



## Implementation of the E-KTP (E-KTP) Issuance Policy at the South Bengkulu Regency Population and Civil Registry Service

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### ABSTRACT

This research aims to examine the implementation of the e -KTP issuance policy at the Population and Civil Registry Service of South Bengkulu Regency. The approach in this research uses qualitative methods with data collection methods through observation, interviews and documentation. The aspects to study related to the implementation of E-KTP issuance are Socialization, Planning, Implementation and Evaluation which are adapted from policy implementation theory as well as theories supporting and inhibiting policy implementation . Where in the socialization aspect, the Population and Civil Registry Service of South Bengkulu Regency has been implemented well in the community through each sub-district and also in high school environments. Training for service officers is also carried out before carrying out services. In the planning aspect, each relevant government element is required to collect data on citizens who are required to have ID cards and prepare the procurement of e -KTP service equipment. In the implementation aspect, all e -KTP services have been equipped with standard operational procedures to assist services. And the service is also equipped with service facilities that suit your needs. Meanwhile, in the evaluation aspect, an evaluation is always carried out on the e -KTP services that have been provided in each sub-district. The results of the evaluation carried out show that there are still problems with the e-KTP service facilities and infrastructure which often experience problems or disruptions during service. It would be better if the e -KTP service is returned to each sub-district to make it easier for the public to access service locations and also to support increasing the e -KTP issuance target.



## INTRODUCTION

E-KTP or Electronic Card Sign Resident is Wrong One breakthrough from government For create *Good Governance* with utilizing technology and information in the government sector, one of them is in matters of population administration. Electronic Identity Card(e-KTP) is a population document that contains a security system or control Good from side administration nor technology information with based on databases population national. Resident only allowed \_ have 1 (one) e-KTP containing the Population Identification Number ( NIK ). VIN is identity single every resident And applies lifetime life. The NIK on the e-KTP will later be used as the basis for issuing passports and letters Permission Driving (driver's license), Number Tree Must Tax (NPWP), policy insurance, certificate of Land Rights and issuance of other identity documents (UU No 23 Year 2006).

In the SOP prepared for e-KTP services , the maximum time Service is three days. However, from the results of initial observations, it was found that often happen service e-KTP more from three day. Whereas from Standard Existing operational procedures, maximum 3 e-KTP services working days. Besides That Also, researcher see that officer Which give service not immediately ready to provide service. Even though the officers arrived early, however service sometimes A little hampered For start service. Sometimes officer service not all give service simultaneously to public. It means Who officer Which Already come so usually part the Which will start service moreover formerly.

Based on the data obtained, that in line A large number of people are required to have e-KTP with a large number of people's data have recorded e-KTP data, the difference is not that big Far around 95% of people who are required to

have an e-KTP have already recorded their data. However data amount public Which Already accept card e-KTP new, the number is still relatively small, namely around 60% of the total e-KTP data Already recorded. Matter the Of course become something question, What reason amount There is a difference in the data recorded with the printed and received cardsquite a lot. Although in the table above, there is a column for the number of cards printed, namely 113,821 cards, but this number is the total number, both new cards and card changes due to data and card errors Which problematic. It should be between amount of data which has been recorded with the number of cards received has the same number or a difference in number A little. From the results of initial observations made by researchers, in terms of mechanism The implementation of e-KTP services has been carried out in accordance with the regulations. However service is still not optimal due to various factors so the data in the table above has not been synchronized properly or has not yet reached that data maximum.

