

# Document Services Population: Studies E-KTP Based Services Implementation Regulation Number 4 of 2009, At the District Office of Batu Ampar East Kutai Regency

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## **Abstract**

This study used a qualitative approach with descriptive level of their explanations. This study aims to describe and analyze the documentation service of the population in the District Office of Batu Ampar East Kutai and to describe and analyze the factors driving and inhibiting population documentation services in the District of Batu Ampar East Kutai. The results of this study are civil documentation services of e-KTP in the district of Batu Ampar East Kutai Regency is quite effective because it is in accordance with the duties although there are some obstacles in its implementation that must be faced. The factors that drive and impede service of documents e-KTP in the district of Batu Ampar namely centralization policy management of identity cards is a step to tidy up the system of administration into one-stop-shop to facilitate the regional government in mapping the community so as to create a policy that others have concrete and valid data as well as the utilization of the results for public services and the development of other sectors. The presence of such deficiency concerns the e-KTP card data recording as well as a limited number of counters when the number of people who take care of more population makes less than the maximum service to the community. Advice can be given as follows: Need for evaluation in government service to the creation of e-KTP so that people get the services optimally and fairly. The government should quickly in overcoming the constraints in terms of equipment for the manufacture of e-KTP smoothly and on time. Apparatus sub-district as a public servant (public service) should be able to increase its actualization by improving the skills and expertise knowledge. Satisfaction of the people is something that is very absolute that is expected in the future things that are hamper a policy can be minimized.

**Keywords:** Implementation, E-KTP, residence documents Services.

## **A. INTRODUCTION**

Based on Law Number 32 of 2004 on Regional Government indicate a paradigm shift system of relations between the central government and regional governments in Indonesia, from a centralized point to point pendulums spread (Prasojo, 2009: 14). The result was the birth of the principles of decentralization is the reference of local government. Decentralization purpose is not only to encourage growth and development of democracy at the local level, but also in administrative aspects, especially in terms of increased efficiency and effectiveness of public services (Labolo, 2012: 217-218). Therefore, a paradigm shift in the administration also affecting development global paradigm associated with aspects of service, known as the paradigm of the public sector. In a democratic society, Jaweng (2012: 193-223) states that public service is a function of the sign of the presence of countries that are strategically embodied in the policy instrument (regulation), fiscal (budget), and the actions of the administration (ministry of goods/services). Beginning with the administration paradigm of traditional (old public administration) hierarchical and formal orientation prefers bureaucratic power has not been on the service aspect. Furthermore, there was a shift to the paradigm of New Public Management which is oriented to customer satisfaction in the public service through the principle of faster, cheaper, and better. As a result of criticism of the privatization of the acute effects at the time, then comes the New Public Service. This paradigm believes that served not considered as a customer, but citizens with all the values available to him (Denhardt, 2007).

Public service is a service problem that the government's responsibility to its citizens. This responsibility has been mandated in the Constitution of 1945. The purpose of the provision of public services is the fulfillment of the fundamental rights of every citizen and resident on goods, services or administrative services provided by the government relating to the public interest. In the era of decentralization and the growing democratization of the current, then the demand will be the responsibility of public services is also increasingly powerful and prominent.

One type of public service which is the government's obligation and has a strategic role for public service in the field of population administration as an extended arm of the government. Public services include the services of Identity Card (KTP), Family Card (KK), and the Deed of moving population. All these documents are needed by the community in carrying out their daily lives in completing personal documents.

One of the governmental entity that provides services directly or indirectly to the public in the field of population administration is districts. As a sub-system of government in Indonesia, the district had a strategic position and play a functional role in the practice of ministry and government administration, and social development (Wasistiono, et al, 2009: 200). In other words, sub-district is spearheading a barometer of service delivery public, as well as a showcase of regional governance.

