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Effectiveness of E-Services and Order of Population Administration in Jember Regency

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ABSTRACT

This research examines the effectiveness of population administration services through a. The method used in this research is descriptive-qualitative. Data collection techniques in this study were carried out by means of observation, interviews, distributing and filling out questionnaires/questions, and documentation studies. This study uses a construct validity test. As for testing the validity of the data, researchers used triangulation techniques. The results of the study show that the application of the Service Information System (SIP) for the E-KTP population administration at the Jember Regency Population and Civil Registration Service is at an effective level. From each indicator, starting from achieving goals, integration, to adaptation, it shows that the application of the Service Information System (SIP) in the E-KTP population administration service at the Jember Regency Population and Civil Registration Office is running effectively. Application of the Service Information System (SIP) in realizing orderly administration at the Jember Regency Population and Civil Registration Office, especially in the management of E-KTP documents. The method used in this research is descriptive-qualitative. Data collection techniques in this study were carried out by means of observation, interviews, distributing and filling out questionnaires/questions, and documentation studies. This study uses a construct validity test. As for testing the validity of the data, researchers used triangulation techniques. The results of the study show that the application of the Service Information System (SIP) for the E-KTP population administration at the Jember Regency Population and Civil Registration Service is at an effective level. From each indicator, starting from achieving goals, integration, to adaptation, it shows that the application of the Service Information System (SIP) in the E-KTP population administration service at the Jember Regency Population and Civil Registration Service is running effectively.

INTRODUCTION

Basically, population administration services are part of the state administration system. Its role is certainly very important in government to manage population data. Every individual has the right to get population administration services properly and easily (Lapuenta & Van de Walle, 2020). However, population administrative services in Indonesia are one of the problems that still require serious attention (Pham et al., 2019). These problems include the community still finding brokers and extortion (illegal fees), many additional requirements including making birth certificates, the slow printing of E-KTP, data integration problems, and the problem of running out of queue numbers at service counters which takes a long time (Alexopoulos et al., 2020).

One of the problems with population administration services was found at the Jember Regency Population and Civil Registration Service (Dispendukcapil). In fact, so far the existing service conditions are still far from feasible. This is because, almost every day, people are always hustling with people who will take care of the population administration documents. The problem of long and crowded queues is one of them due to the centralization of services. As a result, many residents are reluctant to take care of their own administration. Then, they prefer to use brokers by paying a sum of money to get a KTP or KK quickly. This is a blurry portrait of population administration services in the Jember Regency. Government commitment is urgently needed to provide good service to the public (Rasaili et al., 2020).

In the service of managing population administration, it needs to be done correctly and quickly in the hope that the community can feel that they are getting satisfying service (Lapuenta & Van de Walle, 2020). One of the efforts of the local government, especially the Department of Population and Civil Registration of Jember Regency in solving existing problems and improving the quality of public services, is implementing the Service Information System (SIP) application. An application that was launched in July 2018 is an effort to realize good governance by using

information and communication technology or commonly called e-government.

According to Donald F. Noors, e-government itself refers to the use of information technology by government agencies to change relations with citizens, businesses, and other government agencies (Brewer, 2007). Meanwhile, Heeks defines e-government as an activity carried out by the government using information technology (IT) to provide services to the community (Ziadi et al., 2016). This e-government has the goal of increasing government efficiency, effectiveness, transparency, and accountability (Nurmansyah et al., 2022). In another sense, e-government is the use of information technology by the government which makes it possible to transform relations with the community to carry out government affairs and provide public services so that they are better and oriented towards community service (Moonti, 2019).

Meanwhile, the Service Information System (SIP) application is a product of the Jember Population and Civil Registry service system semi-online based on a website and Android. The SIP application can be found on the Google Play Store or can also be accessed on smartphones and Desktop Web Browsers by typing the URL <https://SIPDispendukcapiljember.id/>. The SIP application, which is an implementation of e-government, makes it easy for the public to manage population administration by simply accessing the website and/or the SIP application, so there is no need to come to the Jember Dispendukcapil office. This is also an effort to carry out services in accordance with Law Number 25 of 2009 article 1 paragraph 7 which makes it easier for public service users so that the community's needs in dealing with residence documents run faster, minimize costs, service procedures are not convoluted and safe.

