

Implementation of Electronic KTP (E-KTP) Services in the Era of New Habit Adaptation (AKB) of the Population and Civil Registration Service (DINDUKCAPIL) of Pekalongan City, Central Java

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ABSTRACT

Population administration services are one of the government's general duties in terms of public services. The activities of managing and controlling data and publishing population documents are part of population administration. In this case the Electronic Identity Card (E-KTP) is the legal identity of the resident in which individual data is contained. However, in its application in the field, the E-KTP service still has obstacles so that it is not maximally felt by the people. As for the obstacles found in E-KTP services, among others, in terms of personnel, namely the lack of optimal service provided can be from the aspect of behavior caused by time limit or work pressures so that it affects the quality of service besides that in terms of lack of infrastructure or disruption of equipment such as server connections and limited blanks, and lack of clear information for the general public. The government's latest policy is rolling so that the people can tolerate with Covid-19. Based on recommendations of the World Health Organizations (WHO), the recommendation of a New Normal is not only trending around the world. then the recommendation in Indonesia changed to "Era of Adaptation to The New Habits", the meaning of the recommendation can be interpreted to be a new life order, not returning to a life likes the pandemic era but obliged to be accustomed to washing hands by using soap, using masks, maintaining physical distance, and maintaing body imune. This has an impact on public services, people feel inconvenience in public administration services. In fact, referring to the law, the people is obliged to get good public services.

Research methods . The research method using in this research is qualitative with a phenomenological approach in which the researcher can explain objectively based on the experiences of a group of individuals relating to the practice in the field that relates to the implementation of E-KTP services in the Era of The New Habitual Adaptation (AKB) at the Department Population and Civil Registration (DINDUKCAPIL) Pekalongan City, Central Java. The technique of collecting data through observation, interviews, documentation, literature, websites. The data analysis using is interactive analysis are cyclical and interactive process. This analysis include 4 components: data collection, data reduction, data presentation, and drawing conclusions or verification.

Targeted output . It is in the form of scientific publications in the ISSN National Journal to be submitted, speakers in registered scientific meetings, teaching materials (ISBN) drafts, and published newspaper articles. TKT of research proposed is TKT I basic research

1. INTRODUCTION

The outbreak of the corona virus, well known as Covid-19, is still a main topic in the international stage. WHO (World Health Organization) as the parent of the world health



organization has declared a global pandemic, over the new corona virus which causes a disease known as covid-19. This virus is so fast and massive that it has spread throughout the world, so far at the end of October 2020 it has not ended and we don't know when it will end.

The latest government policy is issued so that people can tolerate with Covid-19. The term The Era of New Normal, which was trending, then changed to "New Habit Adaptation Era (AKB)", which of course cannot be separated from the government's efforts to reduce this virus. This new life order does not return to life like the pandemic era but requires everyone to get used to washing their hands using soap, using masks, maintaining physical distance, and maintaining endurance. With the implementation of health protocols by the government, it is hoped that it can reduce the activity of people movements so that it is hoped that it can have an impact on all aspects of life, be it social, economic, to daily life, as well as people services in this case public services.

Public administration services are the responsibility of the government to meet the needs of the people as regulated by law. This is in accordance with the provisions of the law regulating public services, namely the Law of the Republic of Indonesia No. 25 of 2009 concerning Public Services is an activity or series of activities in order to fulfill the need for services in accordance with the laws and regulations of every citizen and resident for goods, services and / or administrative services provided by public administrators. (Central Government, 2009)

Population administration is an activity of structuring and controlling data and issuing population documents, as outlined in Law of the Republic of Indonesia No. 23 of 2006 that Population Administration is a series of activities to organize and publish population documents and data, through population registration, civil registration, administrative management of population information, and optimization of results for public services and development. (Central Government, 2006)

The implementing apparatus is required to be able to professionally serve the people as well as the availability of infrastructure so that it can answer the demands of the people for public administration services. However, in reality found in the field, E-KTP services are generally not easy to implement in the field, many obstacles occur. From a personal perspective, namely the ineffectiveness of services provided by officers, for example, the existence of errors in population data, in terms of equipment, lack of infrastructure or disruption of equipment, for example choked up of data communication networks, limitations, availability of blank E-KTPs and lack of clear information needed by ordinary people, for example related to information on the procedure for issuing E-KTP.

