PRIME
Public Resource Innovation Management and Excellence
Juni 2025, Volume 2 Number 2, 37-44
Homepage: https://primejournalpublisher.com/index.php/PRIME

KTP Management Process In The Implementation Of The Population Administration System In Waigete District, Sikka District East Nusa Tenggara Province

Andi Risma Jaya[1], Susilawati[2], Ruslimin[3], Nurmillah Ilyas[4],Yurniati[5]

Public Administration Study Program, Faculty of Social and Political Sciences
University of Eastern Indonesia

Email : jayarisma@gmail.com[1]

ABSTRACT

The performance of public services carried out by government officials in various service sectors, especially those involving the fulfillment of civil rights and basic community needs, is still far from expected. This research aims to determine the process of ID card processing services in Waigete District, Sikka Regency and to determine the factors that influence the ID card service process in Waigete District, Sikka Regency. This researcher uses a qualitative descriptive analysis method from data obtained through in-depth interviews with selected respondents. . The results of this research show that the administrative policy in ID card services in Waigete sub-district, Sikka Regency has implemented number 24 of 2013 and number 52 of 2016 in accordance with applicable regulations and provides direction to the public regarding the rules or procedures that have been established by the Regent of Sikkka in Sikka Regency.

Keywords: KTP processing services

INTRODUCTION

The dynamics of the government system have implications for the administration of government which is full of scrutiny and criticism, both nationally and locally or regionally. This focus is not only related to the rules and constitution that underlie it, but further to its aspirations, transparency, accountability, efficiency and effectiveness. In this context, the application of good governance principles in government management becomes a major demand. In other words, the public becomes critical in monitoring and evaluating the benefits and value they receive from services from the government as a public organization.

Law of the Republic of Indonesia Number 23 of 2006 concerning Population Administration explains that: The Unitary State of the Republic of Indonesia, based on Pancasila and the 1945 Constitution, is essentially obliged to provide protection and

recognition for the determination of personal status and legal status for every important and important population event experienced by residents within and/or outside the Unitary State of the Republic of Indonesia.

Law Number 25 of 2009 concerning public services regulates the principles of good government which are the effectiveness of the functions of the government itself. The state is obliged to serve every citizen and resident to fulfill their basic rights and needs within the framework of public services which is the mandate of the 1945 Constitution of the Republic of Indonesia, building public trust in public services carried out by the provision of public services.
The process of making a resident identity card (KTP) is regulated in Law Number 23 of 2006 concerning Population Administration, the implementation of which is regulated in Government Regulation of the Republic of Indonesia Number 37 of 2007. The government as a service provider for the community is required to provide increasingly high quality services. To realize quality services, transparency and accountability, among other things, Minister of PAN Decree Number.26/KEP/M.PAN/6/2004 concerning General Guidelines for the Implementation of Public Services has been stipulated.

The purpose of establishing these instructions is to serve as a reference for all public service providers to improve the quality of transparency and accountability of services, while the purpose of establishing these technical instructions is to provide clarity for all public service providers in implementing public services so that the quality meets the demands of the public's expectations. However, in reality there are still many complaints from the public regarding public service standards in the process of obtaining a Resident Identity Card (KTP).

The condition of the implementation of public service policies implemented by employees has not shown that implementation, especially in relation to services, the mechanism for using resident identity cards (KTP), the registration of KTPs made and accountability for KTP service activities has not been effective with the implementation activities of public KTP service policies accepted by the public.

Public/general services are realized in order to develop meaningful participation in encouraging the community to take part in the decision-making process, directly or indirectly from development activities. Striving for mutual trust between the community and mutual trust between the community and the government, for this reason the government bureaucracy must make it easy for the community to obtain complete and factual information which is often called transparency.

RESEARCH

Looking at the problem and objectives, this research uses an approach based on qualitative descriptive analysis methods, referring to field research data collection, interviews and also supported by secondary data. Meanwhile, the research design is qualitative descriptive. In this qualitative descriptive research, data collection is followed by the work of writing, editing, classifying and analyzing.

To produce and obtain accurate and objective data in accordance with the objectives of this research, the data analysis used in this research is technical. The conditions for implementing the public service policy implemented by employees have not yet shown that implementation is particularly related to services, the mechanism for using identity cards (KTP), the registration of KTP made and accountability for KTP service activities has not been effective with the implementation activities of the KTP public service policy which are accepted by the public.

Public/general services are realized in order to develop meaningful participation in encouraging the community to take part in the decision-making process, directly or indirectly from development activities. Striving for mutual trust between the community and mutual trust between the community and the government, for this reason the government bureaucracy must make it easy for the community to obtain complete and factual information which is often called transparency.

