

**COMPARATIVE ANALYSIS OF THE QUALITY OF E-KTP MAKING
SERVICES IN CISAUK DISTRICT, TANGERANG REGENCY AND
CIPUTAT TIMUR DISTRICT, TANGERANG SELATAN CITY**

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ABSTRACT

The Cisauk District Office and *Ciputat Timur* District Office are extensions of the *DisDukcapil* to help meet the needs of the local community, especially in the service of making Resident Identity Cards (*KTP*). The aim of this research is to determine and analyze the comparison of the quality of services for making electronic Identity Cards (*e-KTP*) in Cisauk District, Tangerang Regency and *Ciputat Timur* District, *Tangerang Selatan* City. In this research, researchers used the service quality theory from Zeithaml et.al which refers to 5 dimensions, namely direct evidence (tangible), reliability, responsiveness, assurance and empathy. This research uses a qualitative descriptive research design using primary and secondary data collection techniques by conducting interviews, literature studies and observations. Interviews were conducted with service staff and the community as service recipients. The research results show that the quality of *e-KTP* making services in Cisauk District and *Ciputat Timur* District based on the theory used is quite good. However, there are still problems such as servers suddenly having problems this can hamper the *e-KTP* service process.

Keywords: *Service Quality, e-KTP, Cisauk District, Ciputat Timur District*

A. INTRODUCTION

In accordance with the obligations of the *Undang-Undang Nomor 25 Tahun 2009* concerning Public Services, the government has an important role in providing public services needed for all its citizens. Article 1 of the *Undang-Undang Nomor 25 Tahun 2009* provides an understanding of public services. The definition of public service is an activity or series of activities in order to fulfill service needs in accordance with laws and regulations for every citizen and resident for goods, services, or administrative services provided by public service providers (U. Hasanah, 2021). The law also stipulates that all public service providers who directly or indirectly provide services to the public must prepare and determine service standards for each type of service as a benchmark for the implementation of services organized by the central government and local governments (Utami & Febrianti, 2023).

The government has primary duties and functions, one of which is to provide excellent service to the community, with the enactment of the *Undang-Undang Nomor 23 Tahun 2014* concerning Regional Government. Regional governments have the freedom to regulate and manage the interests and welfare of their communities, including in terms of public services. One of the regional governments that manage public services is the sub-district government.

The sub-district government as the organizer of public services has the task of assisting the regent or mayor and the Population and Civil Registration Service to expand the performance of public services and improve the quality of public services in a transparent manner in accordance with service standards.

The e-*KTP* issuance service is one example of a public service provided by the sub-district government to its community. E-*KTP* is an important element in population management. The reason is because e-*KTP* concerns the issue of recognizing a person's existence as a resident in the territory of the Unitary State of the Republic of Indonesia (*NKRI*) and is also regulated in the *Undang-Undang Nomor 23 Tahun 2006* Article 63 paragraph 1 which reads: "Indonesian citizens and foreigners who have permanent permits and are 17 years old or have married or have been married are required to have an ID card". Making an e-*KTP* also has benefits, one of which is helping the government and the community in terms of providing and utilizing other public services (Sulaeman, 2019).

In making e-*KTP* in sub-districts, sometimes there are still several phenomena that can affect the low quality of service expected by the community. These phenomena include the slow response of officers in providing service information, bureaucracy that is sometimes complicated, Standard Operating Procedures (SOP) that are sometimes unclear, *KTP* forms that suddenly run out, and several other obstacles. The quality of e-*KTP* service according to Bates and Hoffman is a customer assessment of the service process. Furthermore, Tjiptono (2005) describes service quality as the level of excellence expected and the goal of excellence management is to meet customer needs (Chairrizal & Tuti, 2021).