## LITERATURE REVIEW

### Implementation Of Public Policy

In principle, policy implementation is a way for a policy to achieve its goals. Lester and Stewart (Winarno, 2012) explain that policy implementation is a legal administration tool where various actors, organizations, procedures and techniques work together to implement policies to achieve the desired impact or goal. According to Nugroho (2017) in his book entitled " *Public Policy* Public Policy: Formulation, Implementation and Evaluation (sixth) " there are 4 stages of policy implementation, namely as follows:

1. Policy Socialization, disseminating the content or substance of a policy that has been



- created for understanding to related parties or target groups;
2. Planning, namely the way for a policy to achieve its goals;
3. Implementation, how a policy achieves its goals;
4. Evaluation , concerning evaluation policy covers substance , implementation And impact

## E-KTP ( e-KTP )

Based on Constitution number 23 of 2006 Card Sign Resident abbreviated as KTP is identity official resident as proof self published \_ by Institution Implementation that applies throughout \_ territory of the Unitary State Republic of Indonesia. e-KTP or E-KTP is a population document that contains a security/control system both in terms of administration and information technology based on the national population database. Residents are only allowed to have one KTP which includes a Population Identification Number (NIK). NIK is the single identity of every resident and is valid for life. The NIK number on the e-KTP will later be used as the basis for issuing Passports, Driving Licenses (SIM), Taxpayer Identification Numbers (NPWP), Insurance Policies, Certificates of Land Rights and the issuance of other identity documents (Article 13 of Law No. 23 2006 concerning Population Administration).

## RESEARCH METHODE

### Types Of Research

Method The research used in this research is a qualitative research method that uses data collection methods by observation, interviews and documentation. According to Creswell

(2016) qualitative research is a type of research that explores and understands the meaning of a number of individuals or groups of people originating from social problems. Qualitative research can generally be used for research on people's lives, history, behavior, concepts or phenomena, social problems, and so on. One of the reasons for using a qualitative approach is the researcher's experience where this method can discover and understand what is hidden behind phenomena which are sometimes difficult to understand.

### Research Aspects

Research aspects are indicators needed by researchers in collecting data to suit the problem being studied. Aspects of research are determined based on expert theories that are appropriate to conditions occurring in the field. In this research, researchers used theory from Nugroho (2017) which explains that there are stages of policy implementation, namely as follows:

1. Policy Socialization, disseminating the content or substance of a policy that has been created for understanding to related parties or target groups;
2. Planning, namely the way for a policy to achieve its goals;
3. Implementation, how a policy achieves its goals;
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## RESULTS AND DISCUSSION

### Socialization Of E-Ktp Policy





Based on the analysis of the research results, the informants have stated that they know information about e-KTP and have carried out activities to provide information to community informants. Information regarding e-KTP is conveyed to the public by the Population and Civil Registry Service of South Bengkulu Regency through their respective sub-districts. The form of conveying information is through outreach activities. The action taken by the Population and Civil Registry Service to convey information to the public in collaboration with sub-district officials is the right step to take. Socialization is the most common and most effective method used if you want to convey information to the general public.

The socialization that has been carried out based on observations and interviews conducted by researchers is considered to be good. Socialization is very important if there is a new policy that will be implemented in the community, including the Electronic Identity Card policy. Currently, media to convey information quickly to the public are widely used, both electronic media, social media and print media. However, for a public policy, in general, direct socialization will be carried out so that there is no misunderstanding in society. The socialization in question is of course socialization by gathering the public to provide understanding and knowledge about e -KTP.

### Planning For Issuance Of E-Ktp

Planning is coordinated by instructing all sub-districts and sub-districts to make preparations. Based on the results of research conducted, each sub-district and sub-district have carried out planning to inventory the needs needed to implement e-KTP in the community. In accordance with the results of the meeting with

the Population and Civil Registry Service of South Bengkulu Regency, the recording and printing of e-KTP cards was carried out in each sub-district in South Bengkulu Regency. Therefore, by determining each sub-district as a location for e-KTP services, of course the sub-district must prepare or plan what is needed to provide e-KTP services and recording. The planning for the implementation of the e -KTP policy carried out by the Population and Civil Registry Service is to coordinate with the units related to the implementation of e -KTP issuance services, which in this case are sub-districts. The coordination carried out includes preparing initial data on residents who already have KTPs and who are required to have KTPs as well as needs related to technological infrastructure for e -KTP services from each sub - district.

