IMPLEMENTATION E-GOVERNMENT IN DEVELOPMENT

SERVICE E-KTP IN NGALIYAN CITY DISTRICT OFFICE

SEMARANG

Mita Tiara[1]
Department of Public Administration, Faculty of Social and Political
Sciences, Universitas Diponegoro

Abstract

One of the government's efforts to improve the quality of public services namely with utilise progress technology information in process governance. This is known as e-government or administration of electronic or internet-based government. As is system e-government, expected every agency service public can provide an increase in the quality of public services that are more transparent, effective and efficient. Online services can be accessed by the District community Excavations, but there are still a number of obstacles in operation. Objective of this study to determine the application of e-government in making E- ID card on Service Subdistrict Dig. As for technique collection data that is interviews, documentation and observation. The research method used is qualitative with descriptive type with informant selection technique that is purposive sampling And For test validity data, researcher triangulation source. Results study show that service public in Subdistrict damn city Semarang still has obstacles in its implementation, namely related to servers and networks that sometimes have problems, besides the necessary socialization improved so that increasing awareness public And bureaucrat in utilise e-development government in City Semarang.

Keyword**: *E-Government,* Service, E-KTP**

[1] Department of Public Administration, Faculty of Social
and Political Sciences, Universitas Diponegoro

INTRODUCTION

a. Background

E-Government applied in Indonesia start with emit Instructions President Number 03 Year 2003 about Policy And Strategy National E-Government Development . In the development of E-Government , stated in the regulation regarding the central government's contribution to role active in instruct official – official government like governor And mayor. Form success from application E-Government as form the realization of government interaction with the community has been seen at the level district in Semarang City. The implementation of E-Government is considered successful seeing that the sub-district is the smallest unit in government and also the most close to the community so there are not too many barriers between them. With the implementation of E-Government in the sub-district as well as the preparation of documents administration of overpopulation fast resolved.

Implementation E-Government naturally need various supports technology and infrastructure that supports and is evenly distributed throughout Indonesia. Start from satellite, network electricity And telephone, provided computer in government agencies. However, the new technology and infrastructure is wrong one reason for not being able to implement E-Government in some regions but there are also problems from leadership factors such as conflict between government area with center. Factor others like commitment factor local officials must also be accounted for in order to implement this E-government , such as Insufficient budget allocation and lack of system standardization clear. Besides That, factor culture hold role important in make change commitment. Sadly, lack of flavor aware And value importance e-government This appear consequence factor culture between para bureaucrats and government agencies. E-government was developed with a purpose increase quality service public so that more efficient And effective as well as take advantage of the use of technology to create government services that help public Which can accessed any time And wherever .

In increase service public Of course need utilization information technology which also encourages the acceleration of its services with creation government based electronic, e-government. Along As time goes by and

improvements are made, government agencies do not again relying on the website to inform about the service but start penetrate to media social And application. There is media social This It is hoped that this will become a means for establishing relations between communities with the public service more efficient. Service Which offered service public its nature routine to community starting from the provision of security guarantees, maintenance of facilities, also grants permission to produce documents. Good service quality influential to level satisfaction public Which use And accept service the. Most of the time problem Which faced by public services are technical problems such as inadequate facilities, source Power the human Which not enough, quality source Power deep human service, Also document – document important Which No appropriate time.

The Ministry of Home Affairs launched the E-KTP program in February year 2011. There is program ID card electronic This background behind For reduce abuse ID card conventional Which can in duplicate because base data integrated Which keep data resident in whole Indonesia Still Not yet There is so that opportunity person – person For abuse ID card the For matter – matter Which not necessarily . A number of examples of misuse of identity cards that is:

1. Duplicate ID card so that spared from tax.

2. Making passport Which No can made throughout city can with easy performed with doubling his KTP.

3. Delete footsteps crime or criminal.

4. Counterfeiting And concealment identity, like terrorist.

The implementation of e-government is expected to be able to make all government activities carried out electronically so as to facilitate policy and service functions. The development of e-government in Indonesia still encounters many obstacles, especially in supporting resources in the form of inadequate telecommunications infrastructure, public services that use internet facilities have not been accommodated in various institutions or institutions, especially central institutions with their technical implementing units and other institutions with items same service.

