

eKTP Services Policy in Bandung

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Abstract—eKTP is an important element in the population administration, whose creation is the government of basic services to the people. In accordance with Presidential Decree No. 52 of 1997 that every resident aged 17 years or never marry must have identity cards. The purpose of this study are: (1) to assess and discuss policy eKTP services in Bandung, (2) collect information and develop the concept of service policies eKTP in Bandung. The method used is qualitative research. The results showed that: (1) eKTP a government program to replace the conventional ID card, (2) in the implementation process eKTP services that until now runs still encountered several problems including slow eKTP services to the public, yet increasing the quality of human resources, there are unscrupulous village officials (village heads) who perform illegal charges at the making eKTP. (3) eKTP can serve as an entrance for the public to basic services such as education and health.

Keywords—policies; services; eKTP

I. INTRODUCTION

The background of this research is a service of e-issued ID is a government of basic services to the community and making an important element in the population administration. This is because it involves the issue of legitimacy of its existence as a person in the population in a region of the Republic of Indonesia (Republic of Indonesia) and in accordance with Presidential Decree No. 52 of 1997 that every resident aged 17 years or never marry must have identity cards. The terms person is entitled to have a National Identity Card one of them is when they are even 17 years old and those who are married but have not yet reached the age of 17 years are also entitled to have a National Identity Card. EKTP benefits are expected to be felt as the following: 1) Identity single identity, 2) can be forged.

The purpose of this study are: (1) to assess and discuss policies on e KTP in Bandung, (2) collect information and developed the concept of e KTP service policies in Bandung.

II. RESEARCH METHODOLOGY

The method used is qualitative research. Data collection techniques using literature study undertaken to collect, study the theories, regulations, information obtained from the book and review documents in the form of journals, textbooks and papers relating to the research problem.

III. THEORETICAL FRAMEWORK

A. Local Government Policy

Local government policy is one of the state policy. According to Wahab, "wisdom developed or formulated by instances as well as public authorities" [1]. Fredrick identifies the policy is [2]: "a series of proposed actions a person, group, or government in a particular environment with the right pointing barriers and opportunities the implementation of the proposed policy in order to achieve certain goals."

According Islamy, state policy is "a set of actions defined and implemented or not implemented by the government which has a specific purpose for the sake of the whole community [3]."

Edward III and Ira Sharkansy men define Public Policy or the government's policy is [4]: "what is stated and carried out by the government in the form of targets or government programs and can be clearly defined in the legislation or in the form speech government officials or in the form of programs and measures government."

Government policies (public policy) is everything that appears or proposed by individuals, groups or governments in other words from the political infrastructure and political superstructure determined by the particular agency that has the purpose or oriented to the public interest (public interest).

B. Policy Evaluation

By evaluating the effectiveness of a policy would seem that there is, whether it can be implemented properly or not. Through the evaluation, the government will be able to change or maintain the policies set forth in addressing a problem. Evaluation is one policy activities as claimed by Suradinata, about the policy process as follows [5]:

1) *Identification*: Identification of policy issues through public demand for action government action.

2) *Formulation*: Formulation issues that exist in the community, the formulations are then formulated in the form of a proposal, in this case addressed by policy planning and bureaucratic organization.

3) *Legitimacy*: After all processed and formulated proposals, then ratified (legitimated) by parties concerned or the relevant authorities.

4) *Implementation*: After the proposal was passed by parties concerned, and then implemented by the bureaucracy

concerned, then carried out by an organized bureaucracy, public expenditure and activity of agenagen exclusive.

5) *Evaluation policy*: Evaluation of the policy conducted by the government / external consultants, journalists and the public.

The importance of policy evaluation to achieve success in a program, while Dunn in Samoedra, says that the policy evaluation has the following functions [6]:

- **Explanation**, i.e. through the evaluation can be seen the quality of program implementation and to a generalization of the pattern of relationships between the various dimensions of reality observed.
- **Obedience**, i.e. through the evaluation can be known whether performed by the actors, both bureaucratic and other actors, in accordance with the standards and procedures established by the policy.
- **Auditing**, i.e. through the evaluation can be known whether the output actually reaches the target group and other recipients (individuals, families, organizations, bureaucracy, and others).
- **Accounting**, i.e. the evaluation can be known what the socioeconomic consequences of such policies.