In order to improve the quality of public services including public services in the field of population administration, the government has issued related regulations. Such regulations are the Decree of the Minister of State for Administrative Reform Number 81 Year 1993 on Guidelines for Management of Public Service. To further encourage the commitment of government officials towards improving quality of care, then published the Instruction Number 1 of 1995 on Improving the Quality Improvement and Community Services Government Agencies. Other regulations concerning public services, namely the Minister of Administrative Reform Number 63 / KEP / M.PAN/7/2003 dated July 10, 2003 on the General Guidelines for the Implementation of Public Service, Administrative Reform Minister Decree Number 26/KEP/M.PAN/ 2/2004 dated February 24, 2004 on Technical Guidelines for Transparency and Accountability in the Implementation of Public Service and Administrative Reform Minister Decree Number 25/KEP/M.PAN/ 2/2004 dated February 24, 2004 on General Guidelines for Preparation of Public Satisfaction Index Service Unit Government Agencies.

The government has also issued Government Regulation 65 Year 2005 regarding Guidelines for the Preparation and Implementation of Minimum Service Standards. Then followed up with Government Regulation Number 6 of 2007 on Technical Guidelines for Preparation and Determination of Minimum Service Standards. Minimum Service Standards (SPM) were prepared as a tool for governments and local governments to ensure access to and quality of basic services to the public evenly in the framework of the implementation of compulsory affairs including in the field of population. SPM defined in the basic service types, indicators of SPM and SPM achievement deadline. SPM is one way to improve public services.

To improve the quality of public services that better government has increased the existing rules into the form of legislation, namely the issuance of Law Number 25 of 2009 on Public Service. The regulations that exist indicate a strong commitment from the government to constantly improve public services in order to meet the public expectation.

The setting duties and functions of the District in the East Kutai Regency is set in the East Kutai Regency Regulation Number 4 of 2009, Batu Ampar as one of the sub-system of governance in East District Kutai, East Kalimantan Province held a public services to its citizens. Subdistrict Batu Ampar has unique characteristics because of the distance between the village and district apart. Additionally District of Batu Ampar also has a large number of people including in East Kutai. The population of the District of Batu Ampar based on data from Office of Population and Civil Registration of East Kutai in 2016 amounted to 6024 people.

Subdistrict Batu Ampar become one of the economic centers engaged in oil palm, rubber, and pepper. Most people work as farmers. But residents of the sub-district of Batu Ampar are still many who do not have identity card (KTP), family card (KK), and the administration of other population is caused by several factors such as illness, people busy working in the land estates, as well as the increasing population of migrants who live in Batu Ampar subdistrict.

Another obstacle faced another obstacle in the public service in the administration of residence in the district of Batu Ampar that is related to facilities and infrastructure is not adequate either operating facilities, physical facilities and infrastructure to support the lainnya. Selain, a serving officer of ID cards and KK is still less than the number of people who have served about 1,162 people (who do not have ID cards) with the following details Village Beno Harapan 159 people, the village of Mugi Rahayu 59, Lake Village 141 people, the village Mawai Beautiful as many as 179 people, the village of Himba Lestari 122 people, and the Village Timbau stone as much as 502 people.

Although it has been made clear rules to guide public service, in fact Batu Ampar subdistrict community still considers that the public service by the government apparatus part Batu Ampar subdistrict population still needs to be improved.

This study wanted to evaluate the quality of care part of the District Population Batu Ampar, East Kutai Regency, East Kalimantan Province. During this evaluation has to do is evaluate the use of local finance (budget), while the evaluation of the performance or service is rarely done.

This study selected the District Batu Ampar as research area because this area has a distribution of the population of the village to another remote. Society expects an improvement in public services, especially in terms of accountability and transparency. The demands for the implementation of a performance good service to the public is increasingly apparent tendency of the day.