In accordance with content UU No. 23 Year 2006 about Administration Population that every resident only allowed own One ID card Which listed No Parent Population (NIK). The implementation of E-KTP for every registered citizen begins since 2011. This implementation is still not implemented properly look at the E-KTP service at the Population and Civil Registry Office, Ngaliyan District, Kota Semarang Still Not yet apply E-Government fully so that service is still quite long and the quality is still not good.

It is too caused by factors The population is continuously increasing every year the year which led to a large gap in numbers the numbers. Lack of good service received by the community such as the process old data input to problems of facilities and infrastructure that still exist inadequate to be the subject of their complaint. Implementation of E-Government in developing E-KTP in Semarang City, especially in Ngaliyan District chosen by the researcher with the reason of wanting to know whether the application of E-government in Ngalian District has it been implemented properly or not and the application which still isn't complete as for changing photos on E-KTP that are not synchronous with center .

b. Research Question

How can the Regional Government of Semarang City, in this case the Ngaliyan District Office, implement e-government through public service excellence?

c. Research purpose

Describe and analyze the implementation of e-government at the Ngaliyan District Office, Semarang City.

RESEARCH METHODS

Researchers use a qualitative method approach, this type of research is based on information from objects or participants in a broad scope, general questions, data collection consists mostly of words from participants, explains and performs word analysis and conducts research subjectively (Creswell, 2010).

The researcher observes what is happening in the field, records all practical information carefully, analyzes the documents in the field and then writes them up in a detailed research report. The author uses several methods such as observation, interviews, literature review and documentation as data collection techniques. Observations were made at the Ngaliyan District Office, Semarang City . The author conducted interviews with (1) Secretary of Ngaliyan District ; (2) KTP recording staff ; and (3) several communities as recipients of public services . Through the library study method, researchers collect data obtained by studying literature that is relevant to the research problem. In conducting data analysis, the authors used qualitative data analysis techniques proposed by Miles and Huberman, namely data reduction, data presentation, and drawing conclusions/verification (drawing conclusions and verification (Moleong, 2007). The theory used in this research is the Implementation Theory for find out the driving and inhibiting factors in the implementation of e-government in the Ngaliyan District Office, Semarang City .

RESULTS AND DISCUSSION

Application E-Government In Development Service E-Ktp In Subdistrict Excuses

E-Government is a new form of government in the use of technology to delivering information and services to its citizens are also other things that are still related to government. The government must continue to strive for smooth inter-communication government with the community, as well as government agencies in providing public services so that their implementation is effective and efficient. Implementation and development of e-government, agencies are made arrangements in management and work processes, especially those who run them public service function. It aims to evaluate, improve and improve quality service public in Ngaliyan District Office, Semarang City to be more effective and efficient. All government activities carried out with the help of information technology such as The implementation of e-government is expected to facilitate policy and service functions.

Percentage of KTP Ownership The number of residents required to have

KTPs in Semarang City in 2021 will reach 1,258,645 people and 1,221,597 people who already have KTPs. The percentage comparison between the number of residents who are required to have a KTP and the number of people who have a KTP is illustrated in Figure 1.

