



THE IMPLEMENTATION OF INDONESIAN GOVERNMENT POLICIES ON UNEMPLOYMENT MANAGEMENT

M Agung Piriyanza¹, Annisa Rahmadanita^{2*}

Universitas Terbuka¹, Institut Pemerintahan Dalam Negeri²

Email: mpiriyansa@gmail.com, anis@ipdn.ac.id

Received: 07-04-2024; Accepted: 05-07-2024; Published Online: 03-09-2023

***Corresponding Author**

ABSTRACT

The Identity Card (KTP) serves as an official population identification issued by the relevant authority and is valid throughout the Unitary State of the Republic of Indonesia. Despite this, in Semende Darat Ulu District, 9,520 out of 22,273 eligible individuals have yet to register for the E-KTP. This study aims to assess the implementation of the E-ID card service program in this district. Utilizing a qualitative research method with a descriptive approach, data were collected through interviews, observations, and documentation. The findings indicate that, in the communication dimension, the clarity of service implementation was satisfactory. Semende Darat Ulu Subdistrict effectively disseminated information about E-KTP recording times by notifying village officials and conducting school visits. The resource dimension, concerning both quantity and quality, was adequate for counter officers and E-KTP operators. The disposition dimension revealed that task distribution among employees was aligned with their competencies. The bureaucratic structure dimension showed that an SOP (Standard Operating Procedure) governs the E-KTP service process. However, challenges remain due to signal issues and adverse geographical conditions, such as frequent rain and power outages. Overall, three out of the four dimensions were found to be satisfactory, while one remains lacking. Therefore, the implementation of the E-KTP service program in Semende Darat Ulu District is categorized as good, though improvements are needed.

Keywords: Program Implementation, E-KTP Making Services, Standard Operating Procedures.

ABSTRAK

Kartu Tanda Penduduk adalah tanda pengenalan resmi penduduk sebagai bukti identitas yang dikeluarkan oleh instansi pelaksana dan berlaku di seluruh wilayah Negara Kesatuan Republik Indonesia. Namun pada Kecamatan Semende Darat Ulu, masih terdapat sejumlah 9.520 jiwa masyarakat yang belum melakukan perekaman E-KTP, dari total 22.273 jiwa masyarakat wajib memiliki E-KTP. Penelitian ini bertujuan untuk mengetahui pelaksanaan program pelayanan pembuatan E- KTP di Kecamatan Semende Darat Ulu. Penelitian ini menggunakan metode penelitian kualitatif dengan pendekatan deskriptif. Pengumpulan data menggunakan wawancara, observasi dan dokumentasi. Hasil penelitian menunjukkan bahwa pada dimensi komunikasi aspek kejelasan pelaksanaan pelayanan sudah baik, sosialisasi yang dilakukan pihak Kecamatan

Semende Darat Ulu dalam menyebarluaskan perekaman *E-KTP* juga dilakukan dengan baik yaitu memberitahukan kepada perangkat Desa dan melakukan kunjungan antar sekolah sehingga masyarakat bisa mengetahui terkait waktu perekaman *E-KTP*. Dimensi Source daya dari segi jumlah dan kualitas sudah memadai baik petugas loket maupun operator *E-KTP*. Dimensi disposisi menunjukkan bahwa dalam pembagian tugas karyawan dilakukan sesuai kompetensinya masing-masing. Dari dimensi struktur birokrasi menunjukkan bahwa terdapat Standar Operasional Prosedur yang mengatur tentang alur berjalannya pelaksanaan pelayanan pembuatan *E-KTP* di Kecamatan Semende Darat Ulu. Namun pada aspek faktor penghambat yaitu masih terkendala sinyal dan kondisi geografis yang sering hujan serta mati lampu. Hal tersebut dapat disimpulkan dari empat dimensi yang ada, tiga dimensi dinilai baik dan satu dimensi lainnya masih kurang. Kesimpulannya pelaksanaan program pelayanan pembuatan *E-KTP* di Kecamatan Semende Darat Ulu sudah termasuk dalam kategori cukup baik.

Kata Kunci: Pelaksanaan Program, Pelayanan Pembuatan *E-KTP*, Standar Operasional Prosedur.

INTRODUCTION

Service is fundamentally an act or deed performed by one party for another, characterized by its intangibility and lack of ownership transfer (Saruan, 2015). According to the 1945 Constitution, the State is obligated to provide services to all its citizens and residents to meet basic needs and promote societal welfare. In this context, Presidential Decree Number 26 of 2009 addresses the implementation of Population Identification Cards (KTP) based on Population Identification Numbers (NIK) at the national level. This was further amended by Presidential Decree Number 35 of 2010 and regulated by Regulation Number 9 of 2011, which provides guidelines for the issuance of NIK-based KTPs nationwide.