Electronic KTP Service (E-KTP)

To understand further about the form of services provided by the government, it is necessary to know what aspects of emphasis it is so that we can know that the people can experience services. The service can be felt by the people according to (Semil, 2018), it can be seen from a model that emphasizes internal factors or those who provide services (*providers*), in this case leadership and service processes as well as internal factors related to *stakeholders* or those served (*customers*). The services that emphasize service *providers* (*providers*) consist of: Leadership, Servicing Employees, Standard Operating Procedures (SOP), Information, Facilities and Infrastructure and Complaint Handling. The services that emphasize service recipients (*customers*) consist of: Officer Friendliness, Timeliness, Settlement, Service Costs, Convenience, Speed of Service, Justice in Service Delivery, Clarity of Officers, Service Schedule.

Era of Adaptation to New Habits (AKB)

To break the chain of Covid 19, Large-Scale Social Restrictions (PSBB) until the implementation of a new life order was enforced by the government as a policy maker. The IMR era was implemented in the form of implementing health protocols that have been determined by the government. This is in accordance with the opinion (Nisa, 2020) of the application of IMR, namely by continuing to apply health protocols but it is emphasized that all sectors have begun to gradually become active again but continue to implement health protocols. For example, using

masks, doing *physical distancing*, the culture of doing good and proper hand washing, among others.

2. METHOD

PT The research method is a procedure and a way of testing the data needed to solve and answer research problems. The research method plays a very important role in determining the data collection activities needed in research with specific purposes and uses. This is in line with the opinion (Sugiyono, 2011), the research method is defined as a scientific way to obtain data with specific purposes and uses. In accordance with research on, Implementation of Electronic KTP (E-KTP) Services in the New Habit Adaptation Era (AKB) of the Population and Civil Registration Service (DINDUKCAPIL) of Pekalongan City, Central Java, the appropriate type of research or research method is qualitative research methods with a phenomenological approach.

This method results in the form of descriptions in the form of words in written and spoken form of people and observed behavior. This is in line with Bodan and Taylor in (Indah, 2018) what is meant by qualitative research is the written and spoken words of people and observable behavior. The phenomenological approach is a qualitative research method to find the meaning of a phenomenon which is the life experience of a group of individuals. In accordance with Moleong's statement in (Kuzairi, 2020) the phenomenological approach is a subjective experience or phenomenological experience and the study of the existence of an awareness of one's main perspective.

Thus, based on this type of research, the researcher will describe a situation objectively based on the experience of a group of individuals related to the implementation of Electronic KTP (E-KTP) services in the era of AKB DINDUKCAPIL, Pekalongan City, Central Java. Data collection techniques through observation, interviews, documentation, web sites, and literature. The analysis used in this research is interactive analysis. The focus of the research is the formulation of the implementation of E-KTP services, Professionalism of Human Resources, Facilities and Infrastructure as well as Supporting Factors and Inhibiting Factors of E-KTP Service in the AKB Era. The data analysis technique used in this research is interactive analysis. Based on the opinion of Miles and Huberman in (Masrin, Study of Electronic ID Card Making Services (E-KTP) at the Samarinda Ulu District Office in Samarinda City, 2020) interactive analysis is a cyclical and interactive process. This analysis consists of 4 components: data collection, data reduction, data presentation, and drawing conclusions or verification. It can be said that this analysis is an iterative process and will continue until it stops when a research report is made. Primary data sources are obtained from people groups and local governments.

3. RESULTS

The E-KTP services carried out at DINDUKCAPIL City of Pekalongan include: Issuance of new E-KTPs for Indonesian Citizens, new E-KTPs for foreigners who have a permanent residence permit, E-KTP due to loss or damage for residents of Indonesian citizens or people Foreigners who have a permanent residence permit.