Figure 1. Number of residents who are required to have a KTP and the number of residents who own a KTP
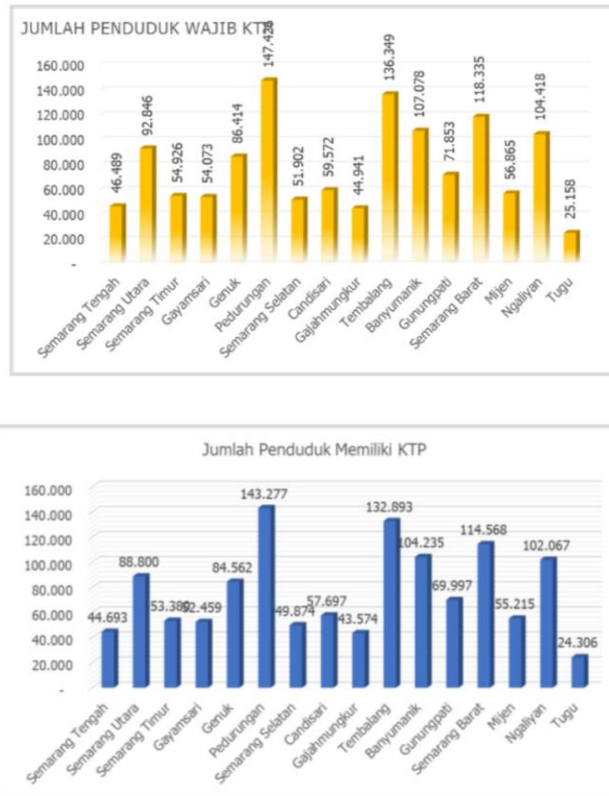

Figure 2. Percentage of Semarang City KTP Ownership

Based on the number of residents who already have KTPs and the number of residents who are required to have KTPs, the percentage of KTP ownership in Semarang City reaches 97.06%. Ngaliyan District has a percentage of KTP ownership of 97.75% with the second highest figure in Semarang City among 16 other Districts. The implementation of e-government in the Ngaliyan District Office is carried out through one of the innovations is to apply the E-KTP which is a form public services by the state apparatus. Electronic KTP or E-KTP is a new era of card country population with innovation Which safer, orderly, and accurate. There is a number of presence factor e-government in development society , namely:

a) Communication as a form of participation and interaction between society with the public sector. With a clear interaction will have an effect to increasing the level of customer comfort, to understanding and acceptance society towards better governance.

b) technology makes it possible to remove bureaucratic structures and a complex process because the purpose of this information technology is to provide services more effective and efficient .

Level Preparation Application e-government In Development Service E-KTP

Based on the nature of information transactions and public services provided by government through information networks, e-government development can be implemented through four levels namely the first Level – Preparation. along with the development As society progresses, the need for services also increases. In terms of This public need service Which fast, economical And guaranteed exists certainty, so that service public expected can fulfil need in accordance hope public.

T level of e-government preparation in Ngalian sub-district related to Information Systems Management in the field of services for making e-KTP at the Ngalian District Office running well in accordance with the reference to the Instruction of the President of the Republic of Indonesia Number 3 Year

2003 concerning the National Policy and Strategy for E-Government Development was proven as it is computer can help so that produce service Which optimal to the applicant, if you encounter a problem, an evaluation will be carried out immediately system the service.

Level Maturation In Application E-Government In Service E -KTP

In Maturation Level government in the provision of economic infrastructure such as the construction of network systems, power electricity, technology and other infrastructure tools, in this case the Semarang city government provides the tools technology for printing E-KTP and government cooperation with Ngalian sub-district so that There are no obstacles to printing the E-KTP, as is the case with the cooperation between the sub-district staff serving E-KTP maker. The maturity level of services in Ngalian District has good and in accordance with the procedures and links can be accessed via https://sidnok.semarangkota.go.id/. This is in line with the reference in the Instructions President of the Republic of Indonesia Number 3 of 2003 concerning National Policy and Strategy Development E-Government t.