Cisauk District in Tangerang Regency and Ciputatn Timur District in *Tangerang Selatan* City are one of the government organizations that implement e-*KTP* services. However, the implementation of e-*KTP* services in these districts still has several obstacles and challenges. Based on observations made indirectly, these obstacles include the e-*KTP* completion time which sometimes does not match what was promised to the community, unfriendly employees, complicated bureaucracy and sometimes the forms suddenly run out. These conditions will hinder the administrative needs of the community to carry out their activities that require e-*KTP*. These obstacles and challenges can also affect the quality of e-*KTP* services in Cisauk District, Tangerang Regency and Ciputatn Timur District, *Tangerang Selatan* City.

Based on the background that has been explained, the researcher wants to know and prove further information about the quality of e-*KTP* making services in Cisauk District, Tangerang Regency and Ciputat Timur District, *Tangerang Selatan* City. The formulation of the problem that can be taken in this study is "How is the quality of e-*KTP* making services in Cisauk District, Tangerang Regency and how is the quality of e-*KTP* making services in Ciputat Timur

District, *Tangerang Selatan* City?" The results of the formulation of the problem can be used to compare e-KTP making services between Cisauk District and Ciputan Timur District.

B. LITERATURE REVIEW

Public Services

Based on the Decree of the the *Menteri Pemberdayaan Aparatur Negara Nomor 63/Kep/M.PAN/7/2023*, public services are all services provided by public service providers as an effort to fulfill service receipts or implement provisions of laws and regulations. *Undang-Undang Nomor 25 Tahun 2009* defines public services as providing services to the needs of people or the public who have an interest in the organization in accordance with the basic rules and procedures that have been established with the aim of obtaining public satisfaction (Isma et al., 2023). According to Ratminto and Atik Septi, public services or general services are interpreted as all forms of service, both in public goods and public services which in principle are the responsibility and are implemented by government agencies both at the centre, regions and in the State-Owned Enterprises (*BUMN*) or Regional-Owned Enterprises (*BUMD*) for efforts to fulfil community needs or in the context of implementing statutory provisions (Age & Tanusi, 2022).

There are three forms of basic services, namely

1. Verbal service, this service is provided by staff who are tasked with providing information services in other fields and providing explanations to those who need them. In organizations, this service is usually provided by the public relations department or the like.
2. Written service, is the most efficient and widely used form of service. This service can be provided remotely. One thing that needs to be considered in providing written services is the speed of the management process and problem solving.
3. Service by deeds, this service is mostly carried out by middle to lower level staff with adequate expertise or special skills. This service is often accompanied by verbal service. Deed service has special specifications that are different from verbal service, which means that the community does not only need an explanation but also an action or the consequences of an action.

Service Quality

According to Tjiptono in (Sarah, 2021), service quality is a dynamic state that is closely related to products, services, processes, human resources and the environment that can meet or even exceed the expected service quality. According to Bateson in (Hartanto, 2018), service quality is a measure to measure the level of conformity between the service provided and the expected service. Meanwhile, according to Zeithaml et al in (Makmur et al., 2022), service quality has five dimensions, namely direct evidence (tangible), reliability, responsiveness, assurance, and empathy. Good service quality needs to include several types of service criteria. The first is the timeliness of service including the time to wait during transactions and the service process. Second, the accuracy of service to minimize errors in service and transactions. Third, the politeness and friendliness of employees in providing services. Fourth, service accessibility such as the

availability of supporting facilities such as computers, printers, and recording devices. The fifth is consumer convenience in the form of location, parking, comfortable waiting room and availability of information.

Identity Card

Identity Card (*e-KTP*) is a proof of population that is made electronically, in the sense that it is used both physically and in its use, it functions computerized. *KTP* is an official identity card owned by a resident in the territory of the Unitary State of the Republic of Indonesia. The *e-KTP* program is organized by the Ministry of Home Affairs of the Republic of Indonesia and was launched in February 2011. The purpose of making *e-KTP* is to improve and support the creation of a national population database. The implementation of *e-KTP* means that residents cannot have more than one or fake Population Identification Card, because at the time of recording the *e-KTP* already contains a security code and the recording on the *e-KTP* also contains fingerprints, irises, signatures, and other data components. The *e-KTP* project originated from the conventional *KTP* making system in Indonesia which allows individuals to have more than one *KTP*. This situation occurs because there is no systematic database that can collect population data comprehensively from all over Indonesia (Maulida, 2022).