The number of E-KTP applications was 3077, recording 795 and printing 3077. The implementation of E-KTP service in the era of AKB DINDUKCAPIL Pekalongan City was based on the aspect of service providers, in this case the government (*provider*) and service recipients, in this case the people (*customer*).

1) In the government aspect (*provider*), service providers include:

a) Leadership

The successful implementation of the E-KTP service in the era of AKB DINDUKCAPIL Pekalongan City cannot be separated from the role of the leadership. DINDUKCAPIL Pekalongan City is directly headed by a Head of the Department. The Head of the

DINDUKCAPIL Office is responsible for assisting the Mayor in carrying out government affairs which fall under regional authority in the field of Administration.

In this case the Head of the DINDUKCAPIL Service plays a role in determining policies, activities for the formation of technical teams, routine service meetings in the AKB era, previously in 2019 he received the Good Category Service Award from the Ministry of Empowerment and State Apparatus and Bureaucratic Reform (Kemenpan RB) .

b) Serving employees

Behaviors and skills to serve the people should be prepared well from recruiting new employees. This was followed by the placement of *frontliners* and *back office* technical officers , as well as rearranging the positions of old employees. Procurement of adequate service facilities and infrastructure and in a well-maintained condition. Employee development as a means of improving service by employees through trainings. Employee incentives as a motivational tool for employees. Creating a conducive work environment through regular meetings.

Likewise, DINDUKCAPIL Kota Pekalongan, in terms of recruiting new employees from *fresh graduates* and at least a Diploma. In the aspect of placing new employees and structuring employee positions as well as developing employees in order to provide optimal service, trainings are conducted. In terms of the incentive aspect, Pekalongan City DINDUKCAPIL has not yet provided rewards or incentives for employees who have performed their service duties optimally. For the creation of a conducive environment, routine meetings have been held. Before and after the AKB era, the number of employees who served in the *front liner* and *back office*, both before and during the AKB era, there were no restrictions on the number of employees serving the people. The number of employees serving E-KTP is 11 (eleven) people.

c) Standard Operating Procedure (SOP)

To ensure the implementation of excellent service, guidelines are needed so that a Standard Operating Procedure (SOP) is drawn up, especially the challenges of service in this AKB Era. The SOP for DINDUKCAPIL E-KTP Service in Pekalongan City is arranged in the form of tables and *flowcharts* . According to an internal informant, this SOP is quite detailed and clear. The elements of this Service SOP include 5 (five) elements:

- Service procedures
- Service time
- Service Fee
- Service products
- Complaints Management

In addition to Service SOPs, Pekalongan City DINDUKCAPIL has met the International Standard Organization (ISO) ISO 9001: 2015 concerning Quality Management.

d) Information

People related to their needs and wants related to population administration will always need and want an explanation of what, why, how, by whom and where. Information related to this service is provided by the government to service recipients so that the public understands the process of the services provided. Based on internal informants, the nature of service-related information is open. So that Pekalongan City DINDUKCAPIL employees can provide information effectively to the public.

e) Facilities and infrastructure

Means are equipment used to help process activities. Infrastructure is a support for the process of activities, for example, buildings, workspaces, parking, among others. Indeed, it cannot be denied that complete facilities and infrastructure are *tangible / tangible* elements that create a sense of comfort and will make the recipients of service satisfied, in this case the people, moreover the facilities and infrastructure associated with health protocols will create a sense of security for the people. Although this is also a challenge because it is related to the budget. However, for

DINDUKCAPIL City of Pekalongan this can be realized, based on observations of internal informants' information on facilities and infrastructure in good condition and well-maintained. The facilities related to services are as follows: computer for recording E-KTP, *signature pad* for recording resident signatures, *fingerprint scanner* for recording resident fingerprints, *iris scanner* for recording people's iris, camera for taking photos of residents, cloth for photo backgrounds (blue / red), tables, chairs and generators in good condition and well maintained. As for infrastructure that supports services, service space and ample parking. In accordance with the government's appeal regarding health programs to wear masks, wash hands, and maintain distance. DINDUKCAPIL Kota Pekalongan Facilities and infrastructure related to health protocols, such as banners, *banners*, and announcements related to health services are in strategic places that can be read by the people using services, and washing equipment. hand available and well maintained, including the arrangement of entry and exit routes to the DINDUKCAPIL building in Pekalongan City.