Furthermore, Dye in Samoedra Authority defines the policy evaluation is "the study of public policy consequence, or a general assessment, or a comprehensive assessment of the relative effectiveness of two or more programs that reflect mutual interests" [6].

Opinion Suradinata on the evaluation of the policy as follows [5]:

"Policy evaluation requires us to collect information on the implementation of the policy, nor about its impact. Another purpose of the evaluation is to produce useful information as well as obtaining prescription helpful information for driving the execution in order to achieve well also generate information regarding the relationship between the condition of policy implementation and impact of policies. A note to keep in mind that the evaluation itself is a dynamic process and is one link in the policy-making process."

The criteria to get an evaluation of existing policies implemented. According to Dunn in Samoedra Authority criteria are [6]:

- **Relevance**, i.e. the evaluation should provide information needed by decision-makers and other policy the perpetrator and must answer the right question at the right time.
- **Significance**, i.e. the evaluation should provide new and important information for policy actors.
- **Validity**; ie the evaluation should provide a persuasive and balanced consideration of the real outcomes of policy or program.
- **Reliability**, i.e. the evaluation should contain evidence that the conclusions are not based on the information

through the measurement procedure is not examined and inconsistent.

- **Objectivity**, i.e. evaluation should be reported right and perfect supporting information and is not biased (distorted), that information that will all create evaluator can reach the same conclusion.
- **Punctuality**, i.e. the evaluation should make information available at the time the decision to be made.
- **Usefulness**, i.e. the evaluation must provide usable and understandable by decision-makers and other policy actors.

Policy evaluation can be done in two areas, namely:

- Evaluation / implementation of policies, the evaluation of the implementation process.
- Evaluation of the impact of policies, namely the evaluation of the consequences of policies and the effectiveness of policy impact [6].

C. *Service*

Service is basically the activity of individual, group and / or organization, either directly or indirectly to make ends meet. According Hardiyansah, the service is [7]:

"Dealing with how to increase the capacity and capability of the government and / or local government run service functions, in the context of the economic approach, providing basic needs (basic) for the whole community."

HAS Moenir, states that the service is "the process of fulfillment through direct activities of other people" [8].

Public service according to Osborne and Goebler (years) is the increasing importance of public services by government bureaucracy by giving authority to the private sector so that more participate as managers of public services.

According to the Decree of the Minister of Administrative Reform No. 63 of 2003, the public service is: "All forms of service implemented by Government Agencies in Central, Regional, and in the State-Owned Enterprises or Regional-Owned Enterprises in the form of goods or services, either in an effort to meet the needs of society as well as in the framework of the implementation of the provisions of laws and regulations." Services are divided into three groups based on the characteristics and nature of activities and services produced products, namely:

1) *Administrative services*: is the kind of service provided by the service unit in the form of record keeping, research, decision making, documentation and administrative activities more overall yield of the final product in the form of documents, such as certificates, ijinijin, recommendation, description, type of service land certificates, building permits (IMB), the Location Permit (IL), space Utilization Permit (IPK), Advertisement Permit (IR), an industrial business license and deodorized.

2) *Goods services*: is a service provided by the service unit in the form of the provision and or processing of materials in the form of physical form including distribution and delivery to consumers directly (as a unit or individually) in a system. Overall these activities produce tangible end product object (physical shape) or are considered objects that provide added value directly for use, for example, the type of electrical service, water services, and telephone services.

3) *Services*: is the kind of service provided by the service unit in the form of infrastructure and supporting. Its operation is based on a particular operating system and certainly. The final product in the form of services that men bring direct benefit for the recipient and used up within a certain period. For example, transportation services by land, sea and air, health services, banking, postal services and fire-fighting services.

