

Service Quality of Electronic Identity Cards, Solokan Jeruk District, Bandung Regency

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Abstract

Public service is an important duty that cannot be ignored by the government, including local governments, including the service of electronic identity cards (E-KTP) issuance in Solokan Jeruk District, Bandung Regency and it was the issue in this study. The aim of the study was to figure out and analyze deeply about the quality of service in making electronic identity cards (E-KTP) and the factors that support and inhibit the issuance of electronic identity cards (E-KTP) in Solokan Jeruk District, Bandung Regency. The results showed that the service of making electronic identity cards (E-KTP) in Solokan District, Bandung Regency, in its implementation there were still obstacles in the service process, such as the internet network was often disrupted, computer errors, E-KTP forms were not available, and limited budgets. Efforts applied by Solokan Jeruk to overcome the inhibiting factors in electronic identity cards (E-KTP) services were as like improving coordination with Disdukcapil, Bandung Regency, coordination with the Bandung Regency communication and information service, and consistency in maintaining internet network devices and updating data regularly.

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1. INTRODUCTION

Public service is one of the important tasks that cannot be neglected by the local government, because if the service component is not fulfilled, it is certain that all sectors will be affected by the lack of service. Therefore, it is necessary to have good planning and even to formulate service standards for the community in accordance with the authority granted by the central government to local governments. Good and quality service is not only reflected in a friendly attitude and a smile, more than that a friendly attitude and a smile is only a small part that can create satisfaction that is received by the community (Sarihati et al., 2019). In essence, service quality must be transparent to the public so that they can be trusted in the services provided. To support the role of regional government in the delivery of public services, efforts to improve service quality are carried out consistently by taking into account the needs and expectations of the community (Sinaga, 2018).

One of the complaints that is often heard from the public is related to government officials, namely the convoluted behavior of the apparatus which is sometimes unfriendly. Apart from this, currently government agencies are starting to organize and compete to provide the best service for the community (Hayat, 2017). As a consequence of the implementation of Regional Autonomy after the enactment of Law Number 9 of 2015 concerning the second amendment to Law number 23 of 2014 concerning Regional Government, Regional Government is given such broad authority by the central government to regulate the domestic affairs of its own region, including the provision of public services in its area (Rudiansah, 2019). Bandung Regency is one of the autonomous regions in Indonesia which provides public services to its citizens and has its own characteristics that are different from other regions. In the field of economy and industry. Bandung regency scattered companies. It has become a magnet for migrant residents with a fairly

high level of urbanization mobility, especially for people who try their luck to find work who come from various regions and have implications for the emergence of various population problems involving various identity documents based on their domicile.

Solokan Jeruk District is one of the sub-districts in Bandung Regency. The number of registered residents in Solokan Jeruk District is 85,166 people. Since 2011, an integrated administrative service center has been officially built in Solokan Jeruk District which operates to provide services for making population documents, especially Identity Cards which reach all administrative areas with a fairly high population density and spread across 7 (seven) villages(BPS Bandung Regency, 2023). In line with the vision and mission of Solokan Jeruk District, electronic KTP services should be carried out precisely and quickly in accordance with the objectives of the one day service, but the results of the researchers' observations show that the service for making electronic KTPs is not in accordance with the expectations of the community, it takes quite a long time with an average of 1 month , so that in this district there are still many residents who are required to have an ID card and do not have one. KTP itself is the right of every citizen in accordance with Presidential Regulation number 35 of 2010 Amendment to Presidential Regulation Number 26 of 2009 concerning Application of Identity Cards based on Population Identification Numbers (NIK). To find out the number of residents of Solokan Jeruk District who have and have not carried out services for making electronic Identity Cards can be seen in the table below:

Table 1
Village Population Data Obligatory e-KTP in Solokan Jeruk District in 2022

No	Village Name	Total population	List of Mandatory Electronic KTP	
			Have an Electronic KTP	Do not have an electronic ID card
1	tapp	11,774	8,731	655
2	Orange Sole	15,964	9,799	567
3	Rancakasumbu	11,237	5,820	821
4	Langensari	11,481	10,234	1,523
5	Padamukti	8,603	8,921	722
6	Bojongemas	14,892	7,914	924
7	Cibodas	11,215	6,987	1,122
Amount		85,166	58,406	6,484