In addition to the facilities and infrastructure mentioned above, to support services in the AKB era, Pekalongan City DINDUKCAPIL is supported by a Management Information System (SIM) for E-KTP services namely *Benroll* and *B Card Management*. The system based on internal informants is easy to operate, is in accordance with the specifications expected by the *user*. Although the appearance of the design is not very attractive, the output is useful for all parties who need the output to have high accuracy. This system has a fast response and low error rate. However, this system's features are incomplete and do not have clear instructions for use and are equipped with a *help* button.

f) Handling customer complaints.

In terms of handling customer complaints, the people as recipients of government services certainly wants to get a good response, as well as the best problem solving, even replacement or refund if it contains costs or tariffs. In this regard, Pekalongan City DINDUKCAPIL is required to be able to handle customer complaints effectively. Because customer complaints are a "warning" about the deficiencies that exist in *providers* or service providers, so that they are immediately corrected for future progress, and this also needs support from the leadership of DINDUKCAPIL City of Pekalongan as well as the Mayor and even the Governor as regional leaders.

For handling complaints from the people of DINDUKCAPIL Pekalongan City, apart from face to face using social media, *Facebook*, *Twitter*, if a solution has not been found it will be resolved face to face. Regarding complaints from the people, employees who are in charge of serving have responded enough and so far the solutions have been well accepted by the people receiving services.

2) In the aspect of society (*customer*) as service recipients include:

a) Aspects that satisfy society

(1) Officer Friendliness

It cannot be denied that the attitude of the officers is something that can make the people satisfied. Based on information from several informants from the people, the service officers were quite friendly.

(2) Timeliness of Completion

Timeliness is clearly stated in the Service SOP. Based on information from people informants that the completion time is quite right. Even if they resign because the E-KTP form runs out, it doesn't take long. The system network is quite smooth.

(3) Service Fee

In terms of service fees, because the Pekalongan City DINDUKCAPIL E-KTP service does use the State / Regional budget, this service fee is free or paid. Based on information from the public as informants, even though the E-KTP service is free, the people still feels quite satisfied with the services provided.

(4) Convenience

Comfort is indeed given specifically for the people receiving services. Related to this, DINDUKCAPIL Pekalongan City has tried to provide comfort in terms of waiting rooms and parking spaces. Even the sense of security in the AKB era with strict prokes was clarified with information on the announcement of the prokes, setting the route of the entrance and exit routes, providing hand washing facilities that are placed at the entrance, every people entering the DINDUKCAPIL City Pekalongan building will pass the Prokes Officer, then enter the Service Room by sitting on a queue bench 1 meter away. In connection with the limitation on the number of people who enter the building and in order for services to be regular, the people being served must have previously taken the queue number that is determined by the time limit.

(5) Speed of Service

The speed of service provided is clearly in the Service SOP, and based on external informants, the service provided is quite fast, where the officers are quite proactive and nimble in terms of service besides the number of employees on duty there is no limit to the number. The time from submission to printing is 3 (three) days.

(6) Justice in Providing Services

In providing services, officers are demanded to be fair without disturbing the service delivery process. Based on information from informants, *front liners* and *back office* officers provide fair service without disturbing the service process.

(8) Clarity of Officers

The concierge service is accessed directly by the public in this case is *frontliner* at the forefront also *backoffice* as the operator is required to be clear of its existence. Related to this, based on external informants, the presence of officers was clear during service hours even though in the AKB era.