The Resident Identification Card is an official document issued by the implementing agency, serving as proof of identity throughout the Unitary State of the Republic of Indonesia.

It is mandatory for Indonesian Citizens (WNI) and Foreign Citizens (WNA) with permanent residence permits who are 17 years old or older, or who have been married. Electronic Identity Cards (*E-KTP*) are being introduced as part of Indonesia's vision for a Single Identity Number (Miftah et al., 2017). This reflects a commitment to population management, recognizing the Resident Identification Card as the official proof of identity within the country's borders (Saruan, 2015).

Semende Darat Ulu District, with an area of 426.64 km² and a population of 22,273, has a population density of 40.00/km². Due to the considerable distance between the villages and the Semende Darat Ulu District Office, accessing *E-KTP* services presents a challenge for the community. Consequently, many residents have yet to complete the mandatory *E-KTP* registration.

Table 1. Number of Residents Who Have and Have Not Recorded *KTP* Requirements in Semende Darat Ulu District in 2023

No	Village	People Required for <i>E-KTP</i>	People Having Recorded for <i>E-KTP</i>	People not Having Recorded for <i>E-KTP</i>
1	Segamit	5913	2446	3467
2	Siring Agung	538	373	165
3	Aremantai	2704	1853	851
4	Pajar Bulan	4106	2077	2029
5	Tanjung Agung	1605	1163	442
6	Datar Lebar	1090	793	297
7	Cahaya Alam	2541	1646	895
8	Tanjung Tiga	1843	1080	763
9	Pelakat	892	630	262
10	Danau Gerak	1041	692	349
Total		22.273	12.753	9.520

Source: 2023 *E-KTP* Mandatory Population Report

Based on Table 1, the total number of residents required to have an *E-KTP* in Semende Darat Ulu District, which includes 10 villages, is 22,273 people. However, only 12,753 residents have registered for their *E-KTPs* at the Semende Darat Ulu District Head Office, leaving 9,520 people who have not yet completed their *E-KTP* registration.

Despite the implementation of the *E-KTP* service program in Semende Darat Ulu District, several issues remain. Public complaints indicate dissatisfaction with the service due to the distance from the sub-district office and the lengthy processing time of approximately 2 to 3 months for *E-KTP* completion. Many residents find it challenging

to travel to the office without an identity card, and the service system and procedures are considered inefficient. If these issues are not addressed, public trust in the district office's services may decline.

This research builds upon previous studies that have explored the implementation and effectiveness of the *E-KTP* program. Putera & Valentina (2011) identified obstacles such as poor coordination among Regional Apparatus Organizations (OPD), lack of Standard Operating Procedures (SOPs), insufficient *E-KTP* officers, and unclear authority divisions among SKPD. Maulana (2021) highlighted issues with public awareness, inadequate infrastructure, and limited technological

capabilities. Perdana et al. (2013) noted the importance of meeting service expectations, adequate facilities, and human resources, while Rusdia (2019) assessed service quality from the perspective of reliability, responsiveness, confidence, attention, and tangibles, concluding that the *E-KTP* service was generally good. These studies reveal various dimensions of challenges in *E-KTP* implementation. Putera & Valentina (2011) focused on coordination and administrative aspects, Maulana (2021) on community engagement and infrastructure,

RESEARCH METHOD

This research employed a qualitative approach, which was closely related to descriptive research because it focused on providing a detailed account of data collected directly from the field (Sugiyono, 2016). Data collection methods included observation, interviews, and documentation.

The data analysis process involved three key steps. First, data reduction entailed sorting, selecting, and simplifying information from interviews, observations, and documentation to retain only what was relevant to the research objectives.

Second, data presentation involved organizing the reduced data into narratives, tables, or graphs to facilitate easier interpretation for both researchers and readers. Third, drawing conclusions required analyzing the presented data to identify patterns, themes, Jurnal Registratie 6 (1), Februari 2024: 18-33

Prime et al. (2013) on service quality and resources, and Rusdia (2019) on service quality from the user's perspective. This research, guided by Edward III's theory as discussed by Winarno (2008), aims to evaluate the implementation of the *E-KTP* service program by examining four key factors: communication, resources, disposition, and bureaucratic structure. The goal is to assess and improve the *E-KTP* service program in Semende Darat Ulu District.

and relationships that addressed the research questions and led to actionable recommendations.

The research was conducted in Semende Darat Ulu District, Muara Enim Regency, South Sumatra Province, over a period of approximately two months following the issuance of the research permit. During data collection, in-depth interviews were carried out with ten informants, including the sub-district head, the sub-district secretary, the head of the service division, the head of the service section/sub-division, staff/executors managing *E-KTP*, and five community members undergoing *E-KTP* registration.