Source: Bandung Regency BPS, 2023

The table above explains that there are 6,484 people who have not made electronic KTPs spread across 7 (seven) villages in Solokan Jeruk District. There are still many people who have not recorded their electronic KTP. The length of time required in the process of making an electronic KTP makes the community less enthusiastic, even though the vision of Solokan Jeruk District is "to become a leading District in Public Services and improve Village Government performance", which aims to provide excellent service quickly and on time, in line with Solokan Jeruk District's mission includes providing excellent service to the community. According to Wijaya (2017) Other indications of the low quality of electronic KTP services in Solokan Jeruk District include:

1. Supporting infrastructure for electronic KTP services is inadequate.
2. Communication from officials regarding making electronic KTPs has not been conveyed to the public as a whole.
3. Service officers were less responsive when receiving complaints from applicants who appeared to be having difficulties during the process of making electronic KTPs.
4. The officers' accuracy in processing the electronic KTP did not match the promised 1 week during the process of recording and making the electronic KTP.
5. Service officers appear less alert to provide information related to service activities

6. There are still several service officers who are not friendly in providing services, the applicant does not feel welcomed.

Public service is inseparable from the problem of public interest, which is the emergence of the term public service. Before explaining further about public services, the researcher will first describe the meaning of public services. The definition of public service has been defined by many experts. Public service is a series of activities carried out by the public bureaucracy to meet user needs (Dwiyanto, 2006). Meanwhile, based on Law no. 25 of 2009 concerning Public Services, namely public services are all forms of activities in the context of regulation, guidance, guidance, provision of facilities, services and others carried out by government officials as an effort to fulfill the needs of the community in accordance with the provisions of the applicable laws and regulations. Public service is an effort carried out by a group or person or bureaucracy to provide assistance to the community in order to achieve a certain goal (Moenir, 2012). Meanwhile, according to Sinambela et al., (2018) Public service is defined as providing services for the needs of people or the community who have an interest in a particular organization in accordance with established rules and SOPs.

Mentioned in Ratminto & Winarsih, (2010) Public services or public services can be defined as all forms of services, both in the form of public goods and public services which are in principle the responsibility of and carried out by Government Agencies at the Center, which have been regulated in the Regulation of the Minister of State Apparatus of the Republic of Indonesia Number 63 of 2003. In Tjipjono (2010) mentioned There are several basic criteria for consumer assessment of services, namely:

1. *Tangibles*, or physical evidence, namely the ability to demonstrate its existence to external parties, which means that the appearance and capabilities of physical facilities and infrastructure and the condition of the surrounding environment are concrete evidence of the services provided.
2. *reliability*, or reliability, namely the ability to provide services as promised accurately and reliably.
3. Responsiveness, or response, is a willingness to help and provide fast and appropriate services to the community by conveying clear information.
4. Assurance, or guarantee and certainty, namely knowledge, politeness and the ability of employees to foster a sense of trust in customers, consists of several components including communication, credibility, security, competence and courtesy.
5. Empathy, namely giving genuine and individual or personal attention given to customers by trying to understand the customer's desires.

Based on an integrated public service thinking framework that can be used to assess the quality of basic criteria for e-KTP services, the researcher formulated the proposition that electronic identity card services in Solokan Jeruk District, Bandung Regency will be of quality if they pay attention to the dimensions of service quality, namely: Tangible, Reliability, Responsiveness, Assurance and Empathy.

The focus of this research is the quality of public services in integrated administrative services, Solokan Jeruk District, Bandung Regency. The services provided by the government are the most important part in the administration of government affairs and what is interesting in this study is the services provided related to making electronic identity cards as proof of identity as citizens who have multiple functions in their utilization. Based on the background of the problems above, to facilitate the direction and process of discussion, it can be formulated to identify the problem of how is the quality of service for electronic identity cards in Solokan Jeruk District, Bandung Regency,

2. RESEARCH METHOD

This research uses a descriptive research method with a qualitative approach, where this qualitative descriptive method is a research procedure that produces descriptive data in the form of written or spoken words from people and behavior that can be observed. (Sugiyono, 2018). The

type of research used in this research is a case study. According to Singarimbun & Effendi (2011) that the case study method is a type of descriptive approach, research carried out intensively, in detail and in depth on an organism (individual), institution or particular phenomenon with a narrow area or subject. According to Please, (2012) Data sources are subjects from which data can be obtained, in qualitative research the data collected is related to the research focus. Data sources are obtained in two ways, namely:

- a. Primary Data Sources are data that comes from humans and data that is sourced from references, literature, observation results, documents and others. Human data is obtained from people who are informants, in this case people who are directly research subjects. In this research, the research sources are: the sub-district head, the sub-district secretary and government officials and the community requesting electronic KTP services at the Solokan Jeruk District Integrated Services.
- b. Secondary Data Sources, where the data obtained comes from documents in the form of notes, recorded pictures or photographs, and the results of observations related to the research focus.

The data collection technique used is the participant observation technique, which according to Sugiyono (2018) in participatory observation, researchers observe what people do, listen to what they say, and participate in their activities. Thus, observation used to directly observe the condition of the research object or events that are occurring at that time, and researchers must also record and participate in activities in the field. Apart from that, interviews are also carried out, which is a conversation process with the aim of constructing information about people, events, activities, organizations, motivations, feelings, etc. carried out by two parties, namely the interviewer who asks questions to the person being interviewed. (Yusi & Idris, 2016). The locations and objects in this study were carried out in Solokan Jeruk District, Jalan Raya Majalaya - Rancaekek, Solokan Jeruk, Bandung Regency.

By using an appropriate research method approach, it hoped that this research can provide insights and improvements to the quality of service for making Electronic Identity Cards, especially in Solokan Jeruk District, Bandung Regency. The findings that have been obtained in this study were expected to be a benchmark and analysis material for stakeholders.

3. DISCUSSION

Bandung Regency is a Regency in West Java Province of Indonesia, the capital city is Soreang. Geographically, Bandung Regency is located at 6°.41' – 7°.19' South Latitude and between 107°22' – 108°5' East Longitude with an area of 176,239.67 Ha. Geographically this area is close to economic centers such as access to the Cipularang toll road which connects with Markets and International Ports in Jakarta. Bandung Regency is located at an altitude of ± 110 meters above sea level, the highest location is Cipeundeuy District to an altitude of 2,429 meters above sea level on Mount Patuha. Areas with an altitude of less than 2,000 meters above sea level are mostly located in the Districts of Ciwidey, Rancabali, Kertasari and Pasir Jambu.

Solokan Jeruk District is a sub-district in Bandung Regency, West Java, Indonesia, Solokan Jeruk District itself has a population of around 85,166 which was established in 1990 and has officially built an integrated service center in Bandung Regency in providing services in publishing documents. important matters relating to government. Solokan Jeruk District itself has an area of 2,355.072 Ha consisting of 1,545.284 Ha of agricultural wetlands (paddy fields) and 609.788 Ha of land. The area is divided into 7 Villages, namely: Soloka Jeruk Village, Panyadap Village, Cibodas Village, Langensari Village, Padamukti Village, Bojongemas Village, and Rancakasumba Village, of the 7 villages consisting of 19 hamlets, 113 RWs and 393 RTs, with a population of around 85,166 with 23,674 households.

The quality of public services provided by the District is a dynamic condition related to products, services, people, processes and the environment, and of course the resulting innovation where quality determination is determined at the time the public service is provided, but there are many obstacles, especially contact between customers and service providers. . Variations in service, service personnel, organizational structure, information, sensitivity of demand and

supply, procedures and public distrust of the quality of the service itself, require a new paradigm that is customer driven, and good and transformational leadership, as well as groups and patterns of good public service management. can actually be realized.

Based on the results, it shows that the condition of the physical facilities used to support service activities in terms of electronic KTP issuance services at the Integrated Administrative Service, Solokan Jeruk District, Bandung Regency can be said to be quite good, the available infrastructure facilities are buildings, computers, databases, internet, service desks, chairs , brochures or circulars regarding procedures for issuing electronic KTPs, social media and available human resources.