Since it was launched by the Jember Regency Population and Civil Registry Service in 2018, users of the Service Information System (SIP) application have continued to experience a significant increase. Based on data recapitulation from the Department of Population and Civil Registration, the following are the number of accessors to the Service Information System for applications for submission of E-KTP

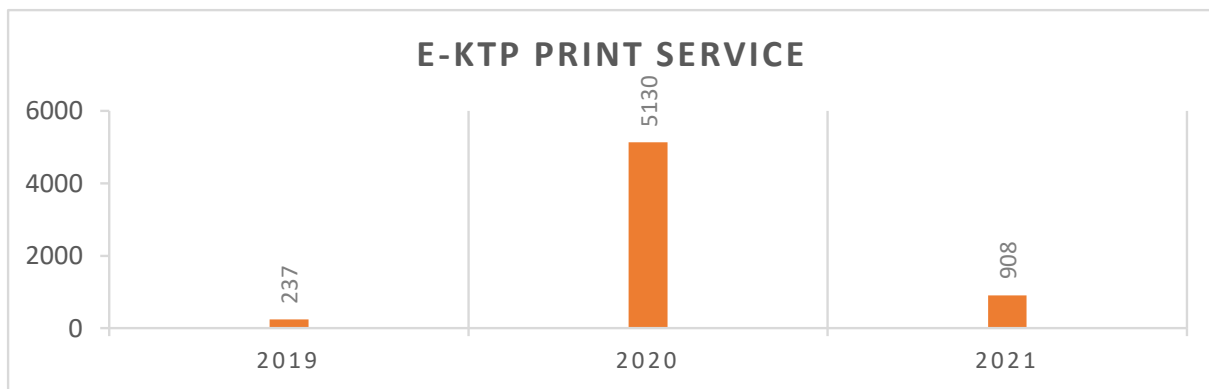


Figure 1. E-KTP Print Service

Source: Dispendukcapil Kab. Jember from 2019 Until April 7, 2021

Based on the table above, it is known that the SIP application received a positive response from the public. Since its launch in 2021 alone, many people have used it to take care of population administration. In fact, the Jember Regency Population and Civil Registration Office won 2nd place nationally in the "DUKCAPIL BISA" 2020 category. Then received appreciation from the Jember Regency Government for winning the best public service award in East Java. The award was given at the 2021 Indonesia Marketeers Festival (Disdukcapil Jember, 2023).

In addition to this success, there are a number of shortcomings related to the implementation of the Jember Dispenduk SIP application. First, there are some people who do not know or understand the processing of population documents and there is no clear service flow for SIP service users and a place for taking documents and recording E-KTP. Second, there are several complaints from the public about the service. Complaints submitted by the community are related to the lack of responsiveness of service assistance admins. In addition to taking a long time to respond to community complaints, it also lacks explanation regarding the problems reported. Third, people wait about 1 month to get an E-KTP. Even though all the files have been uploaded, they are not processed immediately.

Thus, this study focuses on examining how the effectiveness of online population administration services is in realizing orderly administration at the Jember Regency Population and Civil Registration Service. The reason is that public services can be considered successful and effective if the community gets the convenience of services with procedures that are short, fast, precise, and satisfying. An effective organization has an orientation and projection in implementing all work programs that have been set with the goals and standards of public service. In implementing programs or activities of an organization it is very necessary to measure or know the extent of the efficiency measures taken. The success of this public service is generally measured by the concept of effectiveness.

According to Richard M. Steers, a job or program is said to be effective if it can be completed on time according to a predetermined plan. Steers also stated that the effectiveness measure used to measure the effectiveness of programs implemented either manually or online consisted of 3 aspects, namely as follows: First, achieving goals. Achievement of goals consists of several factors; timeframe and goals which are concrete targets. This indicator, it is measured by achieving the target of the E-KTP service in the SIP application and the period of service implementation. The second is integration. That is the measurement of the level of ability of an organization to conduct outreach, consensus building, and communication with various other organizations. This indicator is measured

through the socialization process carried out by Disdukcapil Jember and the ease of service procedures. Third, adaptation. This measurement is carried out to see the ability of the organization to adapt to its environment (Sari & Suryana, 2019). For this reason, benchmarks are used for the process of procurement and replenishment of manpower. This indicator, it is measured through the facilities and infrastructure that support the SIP application and the ability of the service resources themselves.

