS

This research uses qualitative methods where the results of the research do not contain any elements of calculation. However, this research is in the form of documentation and interviews of data obtained, through sources who are competent in their fields, namely the innovation in issuing family cards UU No. 24 of 2013 of 2013 in an effort to implement e-government in Sumber Suko village. According to Bogdan & Biklen, s (1992: 21) argue that qualitative research is a research procedure that uses data from observed people's behavior and produces descriptive data in the form of written words or utterances. The aim of this research is to gain an understanding of theory in the field based on social reality from the participant's point of view. Dan Nasution (2003: 5) also explains that qualitative research is the activity of observing people in the environment, carrying out interactions, and capturing the meaning of opinions about the surrounding environment. The data collection techniques used are through interviews, observation, documentation and literature study, in order to facilitate research in data collection,

3. RESEARCH RESULTS AND DISCUSSION
A. General description and physical location of Sumber Suko village
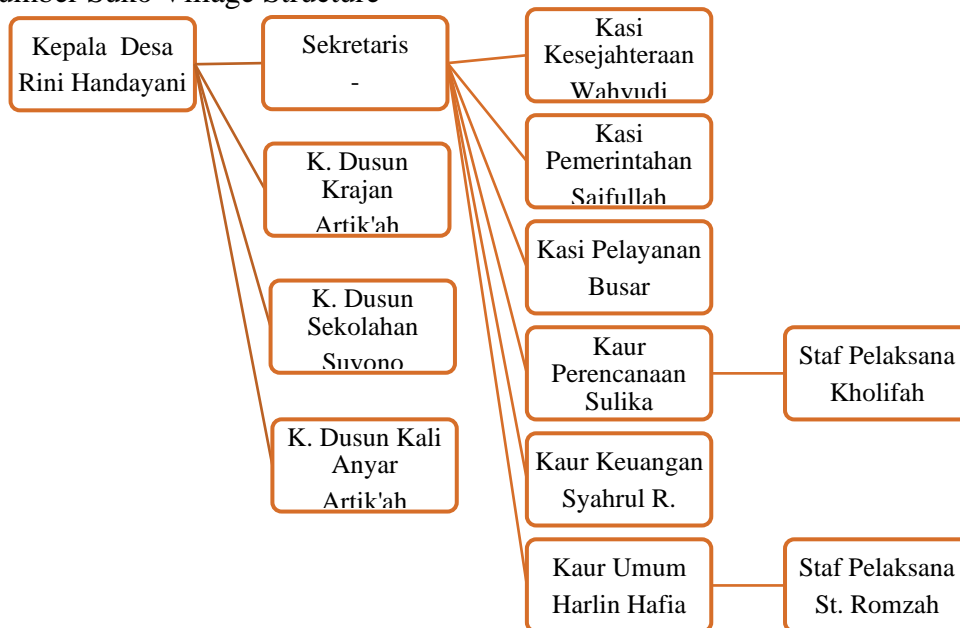   ● Sumber Suko village office

Sumber Suko is a village in the Dringu sub-district, Probolinggo Regency, East Java Province, where the Sumber Suko village has a population of 3,180 people.
   ● Sumber Suko village administrative services office

The village administration office is a special service for the community in implementing changes, creation and other needs for population data. The administrative services office in Sumber Suko village was built in 2021 during the Covid-19 pandemic. The aim of having an administrative services office in Sumber Suko village is to help make things easier for the community. do not understand the existence of e-government based technology in managing documents related to population administration.

● Sumber Suko Village Structure

A. Innovation in Family Card Issuance Services UU No. 24 of 2013 in Efforts to Implement E-Government in Sumber Suko Village

The role of innovation is very much needed in public services as a method of improving the quality of administrative services. From the existence of innovation, public services are expected to develop and sustainably encourage people to access services more easily and accurately in a short time.

According to Rina Mei Mirna Sari (2013) interpret innovation of public service as an award obtained in improving, and improving, governance, government good ones are produced by planning initiatives or tools that adapt to the development of the times in service public.

The conclusion from the definition above is that the role of innovation is very important in the improvement process service more efficiently. It is hoped that public

services in implementing e-government will be very beneficial for society. This can be applied in issuing family cards, especially in Sumber Suko villages.

In law no. 24 of 2013 explains that "it is mandatory for every resident to report important events related to population to the government authorities who have the authority to administer population administration by attaching individual personal data requirements which will later be issued a population document in the form of a population certificate or identity card."

The main aim of the Population Administration Law is to increase the effectiveness, efficiency and accuracy of population administration in all regions in Indonesia. With the enactment of Law no. 24 of 2013, the hope is that the government can manage population data better, facilitate public services, and protect individual rights related to population. From the implementation of innovation in issuing family cards in Sumber Suko village based on e-government, it will be easier for the community to carry out orderly administration in accordance with the above law.

According to Cahyana Ahmad Jayadi in his keynote speech at the 2006 Standardization Workshop Towards e-Government Interoperability, he explained that: "e-Government activities related to the efforts of all government institutions to work together to utilize communication and information technology, so that they can provide electronic services and accurate information to individuals in the community and the business world. The e-Government initiative is a continuous process to improve government performance and provide efficient services to the public. It should be emphasized that efficiency is highly dependent on time period and technology. e-Government which is very efficient today will not necessarily be efficient in the next few years due to developments in information & communication technology."

With the existence of E-government, which is an information and communication technology that can be accessed with an internet connection, it can realize the government's vision and mission to improve the best service for the community. E-government in Indonesia is very much needed to create a government that is highly responsive to the needs or desires and hopes of the community in the future, encouraging the positive side of the use and openness of information for the community, and the community has the right to participate in the government administration system. Explained in Presidential Instruction no. 3 of 2003 that "e-government development is carried out through 4 stages, the first is the stage of determining a person's authority according to their duties, the 2nd stage is formulating a plan, the 3rd stage is implementing the plan, the 4th stage is carrying out responsibilities' '.