RESULTS AND DISCUSSION

Service Procedures Scope The Waigete Subdistrict Office implements KTP service procedures/mechanisms in stages through the service manager. This was explained by the Social and Economic Services and Reporting Division (Frans Moat Ples) who said:

> "So the community is directly handled by the Social and Economic Section, such as processing KTPs" (interview results with Frans Moat Ples, 17 May 2018).

Based on the results of the interview, the researcher obtained the answer that the KTP service procedure was handled directly through the Social and Economic services sector according to what the community needed.

Based on the results of an interview with one of the residents, it was stated that the KTP service at the Waigete Subdistrict Office was quite good, according to the results of an interview from (AG) one of the residents of Nangatobong village who processed the KTP, saying that:

> "Here the procedures are good and not as difficult as obtaining an KTP. I took care of this KTP by following the flow of bringing the requirements for making an KTP and directly giving it to the employee concerned to process the KTP and those who brought it to the Department of Public Affairs." (Results of interview with AG's mother 22 May 2018)

Service Procedures, KTP service procedures at the Waigete District Office are still going through the individual stage and there are guidelines that guide the public in carrying out the service, so that this mechanism is maximally publicized to the public so that the public/applicant feels clear because the notification of the procedures is implemented well, even though the KTP recording device is lost, they are still provided with good KTP service.

Responsibilities of Service Officers for employee performance to loyal employees who need services can be served well according to the pattern and performance carried out by each District official.

Based on this indicator, the Waigete sub-district office, Sikka Regency has implemented it optimally, as proven after the author conducted research, the author saw that all employees in the office, in each room there was a room name. Then, regarding the point of providing KTP services at the Waigete District Office, Sikka Regency, they have provided optimal service, which is also proven by the results of the author's interviews with various applicants at the Waigete District Office.

The following is the researcher's interview with the Secretary of the District Head, Mrs. Fransiska Konfrida, she said:

> "Praise God, all of us here are quick to serve the community, because we follow civil service principles and must comply with the procedures set by our superiors and follow the applicable rules and laws, this is our authority and responsibility as authorized officials...." (results of an interview with Mrs. Fransiska Konfrida on 29 May 2018).

Another thing said by one of the residents who provided the poor certificate application service, Mrs. (AR), said:

> "The performance is good and everyone is friendly, it's just that if you need a signature, you usually wait until you come back the next day" (interview results, 5 June 2018).

Certainty of Service Costs: Regarding cost transparency, there are no personal meetings between service applicants/recipients and service providers. Service providing units should not receive payments directly from service recipients. Payments should be received by the government/service unit. Apart from that, every levy collected from the community must be accompanied by official proof of the amount paid.

Based on the results of the author's interview with the Head of Social and Economic Affairs (Frans Moat Ples) he said:

> "There are no details of the fees that are applied, which are related to processing KTPs. If no one regulates that, it means that the community has been well served, thank goodness...!!" (results of an interview with (Frans Moat Ples) on 17 May 2018).

Based on the results of the author's interview with the Head of Social and Economic Affairs (Frans Moat Ples) he said:

> "There are details of the costs except for the processing of a Family Card (KK) for which a fee of (RP. 50,000) is charged." (results of an interview with Frans Moat Ples on 17 May 2018).

Certainty of Service Schedule/Completion Time, services need to be realized in the implementation and completion of service handling in accordance with applicable standard operational procedures. The service time standards determined by the agency should be known clearly by the public because with the public's knowledge of the service time standards that have been determined, it will provide a service promise regarding the time period for completing the service by the relevant agency.

Based on an interview with the social and economic services sector, Mr. Frans Moat Ples, said:

> "Yes, if for example the official who has signed is available, it can be handled immediately, if for example the person who has signed is not there, they are given a choice as to whether they want to keep the file or take it home..." (results of an interview with Frans Moat Ples on 23 March 2018).

Likewise, what was conveyed by Mr (AD), one of the residents who processed his KTP, he said:

> "By checking the KTP, yes, because it said he had a photo but why didn't he have his name or letter, and he asked if the letter had been signed or not signed because he needed his KTP. So he didn't decide either, sometimes there was slow service, including the KTP service which I took care of. (results of an interview with AP on June 21 2018)

CONCLUSION

The implementation of the population administration system at the Waigete Subdistrict office, Sikka Regency is quite satisfactory, but there is still one main problem, namely: There is still a lack of infrastructure for KTP services provided to the community while the contents contained in the KEP. MENPAN wants all public service information to be open to the public and public service providers must provide access to information that is easily obtained by the public.