Informants were selected based on their relevant roles and responsibilities related to *E-KTP* services, as well as their knowledge and involvement with the issue being studied. For community informants, the selection criteria focused on individuals actively engaged in *E-*

KTP registration to ensure a comprehensive perspective on the service experience.

RESULTS AND DISCUSSION

This research presents the findings on the implementation of the *E-KTP* making service program in Semende Darat Ulu District. The objective was to evaluate the execution of the *E-KTP* Making Service Program within the district. The detailed findings are explained as follows.

1. Implementation of the *E-KTP* Making Service Program in Semende Darat Ulu District

The implementation of the *E-KTP* making service program in Semende Darat Ulu District has been generally effective, with services supported by adequate infrastructure and human resources to ensure community satisfaction. As of 2023, 12,753 residents have completed their *E-KTP* registration, out of a total of 22,273 people required to have one. This leaves 9,520 residents who have not yet registered. Among these, 4,044 are still underage, while 5,476 are of eligible age but have not recorded their *E-KTPs*.

Based on the interviews conducted, this research presents findings on the *E-KTP* making service program's implementation. The study utilized Edward III's theory, as discussed by Winarno (2008), which identifies four key variables influencing public policy implementation: Communication, Resources, Disposition, and Bureaucratic Structure. These

variables are crucial in determining the success of policy execution and were used to analyze the *E-KTP* service program.

1) Communication

In terms of the clarity of service implementation, an interview with Mr. I, an *E-KTP* Service Staff member, conducted on November 6, 2023, revealed that the *E-KTP* Making Service Program is operating quite effectively. To record an *E-KTP*, residents are required to visit the *E-KTP* recording counter with a photocopy of their family card (KK). They are then directed to the *E-KTP* room for recording. Based on this interview, it can be concluded that the service implementation in Semende Darat Ulu District is well-executed, with proper guidance provided to residents throughout the *E-KTP* registration process.

Regarding the parties involved and their authorities, an interview with Ms. L, the Head of *E-KTP* Making Services, conducted on November 9, 2023, indicated that the program's implementation is also satisfactory. The key participants in the *E-KTP* recording service include the Head of General Services, the Head of Government, the Secretary of the District Head, and the district staff. Each party contributes to guiding and assisting residents through the *E-KTP* registration process at the Semende Darat Ulu Subdistrict Office. This collaboration helps streamline the process, ensuring that the community is well-supported during *E-KTP* registration.

In terms of information dissemination, an interview with *E-KTP* Service Staff highlighted that the district has effectively communicated information about *E-KTP* registration. The village head and staff have visited local schools, such as SMA and MARN, to inform students and the wider community about the *E-KTP* recording process. This

proactive approach to information dissemination has helped ensure that residents are aware of how and where to complete their *E-KTP* registration. Based on these findings, it can be concluded that the dissemination of information about *E-KTP* recording in Semende Darat Ulu District has been well-managed.

Table 2. Information Dissemination on *E-KTP* Making for Semende Darat Ulu District

No.	Participant	Spokesperson	Materials	Objectives
1	Islamic High School Students aged 17 and above	Head of Service Division	- Issues due to <i>E-KTP</i> registration	To ensure that all people having been recorded for <i>E-KTP</i>
2	High School Students aged 17 and above		- Having not yet recorded for <i>E-KTP</i>	
3	Village Community			

Source: Head of Service Division *E-KTP*

Table 2 illustrates that Semende Darat Ulu District has undertaken outreach efforts to inform the community about the *E-KTP* making process. The outreach included information dissemination sessions for MARN and high school students, who are required to have *E-KTPs*, as well as broader community engagement for those who have not yet registered. The goal of these outreach activities is to ensure that all individuals without an *E-KTP* receive the necessary services and to expedite the production of *E-KTPs*. This proactive approach aims to prevent delays in updating population data and to ensure that the community's registration process is completed efficiently.

2) Resource

The resource aspect of the *E-KTP*

service implementation was assessed based on interviews with key personnel. According to the Head of Services, Mr. X, there has been a lack of specific budgeting for technical guidance or workshops for operators in Semende Darat Ulu District. However, operators have received direct training from the Muara Enim Regency *Dukcapil*.

Regarding the condition of resources for employees involved in *E-KTP* services, an interview with the Head of Subdistrict C on November 10, 2023, revealed that both the quantity and quality of resources are deemed adequate. This includes the availability of counter officers and *E-KTP* operators, ensuring that the staff is well-equipped to handle the *E-KTP* registration process effectively.