Level Stabilization In E-Government Application In E-Service ID Card

Public service which can be defined as a service definition and a public definition separately. In making e-KTP is also very useful in community activities. In policy public can also mean a series of actions that are determined and implemented or not carried out by the government which has a specific purpose for the benefit of all people and society. Policy implementation is influenced by communication factors, resources, bureaucratic disposition and structure. How the influence of these four factors in implementation District e-KTP program Dig as follows :

a) Communication Service Population And Recording Civil own not quite enough answer to role communication so that implementation program eKTP implemented properly because communication is one of the determining factors for implementation e-KTP. Communication Which done Service Population And Recording Civil form convey, socialize And coordinate e-KTP.

b) Communication Service Population And Recording Civil own not quite enough responsible for the role of communication so that program implementation e ID card implemented properly because communication is one of the determining factors for the implementation of e-KTP. Communication made by the Department of Population And Recording Civil form convey, socialize And coordinate e-KTP

c) Resources Availability of adequate resources is one prerequisite for successful policy implementation. The resource in question in implementation policy This can form HR, equipment And finance. Source Power become machine mover for it works A program. Source Power become energy so that a programme can done.

d) Disposition Commitment in implementing a policy becomes factor Which No Can ignored Because success in program implementation depends on the high commitment of each stakeholders. This commitment must be owned by the objectives of the policy made, so that a strong commitment can become capital for implementation policy. If his commitment strong, so success implementation policy is bigger because every implementer will always be oriented towards success the.

e) Bureaucracy Structure bureaucracy in implementation program e-KTP done in a manner gradually. Ministry In Country as the center own responsibility in initiating the e-KTP program. in Ngalian district itself, the institutions involved include the Population Service and Civil Registry, Regional Financial Management Office, Planning Agency Regional Development, Regional Personnel Agency, Government Assistant, and Part Law.

Level Utilization Application e-government in Service E- KTP

In e- government development on service E-KTP in Subdistrict Ngaliyan is carried out with several levels according to the reference of the Instruction President of the Republic of Indonesia Number 3 of 2003 concerning Policy And Strategy National Development E-Government, level final that is level

utilization. According to Chaudry, 2016) Level Utilization use Egovernmet by agency government, namely Conveying information about the government in the form law, regulation and website or portals government in a manner on line And Make it media communication two direction between public with government For net opinion they For increase participation public in policy making, for example online forums or the like the use of e-mail for public officials and therefore all forms of transactions service Which done in a manner on line help service public more easy accessed by the public.

Services for making E-KTP at the Ngalian Kota District Office Semarang

The service for making e-KTP in Ngalian District runs on the basis of internal and external support. Internal support that can be provided to other units or employees, including :

a) Employee motivation. Employee performance Good supported by motivation Work employee. Based on results interview Which conducted by researchers, it was found that the work motivation of E-KTP service employees in the office Subdistrict Dig That tall. Seen from para employee Which give 100% performance in working to provide quality eKTP services to users service e- KTP.

b) Equipment and facilities Complete facilities play an important supporting role in give service to public. There is tool help For process e-KTP recording services such as fingerprints and signature pads help smooth and   convenience the process.

In terms of service making E-KTP in Subdistrict excavation, support external Which accepted is service Which Good Which done by officer in office subdistrict the to society which includes:

a) Motivation Work Employee

Employee Which Good supported by motivation Work employee. Based on results interview conducted by researchers, it was found that the work motivation of E-KTP service employees in the Ngalian District office is tall. It can be seen from the employees who give 100% performance in working to

provide quality e-KTP services to user e-KTP service.

b) Equipment and facilities

Complete facilities play an important supporting role in providing services to the community. There are tools for processing e-KTP recording services such as fingerprints and signature pads help smooth the process And convenience the process.

Obstacle in Process Making E-KTP in the District Dig

The need for services will increase along with developments in information technology and media, print and increasingly advanced technology. So therefore there is a need for certainty in service so that it can meet the appropriate needs society's expectations. Unfortunately, in Ngalian District, public services are poor given Still Not yet maximum see maintenance Still gallop on government system that is not yet efficient and effective, and the network system is bad so as not to meet the expectations of society. Basically, it's mandatory For apparatus government give service Which prime to public. However, because there are still many obstacles that occur, administrative services in making E-KTP are still not going well. These barriers are categorized become two, that is obstacle internal And obstacle external . Obstacle internal arise from in Which caused process production hampered. In the service of making E-KTP in the Ngalian sub-district there were internal obstacles Which experienced that is network limitations Internet, And other things like:

a) System Work And System Service

employee Subdistrict Dig in operate his job serve public already done with good, consistent, and dynamic.