REFERENCE

Agung Kurniawan (2005:6), 2016. Harbani Pasolong. Public Administration Theory. Alvabeta, CV, Page 128

Agus Dwiyanto et al (2003). 2016 Harbani Pasolong. Administrative Theory. Alvabeta, CV, Page 130

Badri M. Sukoco. SE. 2007. Modern Office Administration Management. Erlangga Publishers. Surabaya

Moenir, H.A.S., 1992. Public Service Management in Indonesia. Jakarta. PT. Bumi Aksara

Bernadie R. Wijaya & Susilo Supardo (2006: 81), Harbani Pasolong.. 2016. Public Administration Theory. Alvabeta, CV, Page 57

Daniel A. Masmanian and pm Sabatier (1979). 2008. Quoted in Solihin Abdul Wahab's book, page 23

Rahmat, M.Sc.I February 2013. Administrative Philosophy. Cv Pustaka Setia. Jl. BKR (Southern Ring) No.162-164 Bandung 40253

Dwiyanto (2008:136). 2016. Harbani Pasolong. Public Administration Theory, Alvabeta, CV, Page 130

Erwan Agus Purwanto, and Dyah Ratih Sulistyastuti. 2012. Public Policy Implementation. Gava Media Publisher. Klitren Lor GK III/15 Yogyakarta

Herbert A. Simon. in his book Administrative Behavior (2004.) Prof. Dr. H. Sudarman Dnim, Yunan Danim, M.Pd. 2016. School Administration & Classroom Management. CV. Faithful Library. Bandung

Harbani Pasolong. August 2016. Public Administration Theory. Alphabeta, Cv. Jl. Gegerkalong Hilir 84 Bandung

Herbert A. Simon in the book Administrative Behavior. 2004. Defining Administration As an activity. Pg 13

Inu Kencana Syafiie, and M. Jufri Dewa. 2011. Public Administration Science. Rinaka Cipta. Jakarta

Leo Agustino S. Sos., M., Si. September 2008. Basics of Public Policy. Alphabeta Cv. Bandung

Miles and Huberman (Sugiyono 2010:91). Administrative Research Methods, Bandung. Alphabet

Monir (2003:16), Harbani Pasolong. 2016. Public Administration Theory. Alvabeta, CV, Page 128

Wirman Syafri. 2016. System Terms. Studies in Public Administration. Erlangga Publishers. Jakarta. Page 132

Wirman Syafri. 2012. Study of Public Administration. Erlangga Publishers. PT Gelora Aksara Pramata. Jl. H. Baping Raya No. 100 Ciracas, Jakarta 13740

Lijan Poltak Sinambela dkk. 2006. Second printing, April 2007, Third printing March, 2008, Fourth printing, 2008. Public Service Reform. PT Bumi Aksara. Jl. Sawo Raya No. 18 Jakarta 13220

Sugiyono, Apri Nuryanto. 2008. Administrative Research Methods are Complemented by R&D Methods. CV. Alphabet. Bandung

Sahya Anggara and Beni Ahmad Saebani. 2012. Public Administration Science. CV Pustaka Setia. Jl. BKR (Southern Ring) No.162-164 Bandung 40253

Sinambela (2005:5), 2016. Harbani Pasolong. Public Administration Theory. Alvabeta Publisher. CV. Page 128

Van Meter and Van Horn (Budi Winomo, 2002: 102), Erwan Agus Purwanto and Dyah Rati Sulistyastuti. .2012. Public Policy Implementation. Publisher Gava Media. Klitren Lor GK III/15 Yogyakarta

Westra et al. (2007). Administrative Encyclopedia. Danim, M. Pd. 2016. School Administration & Classroom Management. CV. Pustaka Setia.Bandung

Webster's Dictionary in Wahab (2012:135) Understanding Implementation Big Indonesian Dictionary, 2010 (Page 245) About Population

The Big Indonesian Dictionary (KKBI) explains service as the way workers serve.

Law Number 32 of 2004, concerning Regional Government, Jakarta. PT Rajawali

Law of the Republic of Indonesia Number 25 of 2009 concerning Public Services.

Law Number 23 of 2006 concerning Population Administration.

Ministerial Decree No. 81 of 1993 concerning General Service Guidelines General Guidelines for the Implementation of Public Services

MENPAN Decree No.63/KEP/M.PAN/7/2003 concerning Guidelines for Measuring the Community Satisfaction Index.

MENPAN Decree Number 63/KEP/M/PAN/7/20 of 2004, concerning General Guidelines for the Implementation of Public Services government regulation number 37 of 2007 concerning the implementation of law number 23 of 2006 concerning population administration Amendments to regional regulation number 6 of 2009 concerning population administration

Volume 2 Number 2, Juni 2025. Pages 37 - 44