## **B. LITERATURE REVIEW**

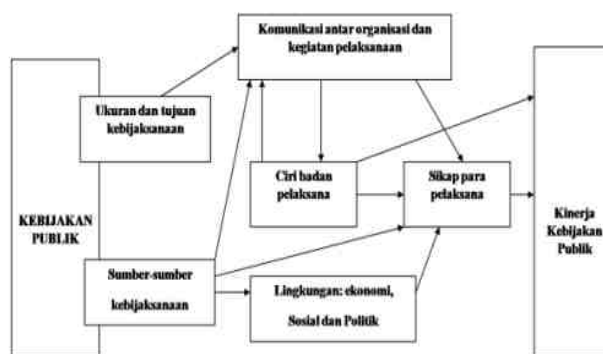
### **1. Policy implementation**

Implementation of the policy is the most important aspect of the overall policy process. Implementation of the policy is a concrete manifestation of a policy, because at this stage of a policy is not only limited to the embodiment in real terms of the policy, but also has a link with the consequences or the impact that will lead to the implementation of the policy (Journal of Public Administration (JAP): 962- 971). Thus the policy makers do not just want to see the policies that have been implemented by the community, but also want to see how far this policy can have consequences ranging from the positive and negative to the community.

Ripley and Franklin explained that the implementation is what happens after the law stipulated that gives authority programs, policies, profit (benefit), or a type of real output (tangible output). Implementation includes actions by multiple actors, particularly the bureaucrats, which is intended to make the program run (Winarno, 2007: 145).

Van Meter and Van Horn in Solichin (2007: 146), both of which limit the implementation of the policy as the actions carried out by individuals or groups of government and private sector aimed at achieving the objectives that have been established in the decisions of the previous policy. These actions include efforts to transform decisions into operational action within a certain time and in order to continue efforts to achieve the changes set by policy decisions.

Figure 2.1  
 Policy Implementation Process Model



Source: Agustino (2008: 144).

#### The concept of the Population

Experts usually distinguish between the science of population (demographics) with studies on population (population studies). Demography is derived from the Greek words *demos*-residents and *Grafien*-can be interpreted in writing or writings on population is the scientific study of the number, distribution and composition of the population as well as how these three factors change over time. Demographic Studies also quantitative and qualitative.

Demographics quantitative (sometimes called Formal Demography - Demography Formal) more use statistical calculations and mathematical. Demographics qualitative but more to explain aspects analitik. While descriptive population studies systematically studied population growth, and the phenomenon of population issues in relation to the social situation in the vicinity.

Studies of population that needs our attention now is more like interdisciplinary studies combined with demographic analysis commonly termed Social Demography.

### 2. Definition and Characteristics of Service

Service is one of the cornerstones of the effort of satisfying customers and is a necessity that must be optimized either by individuals or organizations, because of its shape reflected the quality of service provided individuals or organizations that provide services.

According Hardiyansah (2011 : 11) service can be defined as an activity that is provided to assist, prepare, and take good care of it in the form of goods or services from one party to another party. Services on essentially range of activities, therefore the service process takes place regularly and continuously, covering the entire life of the organization in the community. The process that is intended to do with respect to each other to meet the needs of beneficiaries and service providers.\

Said service quality of service received when the relatively more satisfactory than what was expected by the customer. Quality is not always synonymous with luxury goods or products/services that have a high price. Quality is more to the perceptions and expectations, so the quality can only be measured compliance with existing requirements (conformance to requirements).

### 3. Implementation of the Public Service

Based on the Decree of the Minister of Administrative Reform Number 63/KEP/ M.PAN/7/2003, of public service need to pay attention and apply the principles, standards, patterns of implementation, cost, services for the disabled, the elderly, pregnant women and infants, services specifically, bureau services, the level of satisfaction of the people, monitoring the implementation, complaints resolution of disputes, as well as the evaluation of the performance of public service.

#### a. Principles of Public Service

- 1). Simplicity public service procedure is straightforward, easy to understand and easy to implement.
- 2). Clarity

b. Public Service Standards

Every public service must have service standards and published as a guarantee of certainty for the recipient of the service. The standard of service is a standardized measure in administering public services that must be obeyed by the giver or recipient of the service.

**4. Standard Definition**

Standards in the ministry is so important that it needs to be discussed further as the Minister for Administrative Reform Decree Number 63/KEP/M.PAN/7/2003, standard definition is not addressed specifically. This regulation only discusses the requirements of a good standard.