Table 3 Number of Employees Implementing *E-KTP* Services in Semende Darat Ulu District

No	Name of Employee	<i>E-KTP</i> Staffs
1	Head of Service Division	Perform actions that result in budget expenditures according to their area of responsibility.
2	Fратиwi, S.Kom	Staff verify documents for <i>E-KTP</i> creation and then direct the public to the <i>E-KTP</i> room.
3	Inharman, S.Kom.i	as <i>E-KTP</i> operators, activate the NIK (National Identification Number) for individuals undergoing recording until the recording process is complete, and provide proof that the recording has been completed.
4	Lara Anggini	Overseeing the <i>E-KTP</i> making process and other related tasks, and submit requests to the <i>Dukcapil</i> Muara Enim for re-verification of data.

Source: *E-KTP* Staff

Table 3 indicates that the *E-KTP* making program in Semende Darat Ulu District is supported by a team of four employees. This includes one Head of Service and three *E-KTP* Service Staff Officers. The competencies of these employees align well with the requirements of their respective roles in the *E-KTP* implementation process. Regarding the facility aspect, an interview with Mrs. L, the Head of Services, on November 9, 2023, revealed that while the *E-KTP* recording infrastructure in Semende Darat Ulu District is generally adequate, the quality of some equipment is only moderate. Several tools are

showing signs of wear and tear.

Additional feedback was gathered from three community informants—Mrs. S, Mr. M, and Mr. R—who had undergone *E-KTP* recording in the district. They confirmed that the facilities at the District Head's Office were quite adequate. The environment in the recording room was reported to be neat and comfortable, with comprehensive electronic equipment. However, they noted that some of the equipment was slightly damaged during the *E-KTP* registration process. For more details, please refer to the accompanying image.



Source: Research documentation, 2023

Figure 1. *E-KTP* Room

Based on the documentation results presented in Figure 1, researchers concluded that the facilities provided for *E-KTP* registration in Semende Darat Ulu District are

quite satisfactory. The dedicated room for *E-KTP* processing contributes to a comfortable experience for individuals who come to register.



Source: Research Documentation, 2023

Figure 2. Facilities for *E-KTP* Recording

Based on the results of interviews and documentation, researchers found that the electronic facilities and infrastructure for *E-KTP* recording at the Semende Darat Ulu Jurnal Registratie 6 (1), Februari 2024: 18-33

Subdistrict Office are generally quite good. As shown in Figure 2, the available tools are complete; however, some equipment is slightly damaged

Table 4 Number of Infrastructure Equipment in Semende Darat Ulu District

No	Infrastructure	Status	Remarks
1	Biometrics	-	Minor Damage
2	Fingerprints	-	Minor Damage
3	<i>E-KTP</i> Reader	-	Minor Damage
4	Iris Scanner	-	Minor Damage
5	Canon cameras	-	Minor Damage
6	Laptops	Good	-
7	Sigmator Pad	Good	-
8	Kia Printers	Good	-
9	<i>E-KTP</i> Printer	Good	-
10	PC Mobile	Good	-
11	Epson Printers	Good	-

Source: *E-KTP* Staff

Table 4 indicates that the electronic infrastructure for *E-KTP* making in Semende Darat Ulu District is largely complete. However, there are several devices that are slightly damaged. Specifically, there are 6 electronic devices in good condition and 5 other devices that are slightly damaged.

Regarding the budget for the *E-KTP* making service program, an interview with the Head of District in November 2023 revealed that the Semende Darat Ulu District Head Office allocates funds annually to purchase new equipment. This budget ensures that devices starting to break down are replaced, supporting the needs of the officers involved in the *E-KTP* registration process.

Table 5 Budget for 2023

No	Remarks	Values
1	Procurement of regional assets supporting government affairs	IDR 56,342,000
2	Procurement of equipment and other machinery	IDR 56,342,000
3	Capital expenditure for personal computer equipment	IDR 56,342,000

Source: Treasurer of Semende Darat Ulu District

Table 5 shows that the total budget for Semende Darat Ulu District in 2023 amounts to IDR 56,342,000. This budget is allocated for various purposes, including the procurement of

regional goods to support government functions, acquisition of equipment and machinery, and capital expenditure for personal computer equipment.

Table 6 Cost Deduction

No	Item	Total
1	value-added tax	IDR 5,583,441
2	Income Tax Ps 22	IDR 761,378

Source: Treasurer of Semende Darat Ulu District

Table 6 shows that there are various deductions in Semende Darat Ulu District, including a Value Added Tax (VAT) deduction of IDR 5,583,441 and an Income Tax (PPh) deduction of IDR 761,178.