Criteria used to provide satisfactory service is as follows: (1) transparency, (2) accountability, (3) the conditional, (4) participation, (5) equal rights, (6) the balance of rights and obligations. Service-oriented community is dependent on the satisfaction of the people. According to Lukman Sampara [9]:

"One measure of success serving a quality service (prima) is highly dependent on the level of satisfaction of customers served. The opinion means that leads to an external service, from the customer perspective, more important or more precedence if you want to carry out the performance and service excellence".

According Fizmmons in Ridwan to determine the perceived significantly by consumers, there are five dimensions' measure service satisfaction, namely [10]: (1) reliability (reliability), (2) responsiveness (ability), (3) assurance (courtesy), (4) empathy (attitude), and (5) tangible (tangible).

D. *eKTP*

eKTP or Electronic Identity Card is a document that contains demographic security system / control, whether from the administration or information technology based on national population database. Residents only allowed have one (1) ID card listed Population Identification Number (VIN), which is a single identity for each resident and is valid for life. NIK numbers in eKTP will be used as the basis for issuance of Passport, Driving License (SIM), a Taxpayer Identification Number (TIN), insurance policy, certificate issuance on Land Rights and other identity documents (Article 13 of Law No. 23 of 2006 about Adminduk).

IV. RESULTS AND DISCUSSION

A. *Problems Arising in the Development Services eKTP*

In the process of implementation of the manufacturing and service eKTP which runs until today, still encountered some problems, such as:

- The slow pace eKTP services to the community because local governments are not given freedom by the central government to provide all the needs of the data collection. Of the 2.3 million citizens of Bandung, there

are 1.6 million compulsory ID cards. Up to now, there are 150 200 thousand people who do not have eKTP.

- The restriction blank eKTP of the Interior Ministry. The average complaint disclosed society is a matter of long queues every day. Because people move in unison come to the site eKTP recording. In Bandung there are 120 thousand citizens of Bandung, which do not yet have eKTP.
- There are complaints from the public has not increased the quality of human resources, have not been up the challenge nowadays.
- There is a data error resident. In eKTP data recording process, operators will be to confirm to the population concerned whether the data is correct or not and then the recording process is continued. However, because of the large number of people are faced with a limited capacity of the operator and the recording process until late at night, sometimes causing operator fatigue data input error.
- Activation eKTP; needs to be activated, whether the listed data are correct or not. But some residents or government officials merely distribute eKTP only and activation is done later in the day, causing the population that has a considerable distance from the concerned government agencies are reluctant to do the activation.
- Photo error with the listed data. This is possible because of human error because the operator incorrectly entered data on population at the time of the data recording process for eKTP.
- There are elements of the apparatus village (village head) perform illegal charges at the making eKTP. EKTP any decision, they are subject to standard fees
- 10,000 rupiahs / person.

B. *Troubleshooting in the Service Creation eKTP*

Three elements that play an important role in achieving the targets eKTP recording, such as: (1) consortium, (2) the Local Government and (3) the Central Government. So that these three elements can implement its tasks and functions, it is largely a function of the supervision team as a representative and holder of a key role in the success of the national program eKTP.

In terms of technology, Agency for the Assessment and Application of Technology (BPPT) has given full support to the development of the Grand Design eKTP. Similarly, at eKTP implementation in 2011 and 2012. BPPT provides five experts on the technical team, a team of 22 staff of the Working Group (experts and technical), and seconded 81 staff BPPT to be a team of Technical Supervision eKTP.

Necessary mechanisms and Standard Operating Procedure (SOP) for the escalation of technical problems and ways of handling that well-managed technical support from a consortium of executing and recording officers in the area. This all requires the harmonization of activities, a strong

collaboration and cooperation so that the whole process of recording (enrollment) takes end-to-end (upstream and downstream) continuously, quickly and accurately.

The entire process chain and publishing services eKTP must be supervised closely and thoroughly, so that no misuse of eKTP services. For that, the supervision team needs to understand the process flow and supervise that process data recording and transmission of data resident in the area of recording results runs smoothly is good and right. In addition, the need to periodically review the technical and non-technical problems occur and provide input troubleshooting recommendations to the Directorate General of Population and Civil Registration (Dukcapil).