Based on Indonesian dictionary, a standard is a certain size that is used as a benchmark or something considered fixed value that can be used as a measure of value (price).

In the Government Regulation Number 102 of 2000 on national standardization chapter 1 explained that the standard is a technical specification or something standardized including procedure and method which is based on the consensus of all the parties concerned by observing requirements for safety, security, health, environment, development of science and technology, as well as the experience, the development of the present and the future to benefit as much as possible.

Based on the above definition, the standards can be interpreted as a measure which is based on a consensus of all parties concerned as a benchmark to benefit as much as possible. The existence of standards in the public service will benefit, among others, reduce process variation, meet the requirements of the profession, and the basis for measuring the quality (Schroeder, 1994). With the reduction of variation in service, will improve the consistency of public services, reduce errors, improve efficiency in service delivery, and easier for officers in providing services.

**5. The concept of E-KTP (Electronic Identity Card)**

According to the Interior Ministry and the Ministry of Communication and Information of the Republic of Indonesia, the e-ID card 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. According to predefined rules, e-ID card can be owned only by 1 by each - each resident, there can be no possibility of one resident who has two e-ID cards. Each resident will have a VIN to be entered into a national database and applies a lifetime. VIN number in the e-ID card 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 In 2006 about Adminduk).

E-ID is ID-based Population Identification Number (VIN), which has the format specifications and National ID system / special security code that serves as the official identity population published by the Office of Population and Civil Registration. Population Identification Number (VIN) is a social security number that is unique or distinctive, singular, and attached to a person who is registered as a resident of Indonesia.

E-ID card project is motivated by the conventional ID card-making system in Indonesia which allows a person to have more than one ID card. This is due to the lack of a unified data base that collects the data from the entire Indonesian population. These facts provide opportunities residents who want to cheat the state by duplicating her identity card. Some of them are used for the following things:

- a. Evading taxes
- b. Facilitate the passport can not be made at all cities
- c. securing corruption
- d. Concealing the identity (eg by terrorists)

According to the Ministry of Country Republik Indonesia, the general function of e-ID card is as follows:

- a. As the identity of identity.
- b. National valid, so no need to create a local identity card for obtaining a license, opening a bank account, and so on.
- c. KTP prevent double and falsification of ID card.
- d. The creation of the accuracy of population data to support development programs.

E-KTP is a national ID card that is stipulated in Law Number 23 Year 2006 concerning Population Administration, the Presidential Decree Number 26 Year 2009 on the Implementation of the ID card-based national Population Identification Number, and Presidential Decree Number 35 Year 2010 on the Amendment of Presidential Regulation Number 26, 2009. With this regulation the e-KTP applied nationally, thus facilitating public access to the services of government agencies and private because it no longer requires a local ID card.

In making the E-ID card, the government established five (5) stages. Here are five (5) stages in the creation of e-ID cards, namely: reading Biography, Photos, Recording signature, scan fingerprints and eye retina scans.

According to the Ministry of Interior (Preparation and Implementation of Population Data Updates Publishing NIK and Application of Population and Civil Registration, 2010) the benefits of e-ID cards for the community, state and nation, among which:

- 1) To prevent and preclude their dual identity card and a fake ID so as to provide security and legal certainty

- for the public.
- 2) To support the creation of an accurate population database, particularly with regard to population data compulsory ID cards that are identical to the population data of potential voters election, so that frequently arise.
  - 3) Can support the increased security of the state as the positive impact of the closing of the double KTP opportunities and fake ID cards, during which these criminals are constantly using multiple ID cards and fake ID.