1. Tangible Dimensions

The Tangible Dimension is everything that can be seen and used in carrying out a business process, in this case in the form of services to the people of Solokan Jeruk District, Bandung Regency, especially in the service of issuing electronic KTPs. Tangibles are not only objects but humans can also be included in them, physical facilities are absolutely necessary with adequate equipment, the characteristics of various physical facilities such as buildings, service personnel, rooms, equipment and other facilities and infrastructure that support the service process. The availability of adequate facilities will contribute to providing services, the existence of adequate facilities will make the service even better and more effective (Rukayat, 2017). Physical facilities in the form of facilities and infrastructure used by the Integrated Administration service of Solokan Jeruk District, Bandung Regency in providing electronic KTP issuance services. Based on the results of observations, it shows that the condition of the physical facilities used to support service activities in terms of electronic KTP issuance services at the Integrated Administrative Service, Solokan Jeruk District, Bandung Regency can be said to be quite good, the available infrastructure facilities are buildings, computers, databases, internet, service desks, chairs, brochures or circulars regarding procedures for issuing electronic KTPs, social media and available human resources. In an effort to assess the service quality of issuing electronic KTPs in a tangible dimension, the researchers looked at them using the 3 parameters below:

- a) Availability of e-KTP service facilities, Physical facilities have various characteristics such as buildings, service personnel, rooms, equipment and other facilities and infrastructure that support the service process, the form of capability that is seen directly given by the apparatus in carrying out their duties as government agencies that serve the community related to complaint services or Complaints are also included in physical facilities, in addition to existing facilities and infrastructure as one of the physical forms that support services.
- b) Equipment or supporting facilities, Equipment can be interpreted as infrastructure provided to the community which includes supporting tools for success, in terms of carrying out services complete equipment is needed so that the service process provided is good, with supporting equipment in good condition it will create comfort and convenience for officials in carrying out their duties or for the community to get services because of equipment that can be trusted for its feasibility.
- c) That's enough means of communication means of communication can be interpreted how employees of the Solokan Jeruk sub-district communicate with the community, whether the communication of the Solokan Jeruk Sub-district apparatus communicates well or not, this is to provide good service to the community in providing the services provided.

2. Reliability Dimension

Reliability or dependability is a guarantee of the ability or ability provided by the apparatus in terms of providing services, especially those related to community satisfaction, namely conformity with requirements or demands, suitability for use, continuous repair or improvement, free from damage or defects, fulfillment of community needs. from the start and every time, doing something right from the start, and something that makes people

happy (Erlianti, 2019). Reliability can also be interpreted as the ability to provide promised services promptly, accurately and satisfactorily.

Service accuracy states that the service in question is related to service reliability and freedom from damage. Accuracy in services is very necessary so that people are confident that what they are getting is correct, both in terms of administrative completeness and procedures. There are efforts to create a positive perception among the public in assessing the reliability of Solokan Jeruk District, Bandung Regency

- a) The alertness of the apparatus, the swift service provided by Solokan Jeruk District officials in handling public complaints is the desire and need of the community who always want to get services that can be trusted in their implementation.
- b) Officers serve precisely and accurately. Providing accurate and precise services is a right that must be accepted by the community as service users, namely the provision of services according to a schedule determined and agreed upon between the apparatus and the wishes of the community.

3. Dimensions of Responsiveness

In this dimension, responsiveness or responsiveness, namely how the response of the Solokan Jeruk District apparatus in the field of electronic KTP issuance services in the process of service to the community, giving a good response in serving the community will result in reciprocal communication that is established smoothly between sub-sectoral apparatus KTP issuance services electronics in Solokan Jeruk District, Bandung Regency.

The responsiveness of the Solokan Jeruk District apparatus, Bandung Regency towards the community is an ability to be willing to help and provide fast and appropriate service to the community, with clear service without leaving the community waiting without a clear reason causing a negative perception of service quality. The business actions of Solokan Jeruk District officials in providing the services expected by the community include:

- a) Responsive in receiving public complaints, applicant complaints certainly arise from the applicant's dissatisfaction obtained during or after the service process. The Solokan Jeruk District Office provides complaint services, namely through the e-SKM application or the electronic Community Satisfaction Survey, so residents who are dissatisfied with the services at the Solokan Jeruk District office, especially the issuance of electronic KTPs, can access this e-SKM application so that later they can be directly connected with the party. Solokan Jeruk District, apart from that, complaints and criticism as well as suggestions can be given via the box in the service waiting room.
- b) Willingness of officers to help, The willingness of officers to help is an indicator in achieving quality of service that can provide satisfaction to the community and remains within the limits of meeting service standards that can be held accountable by the apparatus, therefore the willingness to help by the apparatus is the main thing that must be implemented in resolve community complaints
- c) Fast service: Providing fast and precise service is a right that the public who use services have, namely providing services in accordance with the schedule determined and agreed between the apparatus and the wishes of the community. Service providing employees as public servants should be able to be more disciplined in terms of time. As a public servant, it is the employee's obligation to be able to provide excellent service that can satisfy the applicant, basically including one of them is that service must be fast, which means the customer don't wait too long.