Several studies related to the effectiveness of administrative services are quite common (Sari & Suryana, 2019), regarding standard operating procedures for administrative services (Emis et al., 2020; Sulistiani, 2016), online services (Chrismonita et al., 2020), population administration services based on good governance. Population administration services also continue to innovate through digital approaches, namely online-based population services. Among the online-based population administration studies, for example conducted by Melinda et al., (2020), Radiyah et al., (2019) and services using smart phones (Guritno et al., 2019), as well as population administration service models during a pandemic (Rahmadanik, 2021). However, researchers have not found the relevance of population administration e-services with administrative order and public response in e-services. Some research related to digital only describes online-based service models but has not touched on the impact of orderly administration in the population service. In addition to this, this research will reveal the extent of the response and involvement of the public in the use of population administration e-services.

METHODS

The method used in this research is descriptive-qualitative (Digdowiseiso & Sugiyanto, 2020). The location of research was carried out at the Jember Regency Population and Civil Registration Service which is located at Jl. Jawa No.18, Tegal Boto Lor, Sumbersari, Sumbersari District, Jember Regency, East Java. Specific research is aimed at residents of Jember Regency who use the Service

Information System (SIP) application as a service for applying for an E-KTP population administration. Data collection techniques in this study were carried out by means of observation, interviews, distributing and filling out questionnaires/questions, and documentation studies.

In this study, to answer research objectives regarding effectiveness, researchers used a questionnaire. There were 100 respondents in this study who used the Service Information System (SIP) application to apply for an E-KTP. In this research questionnaire, the questionnaire instrument used 10 question items for indicators of goal attainment, 10 questions for integration indicators, and 5 questions for adaptation indicators using a Likert scale. Respondents were asked to answer a question with alternative choices; strongly agree (4), agree (3), disagree (2), and strongly disagree (1).

This study uses a construct validity test, which is a research instrument by consulting experts (judgment experts). The results of the instrument testing in the form of a questionnaire have been approved by the judgment expert for collecting the data needed in the research. As for testing the validity of the data, researchers used triangulation techniques

RESULTS AND DISCUSSION

Service Information System Application (SIP)

The Service Information System (SIP) application is a service developed by the Jember Population and Civil Registry Office to make it easy for the public to manage population administration. SIP applications can be accessed online using the website and can also be accessed via Android. This application, which was launched in 2018, can be downloaded via the Google Play Store. The appearance of an internet-based service information system managed by the Jember Regency Population and Civil Registration Office is presented in the following figure.