The functions and uses of *e-KTP* are:

1. As a personal identity;
2. Applicable nationally, so there is no need to make a local *KTP* for processing permits, opening bank accounts, and so on;
3. Preventing duplicate *KTPs* and *KTP* forgery;
4. Creating accurate population data to support development programs.

Requirements for making a new Resident Identity Card (*KTP*) are:

1. Indonesian citizens (*WNI*) who are 17 years old or married or have been married.
2. Cover letter from the village/sub-district
3. Photocopy of Family Card (*KK*)
4. If not a local resident, must be accompanied by a letter of transfer from the city of origin.
5. If an Indonesian citizen from abroad and moves to Indonesia, must bring a letter of transfer from abroad issued by the implementing agency.
6. Extract of marriage certificate/marriage certificate for residents who are not yet 17 years old.

Requirements for issuing a lost or damaged Resident Identity Card for Indonesian citizens or foreigners who have a permanent residence permit, namely:

1. A letter of loss of *KTP* from the police or bring a damaged *KTP*.
2. Photocopy of Family Card
3. Passport and permanent residence permit
4. Police record certificate.

C. RESEARCH METHOD

The research method used in this study uses a descriptive method with a qualitative approach. The use of a qualitative approach is adjusted to the

characteristics of the research location through observation and the participation of researchers. In this study, what was observed was the quality of e-*KTP* services by the sub-district. This study used primary and secondary data collection techniques, namely by conducting interviews, literature studies and observations. The interviews were aimed at service staff and the community as recipients of services. The data analysis technique in this study was by means of data reduction, data presentation and drawing conclusions.

D. RESEARCH RESULTS AND DISCUSSION

In analyzing and discussing the quality of e-*KTP* making services in Cisauk District, Tangerang Regency and Ciputat Timur District, *Tangerang Selatan* City, referring to the five dimensions of service quality proposed by Zeithaml et al., in (S. N. Hasanah et al., 2022), namely:

1. Direct Evidence (Tangible), which can be seen from the physical facilities and comfort provided to customers, including the provision of all office equipment and supplies needed to support the service. This includes an assessment of the quality and quantity of facilities and infrastructure, including the number and quality standards of work equipment based on needs such as computers, e-*KTP* recording devices, document printers (printers) and others.
2. Reliability, including the ability to provide reliable, accurate and consistent services as promised. Reliability indicators include speed of time, consistency in attitude and fulfilment of promises, the ability to provide explanations and accurate communication of information.
3. Responsiveness refers to the company's ability to provide support and services that meet customer needs. This also includes the ability to understand well what the information provider means and provide service wholeheartedly.
4. Assurance is a characteristic possessed by an employee that includes knowledge, politeness, competence, and trustworthiness and is free from potential dangers, risks, and uncertainties. Assurance indicators such as accuracy and precision of service, guaranteed service costs, and certainty in service.
5. Empathy can be interpreted as the ease of establishing good communication relationships, showing personal attention and understanding customer needs. Empathy indicators can be in the form of ease of service, convenient operating hours for customers, the ability to communicate effectively with customers and giving full attention to complaints received from the public.

Tangible

Tangible evidence is the quality of service in the form of physical office facilities, waiting rooms, communication facilities, infrastructure and equipment. The explanation confirms that the quality of e-*KTP* services in Cisauk District and Ciputat Timur District is based on direct evidence, including physical office facilities and communication facilities used in the implementation of e-*KTP* services in Cisauk District and Ciputat Timur District. Aspects such as adequate physical facilities, adequate equipment, effective communication and coordination play an important role in the success of the service.