4. Assurance Dimension

One thing that is meant by this dimension, namely a guarantee for improving service quality, is service quality which is measured through the level of knowledge of the apparatus, the behavior of the apparatus and the ability of the apparatus to instill a sense of confidence in the community as service users. Apart from that, guarantee can also be interpreted as the knowledge or politeness of all officials in Solokan Jeruk District, Bandung Regency, Bandung

in providing trust to the community, assurance and certainty, namely the politeness and knowledge capabilities of the officials to foster a sense of trust in the community.

So this guarantee and certainty factor is an important element consisting of the competence of the apparatus which includes the knowledge capabilities possessed by the apparatus to carry out services and the responsibilities of the apparatus which include dealing with public trust in service providers (Akay et al., 2021). Solokan Jeruk District officials in the field of electronic KTP issuance services are required to have extensive knowledge about their duties in carrying out all matters related to their activities, they are also required to be honest in every word and behavior so that people can trust them. Solokan Jeruk District apparatus will get a good reputation in front of the community thanks to the honesty of each sub-sector apparatus for the issuance of electronic KTP services, where the steps taken

- a) Knowledge of personnel in service, knowledge can be interpreted whether employees have knowledge of how services should be given to the community in good and correct service, employees besides knowing how to serve, attitudes towards the community in carrying out services that take place in Solokan Jeruk District.
- b) Adequate capability of the apparatus in service. The capability of the apparatus is how the apparatus is able to guarantee the services provided to the community, if in the process of providing the electronic identity card an error occurs in the registration process and recording process and also the timeliness in carrying out the services carried out by the Solokan Jeruk District apparatus. , the ability of the apparatus to guarantee punctuality in the services provided, punctuality in service is something that is mandatory because good service keeps promises in service.

5. Empathy Dimension

Empathy can be interpreted as giving sincere and individual or personal attention given by the apparatus to the people who want to be given services by trying to understand the wishes of the community where Solokan Jeruk District is expected to have understanding and knowledge about what the community needs, understand the specific needs of the community, and have the time convenient operation for the people.

Providing sincere and individual or personal attention (empathy) given by the apparatus to the community by trying to understand the desire of the community to provide good service, especially in the issuance of e-KTP which is the hope of the community at this time. The nature of the instinct to help that society expects by every apparatus of society is the desire of society.

- a) Prioritizing a polite and friendly attitude in service, officers always being polite is an ethic that every officer must have, apparatus ethics is a pattern of behavior or habits that is good and acceptable to the environment. Ethical factors can include politeness, including speech, appearance, friendliness, and a sense of awareness from the apparatus to assist in providing services. The public can assess whether the ethics used or applied are good or bad through these factors, and of course all these factors are supported by the knowledge capabilities possessed by the apparatus. The behavior of the Solokan Jeruk District apparatus in improving services can be interpreted as a response or reaction by the Solokan Jeruk District apparatus, especially service officers in issuing electronic KTPs manifested in actions and speech, good and swift responses will make people feel happy, because they feel that the issuance service officers Electronic KTP pays attention to them so they feel valued. Apart from that, smooth language, polite and modest speech must also be applied by all Solokan Jeruk District apparatus when interacting with the community. because they feel that the electronic KTP issuance service staff pay attention to them so that they feel appreciated. Apart from that, smooth language, polite and modest speech must also be applied by all Solokan Jeruk District officials when interacting with the community. because they feel that the electronic KTP issuance service officers pay attention to them so they feel valued. Apart from that, smooth language, polite and modest speech must also be applied by all Solokan Jeruk District officials when interacting with the community.