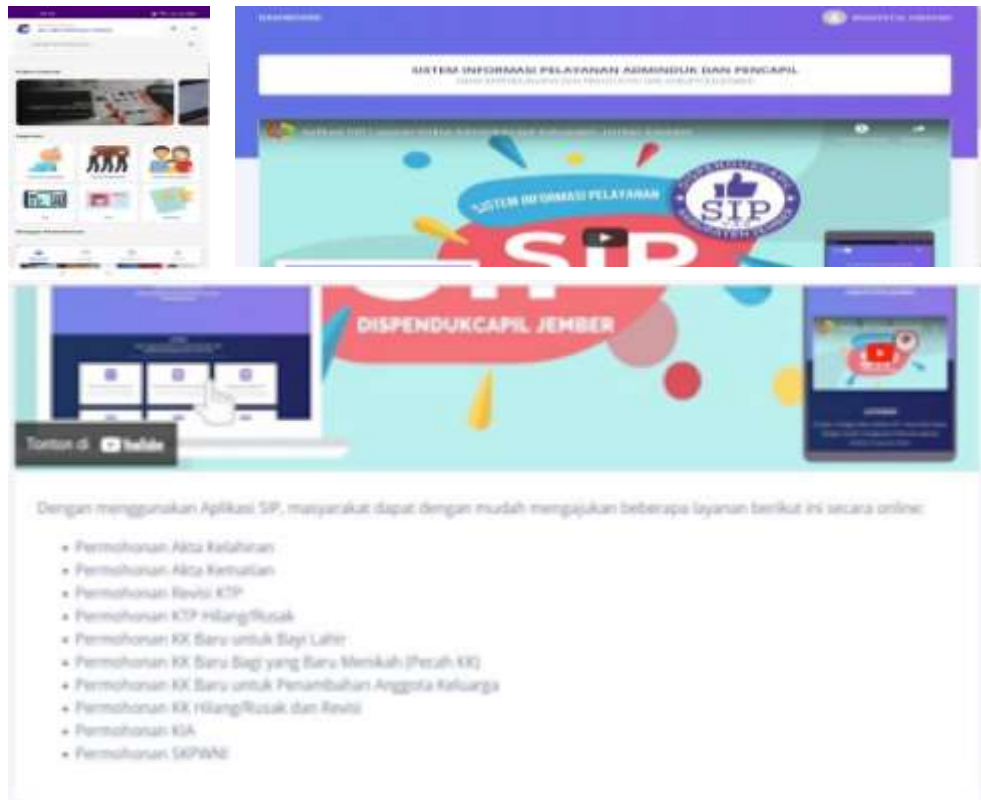


Figure 2. Application of the Service Information System (SIP) for the Jember Regency Population and Civil Registration Service

Source: Dispenduk Capil, Kab. Jember. <https://SIPDispendukcapiljember.id/e>

One of the menus in the SIP application is the E-KTP population administration service. The following is the flow for applying for an E-KTP contained in the technical instructions for the SIP application. Before submitting an application for printing an E-KTP, it is necessary to prepare several scanned files as follows.

1. Certificate of replacement for temporary/old KTP, jpg/jpeg/png format with a maximum size of 1 MB.
2. Family card (KK), jpg/jpeg/png format with a maximum size of 1 MB.
3. Other documents (SKPWNI for those who move), jpg/jpeg/png format with a size of 1 MB

If the scanned file or files are ready, then proceed to apply for an online service for making a new E-KTP whose status has already been recorded. How to apply as follows:

1. Make sure you already have an account, if you haven't registered or created an account first.
2. Login using your registered username and password.
3. Select the new E-KTP submission service button >> new submission.
4. Then fill in the data and files according to what is available.
5. Fill in everything according to the data that has been requested to the very bottom.
6. When finished, click the submit submission button.

7. There will be red color in certain columns if they have not been filled in completely.
8. But if successful, there will be a successful notification sent There are quite a lot of people who use the SIP application to apply for an E-

KTP. It is recorded that in 2022 a total of 14,125 people submitted E-KTP applications through the Jember Dispendukcapil SIP application. This data can be seen in the following table:

Table 1. Submission of E-KTP in the SIP Application for January-December 2022

No	Month	Total
1	January	808
2	February	776
3	March	1089
4	April	801
5	May	889
6	June	1156
7	July	1001
8	Agust	1479
9	September	1561
10	October	2146
11	November	1103
12	December	1316
Total		14125

Source: Admin of the Jember Regency Population and Civil Registration SIP application, 2022.

Based on these data, it is known that the number of submissions for all types of requests through the service information system (SIP) application in 2022 has changed. The highest submission was recorded in 2022 through the service information system (SIP) application, namely the submission of 14,125 E-KTP applications. Meanwhile, the lowest submission was the SKPWNI submission of 1,215 submissions.

Achievement of Service Information System (SIP) Application Objectives

The questionnaire distributed to respondents totaled 25 questions and had 4 answer options. The lowest score on the questionnaire is worth 1, while the largest is worth 4. The higher answer indicates that the Service Information System (SIP) application is effective and is often used as a population administration application.

Based on the results of the research, it is known that the implementation has been running quite smoothly. This means that the transfer of services from offline to online has been carried out by all parties concerned and also the community. With the presence of services through SIP, it indirectly shows that the administrative flow which has seemed complicated so far can be ignored because the public can manage administrative documents in a more effective way. To take care of the administration, the public does not need to come to the Office of Population and Civil Registration repeatedly.