(9) Schedule of Services

The service schedule should be on the *website* and attached to the announcement or *banner* or banner. In this case, the DINDUKCAPIL City of Pekalongan can easily find the service schedule on the *website* and the announcement is posted where the service recipient people passes.

b) Aspects That Do Not Satisfy Society

The implementation of the services provided despite all the efforts of all parties as service *providers* is not easy. Likewise, DINDUKCAPIL Pekalongan City as a service provider in the field to satisfy all existing elements, especially in the midst of challenges that must be faced in the AKB era. Based on the external informant's statement, what did not satisfy the public in the E-KTP service in the AKB era according to the informant was the flow of the service process sequence on the announcement board which was not easy to read for the general public.

A. Supporting and Inhibiting Factors in the Implementation of E-KTP Services in the Age of AKB DINDUKCAPIL, Pekalongan City, Central Java

1) Supporting Factors in the Implementation of E-KTP Services in the Age of AKB DINDUKCAPIL, Pekalongan City, Central Java

a) In the leadership aspect, there is support from the leadership with regular meetings, the formation of a technical team, and policies related to services. Even now, the leadership is coordinating with the sub-district heads to develop the SIMPATIKK system to support effective services.

b) In the aspect of the recruitment process for new employees for placement in the *Frontliner* and *Back Office* sections, the minimum requirement is for a *fresh graduated* Diploma. This is one of the factors that support services, especially related to the use of communication and information technology.

- c) In the aspect of Service SOP, it has been made in the form of a table and the contents are complete and clear. In addition to Service SOPs, quality control has also met ISO 9001: 2015 concerning Quality Management Systems.
- d) In the aspect of information is open. So that it supports service officers in providing information to the public effectively.
- e) Complete and well maintained E-KTP service facilities and infrastructure. Likewise, the facilities and infrastructure related to the prokes are complete and well maintained. For the internet network is quite stable
- f) Public complaints through face-to-face and social media such as *Twitter* and *Instagram* have been responded quite well. If no solution is found, you can proceed face to face.
- g) The people feels that the information provided by service officers is clear and complete.
- h) The service received satisfies the people even though the service is free

2) Inhibiting Factors in the Implementation of E-KTP Services in the Age of AKB DINDUKCAPIL, Pekalongan City, Central Java

- a) Lack of public awareness regarding the importance of population administration. So that there are residents who do not take care of their E-KTP and only take care of them when they are used for government assistance requirements.
- b) Based on their social and educational background, there are still residents who do not understand the contents of the service procedure flow announcements so that they think that the service procedure flow is poorly understood for the general public.
- c) There is still a shortage of blanks even though the people does not wait long.
- d) The setting of *social distancing* that the number of people waiting in the queue service is restricted, thus providing an additional queue chair again before room service

4. DISCUSSION

1. Influence of diversified strategy on corporate performance.

Berdasarkan hasil dari uji t menunjukkan H1 ditolak atau strategi diversifikasi tidak memiliki pengaruh terhadap kinerja perusahaan. Dampak dari strategi diversifikasi itu sendiri adalah peningkatan unit bisnis, pertumbuhan produk baru, ekspansi bisnis yang luas, peningkatan biaya operasional, peningkatan tugas manajemen untuk produksi hingga ke produk penjualan. Hal ini dapat diartikan bahwa perusahaan yang menerapkan strategi diversifikasi baik dalam bentuk produk baru atau inovasi produk dan ekspansi tidak mempengaruhi kinerja perusahaan. Hal ini dapat terjadi pada perusahaan karena perusahaan tersebut tidak tepat dalam menghadapi beberapa faktor, seperti manajemen biaya modal, sumber daya manusia, perencanaan strategi dan perubahan pasar yang cepat. Jika perusahaan dapat menghadapi faktor-faktor tersebut dengan baik, maka terdapat kemungkinan strategi diversifikasi dapat memberikan keuntungan bagi perusahaan.