From the innovation of implementing e-government which has the aim of improving the quality of community services and overcoming problems related to the reluctance to take care of the issuance of family cards, where the Sumber Suko community thinks that processing family cards must be done at the civil registration office which is located very far from Sumber Suko village. , even though the Sumber Suko village already has its own administrative services office, making it easier for people to make birth certificates. Previously, it did not show satisfactory results

B. E-Government Procedure for Making Family Cards in Sumber Suko Village

Sumber Suko Village E-Government Procedures To serve the community concerned with population administration, through a related information process in servicedirect to the village office in the population administration services room and services through existing village media. Sumber Suko Village has a new service related to family cards using barcodes. This is a matter of pride for the people of Sumber Suko who already have a population administration service office which helps make it easier for the people of Sumber Suko to make family cards without having to

go to the Population and Civil Registry Office. Since July 2022 Sumber Suko has started to develop services related to making family cards. Barcodes.

Requirements that must be completed in making a Family Card:

1. Introductory certificate from the village (provided by the village)
2. Marriage Certificate or Divorce Certificate
3. Old Family Card (KK).
4. Child Adoption Letter
5. Birth Certificate / Birth Certificate and marriage/divorce
6. New Arrival Reporting Certificate (SKPPB) for immigrants
7. Permanent certificate lives in Indonesia.
8. Certificate of change of residence

Followingprocedure submission of application for printed barcode :

1. Submission of application for family card issuance via the website http://www.dukCivil_Registry_Service_Office.kemendagrig.id or the SIAK application. This process will be assisted by the population administration services of Sumber Suko village
2. Include an active email address on the site page provided.
3. Next, the Sumber Suko village population administration service will assist with the process of applying to print the KK barcode
4. When the application is complete, wait until the Civil Registry Service Office officer has finished verifying and validating the data.
5. If it has been verified, the Civil Registry Service Office officer validates the KK using an electronic signature mechanism (TTE) in the form of a QR code.
6. Next, the Civil Registry Service Office officer will send a family card via the email that has been included
7. Finally, the KK document is printed at the Sumber Suko village administrative services office using 80-gram HVS A4 plain white paper.
   To get optimal service, every individual or community member in Sumber Suko Village complies with several procedures

To make family cards for additional babies;

1. Old KK
2. Birth certificate from the hospital/midwife
3. Marriage book
4. Parent's ID card

To update the new version of the Family Card (Sean Barcode):

1. Old KK
2. ETC

So that the procedures run well so that there are no individuals who want to divert the needs of the community with troublesome management and there must be money for extortion. So that people can go directly to the village office or the village head's house to take care of their needs.

C. **Internal constraints Making Family Card in Sumber Suko Village**

In the Family Card Making Service, there will definitely be certain obstacles, such as long distances, unstable data communication networks, perhaps when the lights go out or other problems specific to the location and maybe there are technician problems in the Civil Registry Service Office. Obstacles also occur among people who are unsure about making them. KK because it is said that making a KK is expensive and paid for, in fact it is not, people who want to make a KK do not have to pay at all (it's free), they may incur costs such as photocopies of Identity card and old KKs to be submitted to the village and sub-district offices for data collection on making the KK. There are several individuals who work in the village according to KADES who are looking for opportunities to gain their own benefits by taking over the creation of the

KK. The obstacles faced in the Family Card making service in Sumber Suko Village are:

1. The quality of human resources is low, both for government officials and society.
2. Difficult telecommunication signal,
3. People's per capita income is low which means their ability to purchase communication equipment is also low;
4. lack of a budget to provide facilities in the village

D. How to Overcome Obstacles in Making Family Cards in Sumber Suko village

In overcoming a problem, the efforts made by village officials are that the community must come alone to the village office and must not commit acts against other people or individuals who are reluctant to loudly ask for money on the pretext that they will do it, so that the community understands the procedures for making a free family card without having to do it. There is a fee for collecting a penny in accordance with the law which means that processing a KK is free.

There are also several factors that must be improved and must be supported in the future so that the quality of good administration is further improved so that it is not only in the KK alone and can also work on service quality problems.

The way to overcome these obstacles in Sumber Suko village is:

1.) Conduct training for village officials who do not understand technology
2.) planning for additional experts to serve the community
3.) Conduct regular meetings with Government Apparatus at the District Village Office and Probolinggo Regency Population and Civil Registration Service Government Apparatus.

5. CONCLUSION

In an effort to implement e-government in making family cards in Sumber Suko Village, Dringu District, Probolinggo Regency, the author

1. The quality and service in Sumber Suko Village or the administration concluded that the other administration was quite perfect but the human resources and facilities in the village were still lacking. However, there must be development or improvement. This was proven based on the results of interviews with Sumber Suko village community and officials
2. Problems that influence the level of service for making family cards in Sumber Suko Village are services based on the expressions of village officials as a result of observations, including that improving community service equipment is still lacking due to the lack of skilled workers who serve the community in making Family Cards in Sumber Suko Village, Dringu District, Probolinggo Regency, as well as facilities and infrastructure. which does not keep up with the times as a supporting facility for a service.
3. From the results of the interview, the efforts made by the Sumber Suko Village government to overcome the problems that occur in developing services for the community, including by trying to fulfill the need for equipment that keeps up with the times, trying to add and train personnel, Sumber Suko village can be said to be not yet an advanced village in reality. in the field there are still several shortcomings and problems that occur in the process

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