This means that the Jember Population and Civil Registry Service in general has implemented the concept of e-government by presenting the SIP application. Since the launch of the application, if it is really put to good use, it will be easier for people to access what they need themselves. On the one hand, if the community only performs services

through the application, the officers from the Population and Civil Registration Service cannot know the validity of the data. But on the other hand, the presence of this application makes it easier for people to perform services anywhere and anytime (Amirulloh, 2023).

Even though the online system has been implemented, the facts on the ground still found that some people prefer to come in person to take care of the administration at the Dispendukcapil, Jember Regency. In fact, it is still found that people prefer to use intermediaries. Their reasons are mostly due to time and urgent needs. Some people admit that they

are impatient if they have to wait for documents from the Dispendukcapil of Jember Regency because the completion is still not in accordance with the estimated time that has been determined. Based on information obtained from several informants, management through brokers had to be carried out due to an urgent need. They'd rather take a risk than have to wait a little longer

The achievement of the objectives of the Jember Regency Dispendukcapil Service Information System (SIP) application can be seen in the following table.

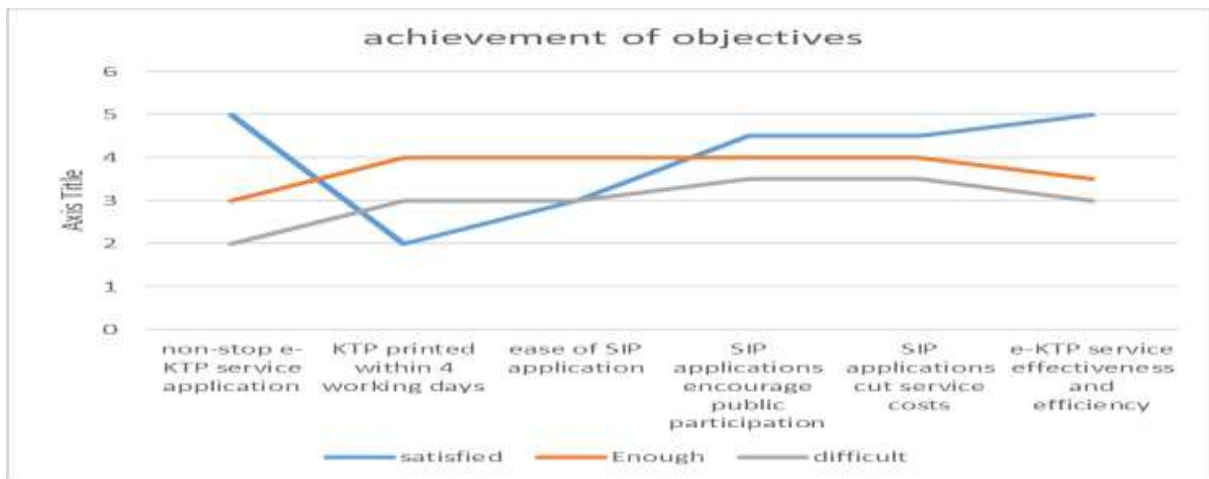


Figure 3. Achievement of Objective

Source: Data Processed by Researchers, 2022

Based on the indicators of achieving the objectives of the 100 respondents, the average answer was 3 out of 4. This indicator shows that the application of the Service Information System (SIP) in the E-KTP population administration service is running effectively. This is evidenced by the results of the observation that the SIP application made the Jember Population and Civil Registry Office achieve the KTP completion target set by the center, namely the target of 95%. In fact, the Jember Regency Dispendukcapil managed to exceed the target, which was 100.45%. In the sense that since the launch of the SIP application, more people have taken care of the administration online than taking care of it in person. Dispendukcapil Jember has also achieved several SIP application objectives, such as the

community assessment that applying for an E-KTP through SIP provides convenience, reduces queues, and reduces costs.

In addition to this success, complaints were also found from the public regarding applications for E-KTP through the SIP application. Some people consider that the admin service assistance officers are not quick enough to respond to complaints or that the answers given do not help the problems experienced by the community. Based on this complaint, the achievement of the goals of the E-KTP service through the SIP application has not been fully achieved. This can be seen from the respondents' assessment of the E-KTP population administration service through the SIP application which can be completed in 4 working days.