3) Disposition

Disposition refers to the response or instruction given by a superior to subordinates for immediate follow-up, as well as the process of recruiting individuals to serve as officers in policy implementation (Agustino, 2014). According to an interview with the Head of Subdistrict C on November 22, 2023, the

service officers in Semende Darat Ulu District have effectively managed the implementation of *E-KTP* services. The division of tasks among employees is performed based on their specific competencies.

In terms of selecting staff for *E-KTP* services, the Head of Subdistrict C noted that the selection criteria focus on the integrity and ability of the employees. These considerations ensure that the staff managing *E-KTP* services are both competent and trustworthy, contributing to the overall effectiveness of the service program.

Table 7 Employee's Integrity and Capability

No	Employee's Integrity and Capability
1	Honest and trustworthy
2	Act transparently and consistently
3	Maintain dignity and do not do anything disgraceful
4	Responsible

Source: District Head

Table 7 indicates that when selecting staff for *E-KTP* services in Semende Darat Ulu District, both integrity and capability are key considerations.

Based on research observations, it was noted that each employee, including the Head of Service and *E-KTP* Service Staff, was assigned tasks in alignment with their competencies. Competence is crucial for effective service delivery, as employees need to possess the appropriate knowledge, skills, behavior, attitudes, and communication abilities to meet community needs (Hadiyanor & Widayanti, 2021). This finding aligns with Sulaeman's (2019) research, which highlights the significant impact of employee competence on performance, particularly in providing *E-KTP* services.

Inadequate placement of employees relative to their competencies can lead to suboptimal work results (Apriliani et al., 2023) and may hinder the *E-KTP* making process (Purnawan, 2022). Therefore, placing employees according to their competencies is

deemed essential for fulfilling their roles effectively and ensuring successful task completion (Mahendra, 2023).

4) Bureaucracy Structure

The bureaucratic structure plays a crucial role in implementing policies, particularly through the use of Standard Operating Procedures (SOPs). SOPs are essential for guiding policy implementation activities, and a non-conducive bureaucratic structure can render resources ineffective and impede policy execution (Agustino, 2014).

Based on an interview with the Head of Subdistrict C on November 22, 2023, it was reported that there is an established SOP governing the *E-KTP* making service in Semende Darat Ulu District. The SOP regulates the procedures for *E-KTP* processing, ensuring a structured approach to service delivery. Additionally, feedback from Mrs. S, a resident seeking *E-KTP* on November 22, 2023, confirmed that the service standards are clear and serve as a useful reference for individuals undergoing the *E-KTP* registration process.

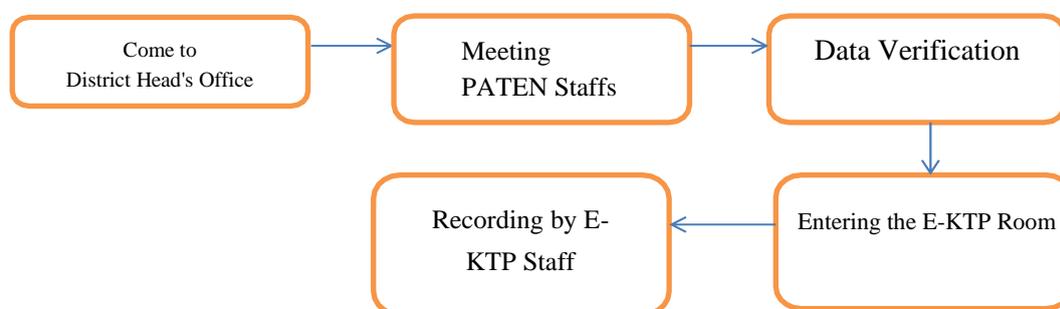


Figure 3. Structure of Implementation Flow of *E-KTP* Making Services in Semende Darat Ulu District

Based on Figure 3, the service flow for making *E-KTPs* in Semende Darat Ulu District is outlined as follows: individuals arriving at the Subdistrict Office first approach the PATEN Officer, who verifies their documents. They are then directed to the *E-KTP* room where they proceed to record their *E-KTP* with the K-KTP Operator.

Research observations confirm the importance of having a Standard Operating Procedure (SOP) in place. A clear SOP is essential as it provides instructions for individuals seeking to make an *E-KTP* in Semende Darat Ulu District. The presence of a well-defined SOP is a significant factor contributing to the successful implementation of the *E-KTP* program. Santoso et al. (2021) emphasized that unclear procedures can obstruct *E-KTP* services. This view aligns with Tukan & Rahmadanita (2023), who noted that SOPs are crucial as they guide local governments in delivering community services effectively.