The condition of *e-KTP* services in Cisauk District is very good and the facilities available can be said to be very adequate. Among them are air-conditioned waiting rooms, chairs for residents who are queuing, services are comfortably available, a reading corner for residents who are tired of queuing to read books, children's and breastfeeding rooms that are already available, clean toilets, and *e-KTP* recording places and service counters that are already well available. Technically, the officers on duty in the *e-KTP* making service are good at providing information related to making *e-KTP* and the officers are quite ideal and are always in their place. However, the facilities for recording *e-KTP* that are owned are only 1, this can cause a queue in recording *e-KTP* if in a day many people do the recording.

The condition of *e-KTP* services in Ciputat Timur District can also be said to be good, as evidenced by the availability of online services and the availability of special room facilities for the *e-KTP* recording process. The waiting room is air-conditioned, there are enough seats for residents waiting for the *e-KTP* recording process, there is a playroom for children, and WiFi is available. However, there is one inadequate facility, namely the narrow parking area.

Reliability

The reliability of service employees is a key element in the success of public services provided by the sub-district. Reliability according to Tjiptono and Chandra in (Chairrizal & Tuti, 2021) is the ability to provide promised services quickly, accurately, and satisfactorily. The intent and purpose must be achieved by each service by serving the community in accordance with the established service procedures. In this study, the dimensions of reliability can be determined by sub-district employees in serving, employee discipline, and the existence of clear service standards, the ability of employees to use assistive devices during the service process and the ability of employees to provide services quickly, accurately and easily. Based on the results of interviews with the community as recipients of services in Cisauk District, the reliability of employees in providing services to the community is in accordance with the established SOP, the existence of clear service standards and the ability of operators to use assistive devices for recording *KTP* is quite good, this is because they always follow the technical guidance held by the *DisDukcapil* every 3 months. However, the process of making *e-KTP* still has shortcomings in terms of service such as employees and operators for making *e-KTP* services only have 1 person. For the processing of *e-KTP* services, sometimes the completion time is unclear, because the forms at the *DisDukcapil* are sometimes empty and the server often has problems. Meanwhile, in Ciputat Timur District, *e-KTP* service officers or operators demonstrate operational skills in accordance with their duties and functions. The reliability of officers in providing services is proven by the increasing number of service users each month. The increasing number of users shows the high reliability of officers in providing *e-KTP* services. However, there are also shortcomings in officers in providing *e-KTP* services such as the lack of punctuality in completion and the making of *KTPs* is sometimes not immediately done on that day, causing people to have to wait several days. This delay is an obstacle in itself in the service process in Ciputat Timur District.

Responsiveness

The responsiveness dimension and its indicators have been applied to public services in Cisauk District and *Ciputat Timur* District. The assessment of service quality in the responsiveness dimension is in accordance with community expectations, including employee knowledge of service provision, employee ability to communicate information to the community, and appropriate and fast employee responses to complaints from service users.

Employees in Cisauk District serve the community quickly and accurately. This is because the community definitely needs fast and timely services. In addition, the apparatus in Cisauk District is always responsive to questions from service users and responds to public complaints as quickly as possible. Officers in Cisauk District are also able to respond to and follow up on public suggestions to improve service quality. On the other hand, in *Ciputat Timur* District, the response of officers in providing services is good. Employees provide services politely and friendly and respond to public complaints regarding the making of e-KTP.

The fast and accurate response of e-KTP service officers indirectly proves the seriousness of officers in providing services to the community. The community will feel served and feel facilitated when taking care of their needs in Cisauk District and *Ciputat Timur* District. The attitude of these employees shows how committed they are in serving the community.

Assurance

Standards and indicators of assurance have been applied to public services in Cisauk District and *Ciputat Timur* District. The assessment of service quality in general is in accordance with public expectations, especially regarding service cost guarantees, certainty in service, and timeliness of service.

The people of Cisauk District have received appropriate service guarantees. Regarding the cost of e-KTP services, the public does not need to pay any fees. Employees provide services to the public in a friendly manner and for the time set for completing e-KTP services until completion, which is 14 working days, because Cisauk District is still under the jurisdiction of the Tangerang Regency Population and Civil Registry Office. However, the problem of timeliness of service has not been in accordance with public expectations. The public sometimes has to wait for several days or even weeks for the physical e-KTP to be completed, this is due to several reasons such as the forms that are sometimes empty at the Population and Civil Registry Office or the server which is sometimes problematic.