### C. RESEARCH METHODS

This study used a qualitative approach with descriptive level of their explanations. Where according Sugiyono (2009: 8), states that:

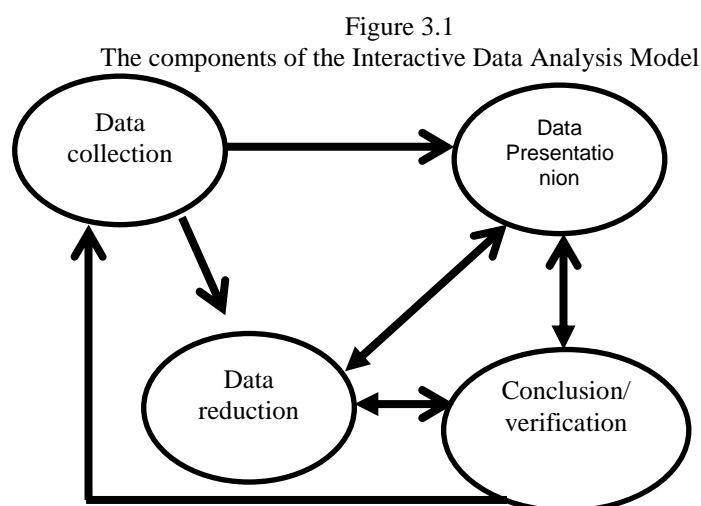
Qualitative research methods research methods used to examine the condition of natural objects. (As an opponent is an experiment) in which the researcher is a key instrument, data collection techniques performed triangulation (combined), data analysis is inductive and qualitative research results further emphasize the significance rather than generalization.

On the other hand qualitative research to characterize the meaning of quality refers to the natural facet bertentangan with kuantum or number. On the basis of the consideration that it then seems to be interpreted as a qualitative research study who did not hold a calculation (Moleong, 2007: 3).

Therefore very many Auth sub-district as one of the SKPD, the researchers gave boundary problem and focus on the implementation of population documentation services. The measure of success is the implementation of a policy conformance with the implementation of a policy guide lines (guide lines) become the focus of this study are:

- a. Procedure:
  - a) Procedure citizen population
  - b) Procedure resident foreigners who have permanent residency
- b. Coordination
- c. Disposition
- d. Factors Inhibiting and Support
  - a) Internal
  - b) External

To analyze the data the researchers use the Interactive Data Analysis Model Miles and Huberman (Miles and Huberman, 1992: 18). The analysis is by way of a gradual process of research and interactive to the specified data source. The analysis process is described in the figure below:



Source: Miles and Huberman (1992: 20) analysis of qualitative data.

The above procedure can be explained as follows:

1. Data collection  
Data obtained from the observation and documentation in the records of the field that comprises two parts: descriptive and reflective. Note diskriptif is natural notes (notes on what is seen, heard, seen and experienced myself) by researchers without their opinion and interpretation of the phenomena experienced researchers. Reflective notes are notes containing impressions, comments, opinions, and commentary on the findings of researchers who found, and is material data collection plan for the next stage.

## 2. Data Reduction

Data reduction in the mean as the electoral process focusing on simplification, abstraction, and data transformation "rough" arising from written records in the field. The data gathered in the field is then reduced by the researchers by means of: encoding, data classification, tracing the theme - a theme, write memos and made selection of data obtained in the field, the rest of the data which are relevant and which are not relevant to the issues and focus research. The data reduction continues after research in the field until the final report is arranged in full, resulting in the organization of data to facilitate the conclusion or verification.

## 3. Presentation of Data

Presentation of data or data display is structured as a collection of information which gives the possibility of drawing conclusions and taking action. By looking at the presentation of the data, it can be understood what is happening and what should be done. This is to facilitate the researchers looked at the overall picture, or certain parts of the research data, so that data can be deduced.

Presentation of data in this research is done by using different types of matrices, graphs, network (network), chart (chart) or narrative text form (group of sentences). Everything is designed to combine the information arranged in the form of a coherent and easy to reach, so researchers could see what was happening and draw conclusions.

## 4. Interest Conclusion / Verification

Drawing conclusions is an integral activity during the study. While verification is rethinking the events that came to thinking analyzer for researchers note or a review of the records of the field. The process of searching for the meaning of objects, noting regularities, patterns, explanations, configurations are possible, the flow of cause and effect, and the proportion of researchers. The conclusions also verified during the study to look for a final conclusion.