Hasil dari penelitian ini sejalan dengan penelitian Chen & Sri (2019) yang menyatakan bahwa diversifikasi memiliki pengaruh terhadap kinerja perusahaan. Dapat disimpulkan bahwa penambahan segmen produk atau ekspansi unit bisnis tidak menguntungkan bagi kinerja perusahaan. Namun, jika pemilihan segmen didasarkan pada sumber daya dan dukungan manajemen yang memadai oleh perusahaan, maka strategi diversifikasi dapat membuka peluang keuntungan bagi kinerja perusahaan.

2. Influence of the compensation of the Board of Directors on the Company's performance.

Berdasarkan hasil uji t menunjukkan bahwa H2 diterima atau kompensasi Dewan Direksi mempengaruhi kinerja perusahaan. Hal ini dapat diartikan bahwa jika Dewan Direksi mendapatkan kompensasi yang berlebihan dan tidak sesuai dengan tugas dan tanggung jawab Dewan Direksi, maka akan mempengaruhi kinerja perusahaan. Hal ini dapat terjadi jika jumlah

compensation that is not appropriate can make the Board of Directors only compensated or compensated.

The results of this study are in line with Azolla's research, et al (2016) stating that the compensation of the Board of Directors has a positive effect on the company's performance. It is to show that compensation given to board of directors the higher the higher then it can improve company performance. Therefore, the appropriate compensation of the corresponding directors enables the Board of Directors to have the work motivation and organizational commitment yGood Ang. Of course this can be Inactive imperial performance for the Board of Directors is a large and more professionalized managerial ranking in the company's performance.

3. Effect of Board of Commissioners on Corporate Performance.

Results from t test that shows that H3 is rejected or compensation of the Board of Directors does not affect the performance of the company. Can be interpreted that The size or number of people who occupies the position as the Board of Commissioners in a company does not provide a significant effect Kan against the company's performance. The number of people who occupy this position does not necessarily provide profit for corporate performance. The results of this study in accordance with the researchers N Sukandar and Rahardja (2014) are Shows that the size of the Board of Commissioners has no significant effect on the company's performance. It is this can happen because Effective Supervision and Provide Protection to Shareholders not necessarily done by Number of members of the Board of Commissioners with the amount which is le Bah Many. In addition, The more quantity of the Commercial Board Saris will improve Difficulty in decision making. More quantity does not guarantee the potential for excellence in making decisions.

4. The influence of the meeting of the Board of Commissioners meetings of the company's performance.

BerdasaRwan results from the T Test Shows that H4 accepted or frequency of the Board of Commissioners meets affect the company's performance. It can be interpreted that if the Board of Commissioners increases the intensity of the meeting, it can benefit the company's performance. In this research the company's performance Crooked through ROA. It this is in line with researchers An princess and muve (2017) Declare that there is a significant influence between the frequency of the Board of Commissioners Meeting of ROA Company. This shows the increasingly the Board of Commissioners to meet a meeting or meeting, the Board of Commissioners will be easier in getting information and access to information evenly among members of the Board of Commissioners, in addition to the Board of Commissioners meetings can also discuss the strategy and direction of the company's development. Can be concluded when the board Commissioners often hold meetings or meetings, then the supervisor Asan donethe board of the commission Aris will be getting better and help in the taker Decisions are well and right.

5. CONCLUSSION and SUGGESTIONS

The results of this study found that the diversification strategy and the size of the Board of Commissioners have no effect on the performance of the company, while the compensation of the Board of Directors and Frequency of the Board of Commissioners meets the performance of the company. In addition, the impact of diversified strategies include the growing business segment and increased operational costs, this has no significant effect on corporate performance. The result of this research can be used as input and the consideration material For the managerial ranks nor the committee Remuneration in determining the right strategy to improve company performance and determine compensation, composition and good frequency and precise in the management of the company, so avoid actions oportuni SME made by the Board of Directors in an attempt to increase its compensation and compensation given In accordance with the task or responsibility owned. For further research, it is expected to expand the reach of research and fill out the deficiencies in this study by using a broader sector on the Indonesia Stock Exchange or other samples and replacing the variables in the fuel of the company that is not studied in this study.

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