Meanwhile, the guarantee of e-KTP service in *Ciputat Timur* District is proven by officers who provide polite and friendly service, the public does not need to spend money for e-KTP making services and officers have also demonstrated the ability and knowledge of information technology that supports e-KTP services. Knowledge and ability in providing e-KTP services are supported by *Dukcapil* in providing training to e-KTP employees. However, the issue of timeliness of service still does not meet public expectations.

Empathy

Empathy means giving individual attention to residents served in terms of e-KTP services. This aims for employees or staff to better understand the desires

and needs of the community as recipients of services. Empathy includes ease in establishing relationships, good communication, personal attention, and understanding the needs of service recipients.

Empathy in e-KTP services in Cisauk District is shown by employees who are polite and always smile when serving the community. Employees do not differentiate services for the community and employees are quite firm in serving the community, for example, services according to the first queue will be prioritized in providing services and employees also help resolve community problems related to e-KTP services if they can be resolved at the sub-district, but if the realm of the problem is in the office, the sub-district coordinates with the office to resolve the problem. Employees also respond well to criticism and suggestions from the community. So it can be seen that the civil servants at the Cisauk District Office have implemented the principle of service well, especially in implementing the empathy aspect.

The empathy aspect in e-KTP services in *Ciputat Timur* District is shown by employees who provide information every time there is new information from *DisDukcapil* and provide information if there is a problem with the Ministry of Home Affairs server such as server repair and maintenance and employees do not discriminate against the community being served. Empathy is also shown by the concern of the sub-district for the condition of the population as recipients of services, this can be proven by the openness of information related to e-KTP services, in addition to open communication between e-KTP service operators and the community being served.

E. CLOSING

Conclusion

From the results and discussion of research related to the quality of e-KTP making services in Cisauk District and *Ciputat Timur* District, it is considered to be included in the good quality of service. The dimensions of responsiveness, assurance and empathy in e-KTP services are implemented well and receive positive responses from the community as recipients of services. The responsiveness dimension is reflected in the level of information and communication of employees to the community while providing services. The assurance dimension is manifested in the responsibility of employees to ensure the timeliness of e-KTP making services. Meanwhile, the empathy dimension can be seen from the ease of employees in making relationships and understanding the needs of service recipients. The direct evidence dimension is quite good, there are adequate facilities and infrastructure, especially in making e-KTP. However, there are still many obstacles faced by Cisauk District and *Ciputat Timur* District in providing e-KTP making services. The obstacle in Cisauk District is that the facilities for recording e-KTP are only 1 and there is only 1 e-KTP service operator employee, this can cause queues in recording e-KTP if many people do recording in a day. The e-KTP service process is sometimes unclear when it will be completed, due to the reason that the forms at the *DisDukcapil* are empty and the server is sometimes problematic. Meanwhile, in the *Ciputat Timur* District, the obstacles faced are inadequate parking facilities. The reliability of officers in

providing e-KTP services is lacking in the timeliness of completion. The making of e-KTP is not immediately done on that day and the community has to wait several days. The delay in receiving e-KTP results is an obstacle in itself in the service process.

Sugession

The suggestions that researchers can provide to improve the quality of e-KTP making services in Cisauk District and Ciputat Timur District to be even better are:

1. Cisauk District and Ciputat Timur District are expected to be able to improve the quality of service to the community, especially in terms of the timeliness of e-KTP completion. So that the community does not need to experience losses in terms of time, cost and energy because they have to repeatedly check whether their e-KTP has been completed or not. For this reason, the Cisauk District Government and the Ciputat Timur District Government can create a website to check the completion of e-KTP so that people do not have to go back and forth to the sub-district to check their e-KTP.
2. To increase the speed of e-KTP services, the sub-district government needs to add employees and e-KTP recording facilities so as not to cause queues. And the sub-district government also always checks the internet network periodically and fixes it if there are problems in order to minimize server errors.

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