## D. DISCUSSION

### Mechanisms and Procedures Population

#### 1. Issuance of new identity cards for residents of Indonesian citizens.

##### Residents procedure of Indonesian citizen:

- a) convey the District Registration Officer ID card application form that has been filled by a resident/applicant and signed by residents, the village head / village and sub-district with the attached file completeness requirements to Department of Population and Civil Registration.
- b) Registration Officer Office of Population and Civil Registration verification and validation of data on population and recording data into a database on population;  
Head of Department of Population and Civil Registration ID card issuing and signing.

##### Requirements:

- a) Has the age of 17 (seventeen) years of age or married or have been married;
- b) Letter RT / RW and village chief / headman;
- c) Copy:
  - a. Family Card;
  - b. Excerpt of Marriage Certificate / Deed of marriage for people who are no older than 17 (seventeen) years;
  - c. Excerpt of Birth Certificate; and
  - d. Certificate Coming from Abroad issued by the Executing Agency for Indonesian citizens who come from abroad because of a move.

#### 2. Issuance of new identity cards for foreigners who have a fixed residence permits.

##### Residents procedure Stranger has a fixed residence permits:

- a. Residents fill out and sign the Application Form ID card and handed it to the clerk, enclosing the completeness requirements.
- b. Officers perform verification and validation of the data of the population;
- c. The clerk to sign the Application Form Family Card;
- d. Officers of recording demographic data into the database.
- e. Head of Department of Population and Civil Registration ID card issuing and signing.

##### Requirements:

- a. Has the age of 17 (seventeen) years of age or married or have been married;
- b. Copy of:
  - 1) Family Card;
  - 2) Excerpt of Marriage Certificate / Deed of marriage for people who are no older than 17 (seventeen) years;
  - 3) Excerpt of Birth Certificate;

- 4) Passport and Permanent Residence Permit; and
  - 5) Police Notes.
3. Issuance of ID cards for lost or damaged for Indonesian citizens or residents Foreigners who have a fixed residence permits.

Residents procedure citizen:

- a. convey the District Registration Officer ID card application form that has been filled by a resident / applicant and signed by residents, the village head / village and sub-district with the attached file completeness requirements to Department of Population and Civil Registration.
- b. Registration Officer Office of Population and Civil Registration verification and validation of data on population and recording data into a database on population;
- c. Head of Department of Population and Civil Registration ID card issuing and signing.

Residents procedure Stranger has a fixed residence permits:

- a. Residents fill out and sign the Application Form ID card and handed it to the clerk, enclosing the completeness requirements.
- b. Officers perform verification and validation of the data of the population;
- c. The clerk to sign the Application Form KK;
- d. Officers of recording demographic data into the database.
- e. Head of Department of Population and Civil Registration ID card issuing and signing.

Requirements:

- a. Certificate of loss from the police or damaged ID card;
- b. A photocopy of Family Card; and
- c. Passport and fixed residence permits for foreigners.

4. Issuance of ID cards because of a move to come for Indonesian citizens or residents Foreigners who have a fixed residence permits.

Residents procedure Indonesian citizen:

- a. convey the District Registration Officer ID card application form that has been filled by a resident / applicant and signed by residents, the village head/village and sub-district with the attached file completeness requirements to Department of Population and Civil Registration.
- b. Registration Officer Office of Population and Civil Registration verification and validation of data on population and recording data into a database on population;
- c) Head of Department of Population and Civil Registration ID card issuing and signing.

Residents procedure Stranger has a fixed residence permits:

- a) Residents fill out and sign the Application Form ID card and handed it to the clerk, enclosing the completeness requirements.
- b) Officers perform verification and validation of the data of the population;
- c) The clerk to sign the Application Form Family Card;
- d) Officers of recording demographic data into the database.
- e) Head of Department of Population and Civil Registration ID card issuing and signing.

Requirements:

- a) Certificate of Move / Move Coming Certificate; and
- b) Certificate Coming from abroad for Indonesian citizens who come from abroad because of a move.