The existence of disinformation between the banks and the Government about the application that led to harm society eKTP it up needs to be straightened out. It is expected that the various parties at the level of the Governor / District / City to take over and to disseminate to the relevant institutions about the implementation of these eKTP. If the Bank continued to reject the use of eKTP, there must be a legal process that can be taken. Citizens can file complaints through the agency of protection of public services, the Public Service Commission (KPP).

C. Identification eKTP Policy

Some functions of eKTP among others: (1) As the identity of identity; (2) is national in scope, so no need to make ID cards locally for obtaining a license, opening a bank account, and so on; and (3) Prevent ID cards double and falsification of ID card; The creation of the accuracy of population data to support development programs.

With so many advantages eKTP and accuracy of demographic data, it is hoped that the Government can be better targeted. For example: (1) in terms of expenditure Subsidy and (2) in terms of education and health services. For example, in the case of a subsidy it is known who the residents were proper or improper obtaining subsidies. For example, when going to fill the fuel required to show eKTP, so that the people who deserve the subsidy can fill with Premium while unfit to be filled with PERTAMAX. This also applies to health services, it is known that people who should receive and who do not have a health card. In terms of education, it should be poor in Indonesia get a free education. It should be known who the eligible population and not through eKTP. Thus the administration of justice in education can be achieved. Free schooling of poor people, the middle-school pay half, while the rich people are appropriately pay it more expensive (premium). So that no cross-subsidies from rich people to poor people.

D. Problem Assessment eKTP

The government made a "huge job" that the entire population of Indonesia gather data in a matter of months. This job is difficult found for considering this collection disorganized citizens. Very normal if there is a double KTP term, confusion final voters list on election and elections, as well as inaccurate the census because of population chaotically database. To overcome these problems, the government

launched the Indonesian population data collection via electronic or eKTP program.

E. Policy Evaluation eKTP

In accordance with the original plan, eKTP begin in August but delayed until the end of September, even in many areas began in early November 2011. The reason for the resignation is a matter of the availability of equipment to scan fingerprints and retina of the eye. But recently (Kompas.com) quoted the Interior Minister who rectify that electronic or eKTP will be completed by the end of 2012. Whereas previously the government is confident that the population data record for eKTP completed in late 2011.

EKTP manufacturing procedures according to the official website (eKTP.com) is as follows:

- Residents come to the place of service brought a summons from the RT / Sub.
- Officers conducted with the population data verification database.
- Photos (digital).
- Signature (the signature recording devices).
- Recording fingerprints (on the recorder, fingerprint) and scans the retina of the eye.
- The clerk put the signature and stamp on the summons as well as the evidence that the population has been recording the signature photo prints.
- Residents are welcome to return to wait for the result of the printing process 2 weeks after manufacture.

But the fact is, people have to go through a much more complicated procedure. Residents hampered rotating call schedule of RT / village which is not necessarily the schedule. The uncertainty about this is problematic, because there are some people who have an agenda outside the city or have plans to move domicile. Residents could not get the maintenance schedule certainty summons and could not continue on the next process.

There are also other requirements not listed that citizens should have a National Identity Card (blue), cannot use the ID Area (yellow). So that some people need to take care of national ID card in advance that if it is done well is not used. National ID card-making process takes no earlier than 2 weeks.

For the people of the area and inland there are obstacles in the form of electrical limitations, lack of internet connection, a broad range of areas and the lack of availability of signatures and retina scanners. Procurement of support equipment eKTP vulnerable to abuse through non-transparent tenders. Trillions of rupiah for this program at risk of leakage.

Therefore, however there should be a special tool that can read data eKTP to support the function as the only identification of legitimate residents in the Homeland. The other side that must be considered is the ministry in making

eKTP that still must be addressed. The availability of adequate tools, and timeliness of service.

F. Development of Policy Alternatives and Selecting the Best Alternative

eKTP view problems as in the above description, there needs to be an alternative that should be taken. eKTP is so nice to be implemented in the State of Indonesia, including in the city of Bandung. In addition to facilitate the Government to assess the population, eKTP also can provide valid proof for the existence of the data owner. With eKTP residents cannot make the falsity of his personal data, for the manufacture of this eKTP with fingerprints digitally or electronically as well. Residents can not duplicate cards populated with different data because the fingerprint. So, eKTP very efficient when applied. People cannot deprive the data themselves or change it.