### Implementation Of E -Ktp Issuance

The implementation of e-KTP services is currently running well. Community participation in registering for e-KTP is also quite good even though it is a long process so that the achievement target is achieved well. By placing e-KTP services in each sub-district, it makes it easier to reach the entire community in each sub-district. This also helps so that people do not have to go too far to register if they are placed at the Population and Civil Registry Service of South Bengkulu Regency. The aim of placing e-KTP services in each sub-district is also to more quickly achieve the target of implementing the e-KTP policy in the community of South Bengkulu Regency.

### Evaluation Of The Implementation Of E -Ktp Issuance

In the target achievement category, e -KTP issuance in South Bengkulu Regency is considered good and has achieved the planned



target. Although there are still problems related to printed cards and the cards received by residents are still in quite a large category. However, in terms of data recording, it includes meeting previously planned targets. The problem that hinders non-optimal service is the computer and also the e-KTP data recording equipment which often experiences technical problems, where the computer often experiences problems due to being unable to process data or operations often fail. This can also be caused by electrical current disturbances which prevent the computer from operating optimally.

Apart from that, e-KTP recording equipment also experienced problems when providing services. However, for recording equipment, the problem or problem that occurs is the lack of care or maintenance of the device. After being used for data recording, the condition should first be checked. So that when used the next day there are no problems. Another important factor that most often becomes an obstacle in the e-KTP service process is the internet network. Due to internet-based applications or data processing systems, good quality internet access is very necessary. The internet network often experiences disruptions, causing data processing to become hampered. Sometimes you have to re-record data due to failure in the storage or processing process. Of course, this makes the service less than optimal.

## Obstacle Factor

The inhibiting factor that still occurs today is the internet network which does not run smoothly during the data input and data verification processes. A slow internet network affects the e-KTP data input application. Because the e-KTP process requires a stable network so that it does not interfere with the data input and synchronization process. Apart from the internet

network factor, based on information obtained from the public, the e-KTP service at the Population and Civil Registry Service of South Bengkulu Regency is not good. This is because apart from problems resulting from frequent network problems, services at the South Bengkulu Regency Population and Civil Registry Service are not timely. Services are often opened late and this ultimately affects service.

## Supporting Factors

As for supporting factors, the service facilities are sufficient or sufficient to provide e-KTP making services. The existence of information signs in the entry area also makes it easier for people who need information, both information regarding the flow of making an e-KTP and a way for the public to make complaints about poor service. The socialization carried out also had a positive impact on the number of community members who recorded e-KTP. The planning and service process in making e-KTP is also good. The success of implementing the e-KTP publication certainly cannot be separated from the role of the officers involved and other parties who played a role in conducting outreach to the public. Therefore, support from the parties involved is a factor that supports the implementation of e-KTP issuance in South Bengkulu Regency.

## CONCLUSION

- 1) Implementation policy publishing e-KTP on Service Population And Notes Civil South Bengkulu Regency already walk with OK , starting from activity socialization until evaluation implementation policy all has executed ;
- 2) Socialization is carried out in two forms, namely socialization and exposure about e -



- KTP to the public and also to parties involved in implementing e-KTP. As well as outreach in the form of training and technical guidance for e-KTP service officers;
- 3) Planning is carried out by preparing population data and inventorying the needs for service infrastructure and technological infrastructure for e-KTP services;
  - 4) e-KTP issuance services is carried out in accordance with the standard operational procedures that have been created. Starting from registration to issuing e-KTP, everything has been explained in the standard operational procedures for e-KTP services;
  - 5) e-KTP issuance is carried out by analyzing the problems or obstacles faced during the e-KTP issuance service process and then finding solutions to overcome these results ;
  - c. The obstacle faced in the e-KTP issuance service process is the technological infrastructure which often experiences problems or disruptions. Apart from that, sometimes there are problems with the e-KTP issuance service equipment which disrupts the e-KTP issuance service in accordance with the service time regulations. The distance to register for e-KTP issuance may be quite far because the service is carried out at the Population and Civil Registry Service
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