Other research highlights that bureaucratic structures characterized by lengthy and complex communication methods can be barriers to *E-KTP* services (Mansyur et al., 2021). For employees, SOPs serve as work guidelines, ensuring that work outputs meet expected standards (Hasibuan et al., 2020; Kaawoan & Kumayas, 2020). Clearly defined SOPs are also indicators of reliability in the *E-KTP* service process (Leltakaeb & Kolne, 2022) *Jurnal Registratie* 6 (1), Februari 2024: 18-33

and can enhance the overall service image for *E-KTP* applicants (Fitri & Pradana, 2022).

2. Discussion

The research results identify four key variables influencing the implementation of public policy: communication, resources, disposition, and bureaucratic structure. These variables collectively determine the success of policy implementation.

Regarding the *E-KTP* service, the implementation has been relatively effective, characterized by the provision of good service and clear guidance for the public on *E-KTP* recording. The Semende Darat Ulu District executed the information dissemination process well by notifying village officials and conducting visits to high schools and MARN schools, ensuring the community was informed about *E-KTP* recording schedules. The research indicates that these outreach efforts have been effective in educating residents about the importance of obtaining an *E-KTP*, particularly for those who had not yet registered in the Semende Darat Ulu District.

Information dissemination aims to create, maintain, and enhance community interaction (Dewi, 2017). This research's findings align with previous studies, which indicated that insufficient information dissemination could lead to a lack of public knowledge about the *E-KTP* application process (Clarissa & Megawati, 2022;

Nurrohman, 2017). The study demonstrates that effective information dissemination significantly boosts public awareness, encouraging individuals to register for *E-KTP* consciously. In Semende Darat Ulu District, offline information dissemination, such as school visits, is deemed quite effective. The author suggests that local governments could improve information dissemination by utilizing various methods, including mass media (Maulida, 2013), pamphlets, billboards, banners (Ardiyani, 2015), social media, and images (Prameisti et al., 2024), as well as structured and scheduled approaches (Hisnindar & Zainudin, 2019). Effective information dissemination of the *E-KTP* policy is crucial for providing accurate information and fostering understanding among the public, with communication playing a vital role in the policy's successful implementation (Hisnindar & Zainudin, 2019).

Furthermore, the resources available for both counter officers and *E-KTP* operators are adequate in terms of quantity and quality. However, the percentage of *E-KTPs* issued for 2022 and 2023 is expected to decrease slightly, as many individuals already possess *E-KTPs* and the cards are valid for life. The research identifies several factors influencing the implementation of *E-KTP* services, including both supporting and inhibiting elements. While the facilities are generally good, there are issues with supporting infrastructure, as some equipment is slightly damaged, creating

Jurnal Registratie 6 (1), Februari 2024: 18-33

obstacles for those seeking to obtain an *E-KTP*. Additional challenges include signal issues and geographical conditions, such as frequent rain and blackouts. To address these problems, officers can use a generator to power recording devices temporarily during outages. Once electricity and signal are restored, the recordings are then input and transmitted to the Muara Enim Regency *Dukcapil* Service.

Overall, the performance of the *E-KTP* program in Semende Darat Ulu District is satisfactory, with effective community service implementation. Nevertheless, improvements are needed in several areas, particularly concerning the provision of resources, both human and infrastructural. Enhancing these aspects is expected to improve the quality of *E-KTP* services provided to the community.

CONCLUSION

The implementation of the *E-KTP* service program in Semende Darat Ulu District is rated as quite good. This assessment is based on four dimensions: communication, resources, disposition, and bureaucratic structure. Three of these dimensions are considered well-executed, while one remains lacking. In terms of communication, the clarity of service implementation is strong, with effective outreach activities such as notifying village officials and conducting school visits to inform the community about *E-KTP* recording times. The resources dimension is also satisfactory, with adequate quantity and quality of staff and

equipment for both counter staff and *E-KTP* operators. The disposition dimension indicates that employee tasks are distributed according to their competencies. The bureaucratic structure dimension shows that there is an established SOP regulating the *E-KTP* service process in the district. However, challenges remain due to signal issues and geographical conditions, including frequent rain and power outages. To