6. Publishing ID card as an extension for Indonesian citizens or residents Foreigners who have a fixed residence permits.

Residents procedure citizen:

- a) Convey the District Registration Officer ID card application form that has been filled by a resident / applicant and signed by residents, the village head / village and sub-district with the attached file completeness requirements to Department of Population and Civil Registration.
- b) Registration Officer Office of Population and Civil Registration verification and validation of data on population and recording data into a database on population;
- c) Head of Department of Population and Civil Registration ID card issuing and signing.

Residents procedure Stranger has a fixed residence permits:

- a. Residents fill out and sign the Application Form ID card and handed it to the clerk, enclosing the completeness requirements.
- b. Officers perform verification and validation of the data of the population;
- c. The clerk to sign the Application Form Family Card;
- d. Officers of recording demographic data into the database.
- e. Head of Department of Population and Civil Registration ID card issuing and signing.

Requirements:

Copy of family card;

- a) the old ID card; and
  - b) Copy of Passport, Permanent Stay Permit and Police Notes for foreigners who have a fixed residence permits.
6. Issuance of ID cards because of changes in the data for Indonesian citizens or residents Foreigners who have a fixed residence permits.

Residents procedure citizen:

- a. convey the District Registration Officer ID card application form that has been filled by a resident / applicant and signed by residents, the village head / village and sub-district with the attached file completeness requirements to the Department of Population and Civil Registration.
- b. Registration Officer Office of Population and Civil Registration verification and validation of data on population and recording data into a database on population;
- c. Head of Department of Population and Civil Registration ID card issuing and signing.

Residents procedure Stranger has a fixed residence permits:

- a. Residents fill out and sign the Application Form ID card and handed it to the clerk, enclosing the completeness requirements.
- b. Officers perform verification and validation of the data of the population;
- c. The clerk to sign the Application Form family card;
- d. Officers of recording demographic data into the database.
- e. Head of Department of Population and Civil Registration ID card issuing and signing.

Requirements:

- Copy of family card;
- a) the old ID card; and
  - b) A certificate / proof of residence and any change in events important events.
7. Issuance of ID cards in the Village / Sub for Indonesian citizens or residents Foreigners who have a fixed residence permits.

Procedure:

- a. Applicants / citizens fill out and sign and submit the Id Card application form to the village / sub village registration officer.
- b. Registration Officer/District Village verification and validation of data and write in BHPKPP (Diary of Events for Population and Milestones).
- c. Head of Village / Village sign the application form ID.
- d. Service Officers ID Card Village / Sub capture images for clarification of data reading and printing ID cards.
- e. Office of Population and Civil Registration ID card issuing and signing.
- f. The applicant submitted KTP

Requirements:

- a. Has the age of 17 (seventeen) years of age or married or have been married;
- b. Letter RT / RW and village chief / headman;
- c. Copy:
  - 1) Family Card;
  - 2) Excerpt of Marriage Certificate / Deed of marriage for people who are no older than 17 (seventeen) years;
  - 3) Excerpt of Birth Certificate; and
  - 4) Certificate Coming from Abroad issued by the Executing Agency for Indonesian citizens who come from abroad because of a move.

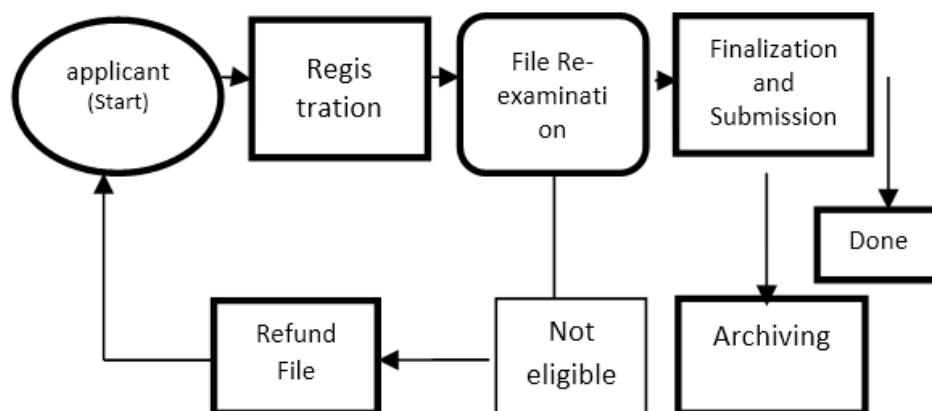
**E. COMPLETION PERIOD;THE TIMING OF THE ISSUANCE OF IDENTITY CARDS IS TWO (2) WORKING DAYS AFTER THE PETITION IS FILED.**