b) Atmosphere Work at the agency

A comfortable and conducive work atmosphere will greatly support internal quality customer service. In Ngalian District, the working atmosphere that occurs is: employees focus on their respective jobs so that the situation is conducive. Connection between employee even Good And cooperative so that information Which delivered to user service still one sound.

c) Physical environment place Work

The physical environment in the workplace includes tools that support the work, freedom working space and ambient temperature which gives comfort employee And user service in subdistrict Dig in Work.

d) Procedure Work in agency the

Work procedures are a series of work sequences that have been defined so that the implementation is carried out in a planned, clear, and easily understood manner. Procedures that do not burden the employees certainly help in this give service Which quality to customer. Based on observation Which researcher do, found that procedure Work in support service in Ngalian district is already good.

Obstacle external is obstacle Which coming from outside self a person, such as the environment and the people around him. In the District Ngaliyan, the external obstacles that are still being felt are:

Knowledge Community Knowledge Community is still lacking in understanding flow of recording E-KTP so that many of them don't have it yet. Services in the Ngaliyan sub-district are still not optimal because network Internet Which not stable yet as well as queue number still limited s;

Less stable internet network system Less stable network system become hindrance in service making e-ID card in subdistrict Dig City Semarang. as results interview with Operator Field Service.

CONCLUSION

Preparation Level, Information displayed on the website as well Already Good in matter displays information latest, Good from data nor other recent activities. the management has also made an update data information so that people who access the website can see the information latest.

Maturation level is quite adequate, because As from the form of e-government in the form of a website from the population service can already provide access services in the form of online registration services. E-government is here already provide access service information about various

service to public.

Level stabilization, Already fully fulfilled because regulation in implementation Already maximum but the obstacle is On moment stock blank Which finished.

Level Utilization, Utilization Technology in Service e-KTP has been done well as well as serving the Making of E- KTP.

SUGGESTION

From facet Level Preparation, Didukcapil And Subdistrict Need Spread Brochure And Leaflet Regarding Registration on line Data Population.

From facet Level stabilization, Disdukcapil Need Add Stock Blank 2-3 time More Much From Before .

REFERENCES

Creswell, JW (2010). Research Design: Qualitative, Quantitative, and Mixed Approaches. Yogyakarta: Student Libraries.

Irwan, Bambang, & Muhammad, NH (2022). E-Government: Concept, Essence, dam Case study. Repositories Mulawarman University.

Joko Tri Nugraha. (2018). E-Government and Public Services in Government Regency Sleman. Magelang, Journal communication And Study Media, 2018 Vols 2 No 1,University Sleep.

Katrina. (2017). Service Effectiveness Making a family card at the Office Population and Civil Registration of Tana Toraja Regency, Thesis, Published. University Hasanuddin, accessed from http://repository.unhas.ac.id/bitstream/handle/123456789/23550 .

Kismartini, Agustin, et al. 2022. Implementation of E-Government in Public Services (Case Study of the Implementation of Electronic KTP Services in Pulomerak District). Journal of Management and Public Administration Volume 4 Number 3.

Moleong, LJ (2007). Revised Edition of Qualitative Research Methodology. Bandung: PT. Youth Rosda Karya.

Nurhakim, Muhammad. (2014). Implementation of E-Government in Creating Transparency and Accountability of Modern Government Systems n. Journal of Media Administration, Development and Administrative Practice i. Volume XI No 3.

tasyah, A., sustainable, P A., Sofira, A., Rahmayani, C. A., Cahyani, R. D., & Tresiana, N. (2021). Innovation Service Public based Digital (EGovernment) in Era Covid-19 pandemic.

Science Journal Administration: Media Development Knowledge And Practice Administration, 18(2), 212-224

Shellya, S. (2021). Application of E-Government in KTP Services at the Office Population And Civil Registry Padang city. 9(2), 314–324. http://scholar.unand.ac.id/79866/