- b) There is no discriminatory treatment of service officers. Equal rights are the absence of differences in terms of race, ethnicity, and religion in providing services to the community because equal rights in services are very important, especially when several apparatus differentiate the services provided to the community, in this case services quality and good does not discriminate in any way. Equality of rights or not discriminating between services to the community is a service that reflects the quality of service to the community. Not discriminating between services to the community, this makes the community comfortable in the services provided, the quality of services should have fairness in the services provided to the community because the community is different in terms of race, religion, ethnicity and ethnicity.

6. Inhibiting and Supporting Factors

Of course, the inhibiting factors must exist in a practice in the field, especially in the service of requests for the issuance of electronic KTPs. From the existing inhibiting factors, according to the Head of the Solokan Jeruk Subdistrict Head, there are several inhibiting factors in the service of e-KTP applications, namely:

- a) The internet network is often disrupted. The internet network often loses not only in electronic KTP services but also in other document services, because it will affect the process of services provided in the Solokan Jeruk District.
- b) The computer has an error. As with the network, the computer is also a means of supporting success in optimal service.
- c) Out-of-stock KTP forms are not available. Blanks that are often not available have been an obstacle so far which has yet to be resolved because it happens in almost all sub-districts throughout Indonesia, because there is a need for coordination with the Bandung Regency Dukcapil Office and the regional government.
- d) Limited budget. This limited budget affects all existing operations including infrastructure, as well as Human Resources (HR) in Solokan Jeruk District, thereby hampering the process of issuing electronic KTP services.

In addition, there are also supporting factors which are factors that support and support the success of the service process for issuing electronic KTPs, supporting factors in the service process, namely:

- a) Solokan Jeruk District has a good organizational structure, with a good organizational structure, it is hoped that there will be a more optimal division of labor so that there is no such thing as overlapping positions and sections.
- b) Solokan Jeruk District has quite competent human resources, seen from the community satisfaction survey, the average Solokan Jeruk community is constrained by the availability of blanks in the issuance of e-KTP

4. CONCLUSION

Based on the results of the research that has been done, it can be concluded that the Integrated Administrative Services in Solokan Jeruk District, Bandung Regency from the aspect of service quality as the approach used are as follows:

1. Based on the dimensions of Tangibles or physical evidence, the physical facilities provided in the electronic KTP making service at the Solokan Jeruk District Integrated Services Office are quite good, such as a comfortable waiting room, but the number of seats for applicants is not large, so there are several applicants who stand because they don't get a seat. There are often shortages of seats and sometimes electronic ID card forms, causing the electronic ID card service process to be hampered.
2. Based on the Empathy dimension, namely providing sincere attention. In terms of politeness and friendliness, the electronic ID card service is good, officers always try to provide polite service in order to provide excellent service by prioritizing applicants, namely the people of Solokan Jeruk who want to apply for electronic ID cards.

3. Based on the Reliability dimension, some officials seem to be less alert to providing information related to service activities, although there are some officials who still seem lazy to explain information repeatedly to people who are going to make electronic KTPs.
4. Based on the Responsiveness dimension, or the response of the people of Solokan Jeruk District, to date they are not satisfied with the services provided by the District apparatus in making electronic KTPs, because the response given by the authorities to the community is still lacking. The level of community satisfaction has not yet reached the maximum figure, as can be seen from complaints against officers who are considered by the applicant to be unfair in providing services. This can be seen from the e-SKM application where the assessment has only reached 82%, showing that the Community Satisfaction Survey is still not 90% or even our expectations. up to 100%.
5. Based on the Assurance dimension or guarantees and certainty, the community is always disappointed, because the application for making an electronic KTP is hampered because the KTP blank facility is always empty even though one of the requirements for applying for a job must include a KTP and in the end the District provides a temporary KTP. In my opinion, the ability of officers is quite good in serving the issuance of electronic KTPs, service officers carry out socialization of cooperation with the village to collect community data if the KTP has not been issued and then submit it to Dikduscab.
6. So in its implementation, the service for making electronic KTPs in Solokan Jeruk District has not been running optimally, there are many inhibiting factors in this service, namely the internet network is often disrupted, computer errors occur, out-of-stock KTP forms are not available, the budget is limited for operations for making electronic KTPs.
7. Based on the results of the research, the efforts made by the Solokan Jeruk District government to improve services for making electronic KTPs, including increasing coordination with the Bandung Regency Disdukcapil, coordinating with the Bandung Regency Communication and Information Service, always maintaining internet network devices and updating data regularly.

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