**Standard Operating Procedure (SOP) services ID card in the District of Batu Ampar**

Standard Operating Procedure (SOP) must be carried out by the organizers / implementers and as a reference in the assessment of performance of services by the head organizer, supervisory authorities, and communities in the implementation of public service, namely Batu Ampar subdistrict officials from the sub-district, sub-district Secretary, Head and Staf. Standart Operations and Procedures (SOP) in order to follow up the Administrative Reform Minister Regulation Number 36 of 2012 on Technical Guidelines for preparation, establishment, and implementation of service standards. Here is a chart of the Standard Operating Procedure (SOP) services ID card in the District of Batu Ampar:



Chart 4.1  
 Standard Operating Procedure (SOP) services ID card  
 The District of Batu Ampar



Source: District Office of Batu Ampar, 2016

From the chart above can be explained as follows:

- a) The applicant came to the District with a complete application file with its terms.
- b) Submission of the application file to the District Services Officer.
- c) The District Services Officer recheck completeness and correctness of the file/application documents.
- d) If the file / document application is not complete and correct, then the application will be rejected and returned to the applicant files to include.
- e) If the file / document request is complete and correct; for the first applicant and / or applicants who do not have records in the central, first implemented biometric recording. Then the applicant will be given a receipt retrieval. Furthermore, the request will be processed further until the issued Electronic Identity Card (KTP-el).
- f) The verification and activation of the ID card with the applicant's fingerprints match with the data on the card.
- g) Submission of the original document ID card to the applicant, as well as file archiving forms and requirements by the District.
- h) The process is complete.

## F. CONCLUSIONS AND RECOMMENDATIONS

### Conclusion

1. E-ID card 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. E-ID card contains data in such detail identity retina of the eye lens, and in which there is a chip containing the owner of the ID card fingerprint, so that no two people with residence cards. So the E-ID card has an important role that is as valid identity and national as well as the creation of accurate population data to support development programs.
2. Services for the forms of e-ID in the district of Batu Ampar East Kutai Regency is quite effective because it is performing its duties in accordance with existing regulations although there are some obstacles in its implementation that must be faced. The factors that drive and impede service of documents e-ID in the district of Batu Ampar namely centralization policy management of identity cards is a step to tidy up the system of administration into one-stop-shop to facilitate the regional government in mapping the community so as to create a policy that others have concrete and valid data as well as the utilization of the results for public services and the development of other sectors. The presence of such deficiency concerns the e-ID card data recording as well as a limited number of counters when the number of people who take care of more population makes less than the maximum service to the community.

## G. SUGGESTION

1. Need for evaluation in government service to the creation of e-ID card is still less than the maximum so that the public obtain maximal service and fair.
2. The government should quickly in overcoming the constraints in terms of equipment for the manufacture of e-ID smoothly and on time.
3. As civil authorities Country (Servant) who have taken an oath and pledge, should be able to increase its actualization as a public service (public service) by improving the skills and expertise knowledge. As well

- as the need for clear and measurable competencies associated roadmap and expertise of employees Subdistrict Batu Ampar.
4. Public administration is a system of cooperation among individuals who are in public organizations so that the relationship between public policy and public administration is very closely because public policy is the foundation for individuals in public organizations to achieve the objectives of the State. Satisfaction of the people is something that is very absolute that is expected in the future things that are menghambat a policy can be minimized.

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