REFERENCES

- Agustino, L. (2014). *Dasar-Dasar Kebijakan Publik*. Alfabeta.
- Apriliani, A., Salbiah, E., & Wulandari, S. (2023). Profesionalisme Pegawai Kecamatan Dalam Pelayanan Kartu Tanda Penduduk Elektronik. *Jurnal GOVERNANSI*, 9(1). <https://doi.org/https://doi.org/10.30997/jgs.v9i1.7637>
- Ardiyani, M. (2015). Peran Petugas Kecamatan Sambutan Dalam sosialisasi Penerapan *E-KTP* Pada Masyarakatkelurahan Makroman Rt. 04 Kota Samarinda. *EJournal Ilmu Komunikasi*, 3(4). [https://ejournal.ilkom.fisip-unmul.ac.id/site/wp-content/uploads/2015/11/ejurnal_fix_\(11-11-15-04-58-30\).pdf](https://ejournal.ilkom.fisip-unmul.ac.id/site/wp-content/uploads/2015/11/ejurnal_fix_(11-11-15-04-58-30).pdf)
- Clarissa, Z. M., & Megawati, S. (2022). Implementasi Program Jadek (Jauh Jadi Dekat) Dalam Pembuatan *E-KTP* Di Desa Mandirejo Kecamatan Merakurak Kabupaten Tuban. *Publika*, 10(1). <https://doi.org/https://doi.org/10.26740/publika.v10n1.p135-148>
- Dewi, N. F. O. (2017). *Fungsi Sosialisasi Program E-KTP Dalam Meningkatkan Minat Masyarakat Di Kabupaten Bandung Barat* [Universitas Pasundan]. <https://repository.unpas.ac.id/27902/>

address these issues, the researcher suggests the following improvements: 1) Enhancing facilities and infrastructure by repairing or replacing damaged equipment to ensure a smooth recording process, and 2) Considering the implementation of annual *E-KTP* recording visits to villages to address the distance between the villages and the Subdistrict Office.

- Fitri, S. A., & Pradana, G. W. (2022). Inovasi Pelayanan *E-KTP* Oleh Dinas Kependudukan Dan Pencatatan Sipil (Studi Kasus Mall Pelayanan Publik Kabupaten Bangkalan). *Publika*, 10(3). <https://doi.org/https://doi.org/10.26740/publika.v10n3.p835-850>
- Hadiyanor, E., & Widayanti, F. (2021). Kualitas Pelayanan *E-KTP* (Studi Pada Pelayanan Kartu Tanda Penduduk Elektronik (KTP-el) Pada Dinas Kependudukan dan Pencatatan Sipil Kabupaten Hulu Sungai Tengah). *Jurnal Administrasi Publik Dan Pembangunan*, 3(2). <https://doi.org/https://doi.org/10.20527/jpp.v3i2.4858>
- Hasibuan, E. H., Badaruddin, & Karyono. (2020). Implementasi Kebijakan *E-KTP* Dalam Pelayanan Administrasi Kependudukan Kota Padangsidimpuan. *Perspektif*, 9(2). <https://doi.org/https://doi.org/10.31289/perspektif.v9i2.3951>
- Hisnindar, & Zainudin, A. (2019). Implementasi Kebijakan Kartu Tanda Penduduk Elektronik(*E-KTP*). *Fokus*, 17(1). <https://doi.org/https://doi.org/10.51826/fokus.v17i1.264>