However, the average respondent answered or gave a value of 2. This shows that the processing of the E-KTP through the SIP application cannot be completed within 4 working days. In fact, based on

interview results, it is known that there are people who have to wait up to 1 month to get an E-KTP

The following table summarizes the results of interviews with SIP application users

Table 2. Community Reviews of SIP Applications

No	Name	Complaint
1	Lailatul Fitriyani	Saya sudah lebih dari 10 hari status menunggu verifikasi trus kapan selesainya. Mohon ya min kalo memang tidak bisa disertakan juga alasannya.
2	Arif Fauzan	Aplikasi apa ini pengajuan pindah masuk satu bulan menunggu verifikasi kalau datang langsung juga tidak bisa langsung masuk permasalahannya dimana?
3	Agus Budi Cahyono	Sepertinya aplikasi ini sudah tidak berfungsi (tidak ada admin aktif) saya mengajukan cetak ulang E-KTP sudah seminggu lebih tidak ada verifikasi
4	Adi Setia	Aplikasi macam apa ini, leletnya minta ampun, tolong diperbaiki lagi agar mudah pelayanannya
5	Achmad Choirun Nazili	Aplikasi tidak bisa digunakan, katanya mempermudah, tapi ini mempersulit 3 kali saya coba untuk upload dokumennya. Dan selalu loading tanpa ada batasnya.
6	Ahmat choeri	Untuk koneksi tidak ada masalah. Sebab dipakai <i>you tube</i> dan <i>browsing</i> lancar. Tolong dibantu min ini permasalahan saya dibagian apa

Source: SIP Application Accessed on 11-November-2022

Based on the interview summary table, it can be concluded that most SIP application users complain about service time. Thus, in the future there is still a need for improvements to both the system and education to the public about the procedures for this internet-based service.

Integration: Procedures and Socialization of Service Information Systems (SIP)

Procedures are service flows that are applied according to predetermined standards in providing a service. Basically, procedures are guidelines used to ensure that all decisions and actions, as well as the use of facilities within the organization, can run effectively and efficiently, consistently, and systematically (Trisudarmo, 2022). In population administration, procedures are made by the Jember Population and Civil Registry Office and integrated into the Service Information System (SIP) application. This service flow was made with the aim of making it easier for the public to know the steps in

managing population administration through the SIP application (Widyaningrum, 2020). However, the existence of procedures within the Jember Population and Civil Registry Office is still not visible to some people. Some people think that the flow of existing services is still unclear. Because of this, the facts on the ground are that people often ask officers about the flow of population administration services (Apriyanto, 2022).

In the integration indicator, the average respondent's answer gives a value of 3 out of 4. Based on this achievement, the integration indicator means that the Service Information System (SIP) application in population administration services is running effectively. Moreover, Dispendukcapil Jember has completed the SIP application with an FAQ menu. This menu contains all information related to SIP applications, from creating an account to retrieving documents. The aim is to make it easier

for the community to manage population administration such as E-KTP.

Meanwhile, in terms of socialization, the Jember Population and Civil Registry Office continue to do it for the community as users of the SIP application service. The party socialized the existence of innovations in the application for filing population documents by going directly to the community to provide pamphlets and put up banners in each sub-district. In addition, socialization continues to be carried out through social networks, such as Facebook, Instagram, and the Dispendukcapil Web. Dispendukcapil Jember is also assisted by CV. Arundaya and Diskominfo to disseminate services through the SIP application (*personal communication*, Susanti, 12-10-2022).

The socialization of SIP applications is carried out in various ways. Apart from social media such as Facebook, Youtube, and the website, the Jember Population and Civil Registry Office also install banners in each sub-district. The process of providing outreach materials was also carried out by structural officials of the Jember Population and Civil Registration Office, including the heads of their respective fields and heads of sections. The socialization did not only focus on the application of SIP, but also on various population laws and regulations, regarding public services in the field of population and civil registration, as well as fees and fines that apply to the public.