Expected to sub-district are applying eKTP, must immediately begin data collection eKTP manufacture for residents in these districts. This is because that the installment data collection that does not increase the barriers to adoption of eKTP in other areas.

In addition, it is expected also to the people to have awareness in making eKTP, by way of in droves come to the place of manufacture eKTP without prompting. Thus the board manufacture eKTP less hassles in providing a schedule to residents to make eKTP. People who have come in droves create eKTP has also adds to the changes that occur.

They have dared to bring a positive attitude to change. Maybe some of them thought to be recognized by the government of national citizenship by KTP they want to follow and feel the times. They are the ones with all its limitations are willing to eliminate negative thoughts to changes that occur.

But for people who are indifferent to these changes, to be prepared with the problems that arise later. On the administrative management of the population, their data hiccup compared with the own eKTP. They also do not get some services from government and private due to the personal data that has not systematically in a national database. This is a change made by the government. Changes cannot be avoided, but the change must be addressed, to be made into something meaningful. Currently the database recording the population has used information technology and communications equipment that is reliable, fast and supported by appropriate human resources, increasingly interpret, that these changes must be continued. eKTP bring change for self-improvement, communities and even countries.

The government should also be active in providing an understanding of the eKTP to the public, by way of socializing through the print media, mass media, or directly come in middle society. So for people who did not understand about eKTP can follow this socialization. Therefore, it should be emphasized to the public to have awareness in participating in a change. In addition, for this eKTP project administrators, should be compiled details of the funds required, issued, as well as incoming funds in order to clear its use. So it is not a new problem that could hinder the development of eKTP.

G. Disadvantages and Advantages eKTP Policy Implementation in Bandung

Many things need to be addressed in policy implementation eKTP, especially regarding the socialization that still does not reach to areas remote area. This is a task that must be executed if the government wished eKTP effective implementation of appropriate targets have been arranged on RI Law No.23 of 2006 and PERPRES No. 26 Year 2009.

On the other hand, this eKTP policy has advantages in its implementation, the policy is to prevent and preclude their dual identity card and a fake ID. Thus providing a sense of security and legal certainty for the community to support the creation of an accurate population database, especially with regard to population data. Compulsory ID cards is identical to the population data of potential voter's election (DP4). DP4 elections have often problematic does not happen again. All citizens who are entitled to vote are expected to be guaranteed the right to vote, can support the increased security of the state by covering double KTP opportunities and fake IDs (for these criminals including terrorists using multiple ID cards and fake IDs) and many other benefits.

V. CONCLUSION AND RECOMMENDATION

A. Conclusion

In the implementation process eKTP services still found some problems faced eKTP i.e. slow service, poor quality of human resources, their unscrupulous village officials (village head) perform illegal charges at the making eKTP, and others. eKTP associated with opportunities for communities to access a wide range of basic services. The government requires to have eKTP in order to access a variety of facilities and government assistance. In other words, eKTP can serve as an entrance for the public to basic services such as education and health.

B. Recommendation

Through eKTP, is expected to overcome deviation that occurred during. In eKTP are recording the identities of which cannot be faked, and only owned by one person. The role of population related to public services in the sector of public administration can also be improved so that co-operation in terms of regional development can be realized as well.

To be able to organize a good government prosecuted government officials who are professional, honest, fair, equitable in organizing duty of the State, government, and construction. This is a precondition for improving the quality of implementation and the quality of services to be provided to the public. The socialization of government to the people of Bandung so that information can be evenly distributed and the implementation of service policies eKTP in Bandung. Policy evaluation is also necessary to achieve success in a program.

Needed public services to restore and seated the waiter and served to the real sense. Thus the performance of the apparatus of government in providing public services for the better and will ultimately result in better service quality as well. Public services provided shall be transparent, accountable,

conditional, participative, equal rights, the balance of rights and obligations, present a quality service (prima), which is highly dependent on the level of satisfaction of customers served. It also requires the system, as well as adequate facilities and infrastructure to improve the quality of public services.

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