- Kaawoan, H. M. B. J., & Kumayas, N. (2020). Kinerja Aparatur Sipil Negara (Asn) Dalam Pelayanan Publik Di Dinas Kependudukan Dan Pencatatan Sipil Kota Sorong Provinsi Papua Barat (Studi Pembuatan *E-KTP* Di Dinas Kependudukan Dan Pencatatan Sipil Kota Sorong). *Eksekutif: Jurnal Ilmu Pemerintahan*, 1(4). <https://ejournal.unsrat.ac.id/v3/index.php/jurnaleksekutif/article/view/28838/28148>
- Leltakaeb, E., & Kolne, Y. (2022). Kinerja Pegawai Terhadap Peningkatan Kualitas pelayanan Kartu Tanda Penduduk Elektronik (*E-KTP*) (Studi Penelitian Pada Dinas Kependudukan dan Catatan Sipil Kabupaten Timor Tengah Utara). *Jurnal Poros Politik*, 4(1). <https://jurnal.unimor.ac.id/JPP/article/view/1649>
- Mahendra, D. R. (2023). *Kompetensi Pegawai Pelayanan E-KTP Di Kantor Kecamatan Bojongloa Kaler Kota Bandung* [Universitas Pasundan]. <https://repository.unpas.ac.id/66162/>
- Mansyur, A., Masriadi, P., & Ashariana. (2021). The effect of E-government implementation on the quality of electronic identity card public service in Indonesia. *Croatian and Comparative Public Administration*, 21(2). 10.31297/HKJU.21.2.3.
- Maulana, G. A. (2021). *Implementasi Pelayanan Program Pembuatan Kartu Tanda Penduduk Elektronik (Ktp-El) Di Era Covid-19 Di Kecamatan Cibadak Kabupaten Lebak Provinsi Banten* [IPDN Jatinangor]. <https://eprints.ipdn.ac.id/6154/>
- Maulida, A. D. N. (2013). Studi Tentang Efektifitas Dalam Sosialisasi Kartu Tanda Penduduk Elektronik (*E-KTP*) Di Kelurahan Sempaja Selatan Kota Samarinda. *EJournal Ilmu Komunikasi*, 2(1). [https://ejournal.ilkom.fisip-unmul.ac.id/site/wp-](https://ejournal.ilkom.fisip-unmul.ac.id/site/wp-content/uploads/2014/02/eJOURNAL_Komunikasi_pdf_(02-24-14-03-20-22).pdf)
- content/uploads/2014/02/eJOURNAL Komunikasi pdf (02-24-14-03-20-22).pdf
- Miftah, A., Muhammad, S., Imam, P., Antonius, I. S., & Agung, P. R., (2017). *E-KTP as the basis of home security system using arduino UNO. Proceedings of the 2017 4th International Conference on Computer Applications and Information Processing Technology, CAIPT 2017*. 10.1109/CAIPT.2017.8320693
- Nurrohman, B. (2017). Optimalisasi Pelayanan *E-KTP* Guna Meningkatkan Validitas Data Kependudukan Di Kecamatan Majasari Kabupaten Pandeglang. *Jurnal KAPemda – Kajian Administrasi Dan Pemerintahan Daerah*, 10(6). <https://stisipbantenraya.ac.id/wp-content/uploads/2021/02/optimalisasi-pelayanan-E-KTP-guna-meningkatkan-validitas-data-kependudukan-di-kecamatan-majasari-kabupaten-pandeglang.pdf>
- Perdana, A., Suprojo, A., & Saleh, A. B. (2013). Efektivitas Pelayanan Program *E-KTP* Pada Masyarakat. *Jurnal Ilmu Sosial Dan Ilmu Politik*, 2(2). <https://doi.org/https://doi.org/10.33366/jisip.v2i2.51>
- Prameisti, S. A., Wijayanto, & Manar, D. G. (2024). Impementasi Kebijakan Pelayanan *E-KTP* Berbasis Digital Melalui Lawet Kebumen Di Dinas Kependudukan Dan Pencatatan Sipil Kabupaten Kebumen Tahun 2022-2023. *Journal of Politic and Government Studies*, 13(1). <https://ejournal3.undip.ac.id/index.php/jp gs/article/view/42397>
- Purnawan, A. (2022). Kualitas Pelayanan Perekaman *E-KTP*. *Jurnal Publik: Jurnal Ilmiah Bidang Ilmu Administrasi Negara*, 16(02). <https://doi.org/https://doi.org/10.52434/jp.v16i02.125>

- Putera, R. E., & Valentina, T. R. (2011). Implementasi Program KTP Elektronik (*E-KTP*) di Daerah Percontohan. *MIMBAR*, XXVII.
- Rusdia, U. (2019). Analisis Pelayanan Pembuatan Kartu Tanda Penduduk Elektronik (Ktp-El) Di Kecamatan Lembang Kabupaten Bandung Barat. *Jurnal Ilmu Sosial Dan Ilmu Politik*, 3(1). <https://www.ejournal.unibba.ac.id/index.php/jisipol/article/view/10/9>
- Santoso, E. B., Mahendra, H. N. I., Rahmadanita, A., & Nurnawati, E. (2021). Drive Thru Service of E-Id Card in Blitar City. In *Jurnal Ilmu Pemerintahan Widya Praja* (pp. 91–113). <https://doi.org/10.33701/jipwp.v47i1.1961>
- Saruan, V. (2015). Persepsi Masyarakat Dalam Pelayanan Pembuatan *E-KTP* Di Kelurahan Loa Duri Ulu Kecamatan Loa Janan Kabupaten Kutai Kartanegara (Viktor Saruan). *EJournal Ilmu Pemerintahan Fisip Universitas Mulawarman*, 3(2). <https://ejournal.ip.fisip-unmul.ac.id/site/?p=1331>
- Sugiyono. (2016). *Metodologi Penelitian Kuantitatif, Kualitatif, dan R&D*. Alfabeta.
- Sulaeman, M. (2019). Pengaruh Kompetensi Terhadap Kinerja Pegawai Negeri Sipil Di Kecamatan Pataruman Kota Banjar. *J-Politri (Jurnal Manajemen, Keuangan Dan Komputer)*, 3(1). <https://jurnal.poltektriguna.ac.id/Maret2019/jurnalMAMAN.pdf>
- Tukan, A. A. F., & Rahmadanita, A. (2023). Implementasi Kebijakan Identitas Kependudukan Digital (Ikd) Di Kabupaten Lembata Provinsi Nusa Tenggara Timur. *Registratie*, 5(2). <https://doi.org/https://doi.org/10.33701/jurnalregistratie.v5i2.3717>
- Winarno, B. (2008). *Kebijakan Publik Teori, Proses dan Studi Kasus*. Center Of Academic Publishing Service.