The socialization carried out in various ways aims to provide an understanding and prevent confusion in the community and resistance to the enactment of the SIP implementation policy. However, some people do not fully understand the procedures for internet-based administrative services. One example is that the public does not understand the status of the submission in the SIP application, so they do not immediately take it. As a result, the completed E-KTPs piled up at the Jember Dispendukcapil office

Adaptation: Increasing Human Resources and Infrastructure

Increasing human resources (HR) is a determining factor for a service to go well or badly. Human resources (HR) is one of the determining factors for success in carrying out public service policies. So, human resources, in this case employees or employees, should have good knowledge, skills, expertise, attitudes and behavior. For this reason, the ability of human resources needs to be improved, because with quality human resources, public services will be better. If this is achieved, it will certainly gain the trust of the community, so that the community will be satisfied (Rudiansyah et al., 2022).

Strengthening human resources has a close correlation with increasing work productivity in winning competition in the midst of tight and fast changes (Trisudarmo, 2022). Strengthening human resources (HR) is also part of the process and objectives of Indonesia's national development. In a sense, superior, tough, and quality human resources both physically and mentally will have a positive impact not only on increasing the competitiveness and independence of the nation but also in supporting national development (Nurmansyah et al., 2022).

For this reason, in the implementation of public services in the field of population administration E-KTP, HR needs to know their respective duties and functions in accordance with applicable regulations. In order to carry out the policy of having a SIP application, what is needed is to sort and choose the right human resources as implementers. "From the Jember Dispendukcapil, we provide guidance, direction, monitor and evaluate the implementing officers" (Susanti, 2022). Guidance, direction, monitoring, and evaluation are carried out to improve human resources, so as to provide good service to the community. In addition to increasing the capacity of human resources, the development of facilities and infrastructure in this case is also very important. This is because a policy can run optimally if the human resources, facilities, and infrastructure are adequate. To improve facilities and infrastructure, one of them is usually once every

4 to 6 months maintenance of the SIP application and maintenance of the Jember Population and Civil Registry website.

Facilities and infrastructure in population administration services through the SIP application

can be said to be quite effective. This effectiveness can be seen in the summary table of the results of interviews with users of the Jember Dispendukcapil Service Information System (SIP) application



Figure 4. SIP Application Service Adaptation

Source: Data processed by researchers, 2022

For the adaptation indicator in this study, the average respondent answered by giving a value of 3 out of 4. Based on this achievement, the adaptation indicator means that the application of the Service Information System (SIP) in the E-KTP population administration service is running effectively. However, related to the existence of two community characteristics, namely people who understand the technology and people who do not understand technology, the Jember Population and Civil Registry Office coordinate with the sub-district level government. In addition, SIP is equipped with a menu of technical problem assistance and service admin assistance. This menu can be used by the public to ask questions or report related problems/problems experienced while applying for an E-KTP. Thus, the level of effectiveness of the Service Information System (SIP) application in the

E-KTP population administration service at the Jember Regency Population and Civil Registration Service has so far been effective and has been very helpful to the needs of the community

CONCLUSION AND RECOMMEDATION

Conclusion

Indicators of achieving the objectives show that the application of the Service Information System (SIP) in the E-KTP population administration service is running effectively. With the SIP application, the Jember Population and Civil Registry Service has achieved the KTP completion target of up to 100.45%. The community, in this case, takes care of the administration online rather than taking care of it in person. In order for this success to increase, the Jember Population and Civil Registry Office has completed the SIP application with an FAQ menu. Meanwhile, socialization of the SIP

application was carried out in various ways, namely through Facebook, YouTube, websites, and installing banners in each sub-district. Dispendukcapil Jember is also increasing the capacity of human resources, developing facilities and infrastructure in the hope that the application of interten-based population administration service policies can run optimally. Based on the interpretation of the results of data analysis in this study, it can be concluded that the application of the Service Information System (SIP) in the E-KTP population administration service at the Jember Regency Population and Civil Registration Service is running effectively.

Recommendation

The researcher's suggestions to the government, especially the Population and Civil Registration Office of Jember Regency in implementing a public service policy through the Service Information System (SIP) application so that it is more socialized to the community. This is because most people do not fully understand the procedures and flow for processing E-KTP population documents through the SIP application. So, the Jember Dispendukcapil must make a service flow that is clear enough for users of SIP services and a route for taking documents and recording E-KTP. In addition, rewards for employee performance must also be applied to spur employee performance and innovation, so that it will have an impact on better service quality.

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