

## INTEGRATED ADMINISTRATIVE SERVICE QUALITY IN BANTAN DISTRICT BENGKALIS REGENCY (STUDY OF E-KTP MANAGEMENT)

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### ABSTRACT

*District Integrated Services provides e-KTP Management services. Districts play a role in providing satisfaction to recipients of e-KTP management services. However, in reality there are still many people who are still not satisfied with the achievement of the completion time for the services provided. The purpose of this study was to determine the Quality of Integrated Administration Services in Bantan District, Bengkalis Regency (E-KTP Management Study) and to determine the inhibiting factors of the Integrated Administration Service Quality in Bantan District, Bengkalis Regency (E-KTP Management). The research method used is a quantitative method with data collection techniques through observation, questionnaires, interviews and documentation. Discussion on the Quality of Integrated Administrative Services in Bantan regency, Bengkalis regency in the management of E-KTP has not been implemented based on standards operating procedures. so that it has not provided satisfactory achievements for the community. Conclusion the Quality of Integrated Administrative Services in Bantan regency, Bengkalis Regency in the management of E-KTP has been implemented but has not been implemented optimally in accordance with Standard Operating Procedures starting from the completion of the time for making E-KTP. This is due to a lack of personnel and supporting infrastructure in providing services. Researcher's suggestion is that Kelurahan Officers in managing E-KTP should increase the number of officers in providing services and cooperate with officers and provide service support facilities in order to achieve maximum service.*

**Keyword:** Quality, service, E-KTP

### INTRODUCTION

Since issued Constitution Government Area Number 23 Year 2014, Government Area in a manner continuous demanded for can improve service. Along with this, the demands of society for get service which quality Keep going increase from time to time. Demands the the more develop rhythm with growth awareness that inhabitant country own right for served and obligation local government to be able to provide services without discriminating the status of the community being served or in other words a service that is fair and democratic.

Constitution Republic Indonesia Number 24 Year 2013 About Amendments to Law Number 23 of 2006 Concerning Administration Population said on Chapter 1 Administration Population is a series of structuring and orderly activities in the issuance of documents and data Population through Registration Population, Recording Civil, management information Administration Population as well as utilization result for service public and other development sectors.

In framework respond dynamics development maintenance government area for going to system manage government which good, which notice need and demands Public in service public, then the Minister of Home Affairs Regulation No. 4 of 2010 was issued About Guidelines Service Administration Integrated Subdistrict (Patent) on date 15 January 2010. Determination Patent which

issued Minister Domestic this is for give government area in Thing this Delegation authority Regency/City to districts inholding of patents in order to achieve fast and precise service with pay attention to the efficiency and effectiveness of service delivery. Determination Patent Camat is leader districts as device area regency/city where Camat domiciled as coordinator administering government by exercising governmental authority which bestowed by Regent/Mayor in accordance with regulations which apply.

Patent is an implementation of public service with the scope of services in the field of licensing and non-licensing by realizing The district as a community service center and a service node for office/agency service integrated in Regency/City. Service patent District is the management process starting from the application to the stage issuance of documents is done in one counter or service desk. the patent held in the district have difference with service administration else that kind.

Wrong one Thing which make Patent different with service administration other as on Service Integrated One Door (PTSP) is districts that apply for patents can act as service nodes or trimmer bureaucracy for body or office PTSP Regency/City. Thing this can conducted with method Public which will look after application bring the required documents to obtain a permit, then the patent officer will verify the requirements file. If requirements is deemed complete, the Patent Officer will bring it file the requirements to the Regency/City for further processing by agency/office PTSP. Document which has processed and resolved by district/city PTSP agencies/offices are then sent back to the sub-district and people just need to take the document in districts.

Subdistrict is government level area which give operational public services to the community. Services that given must corresponding with policy Patent. Patent is administration of public services in the District from the application stage to to the document publication stage in one place. The scope of the Patent includes licensing and *non*-licensing services. Maintenance intent Patents to realize the District as a community service center and become a service node for offices or integrated service agencies in the district or City. Patent have purpose for increase quality and bring closer service to Public.

Patent held with meaning for realize districts as an integrated service center in the Regency/City for Districts that are condition geographical area will more effective and efficient served through Subdistrict. Purpose held Patent is for increase quality service and bring closer service to Public. Quality improvement service Patent this especially seen from aspect time and cost service.

Patent Services held in Bantan District, Regency Bengkalis in this study looks at the extent of the services provided to the community in special services in making e-KTP, this thing tend Becomes dilemma employee Subdistrict Bantan in give handling service e-KTP to Public applicant. Service which given is still experiencing delays in providing services, as well as the procedures and capabilities of employees are assessed as still not responding to anything which Becomes performance.

The patent policy in Bengkalis Regency was *launched for the first time* on date 16 January 2012 in Subdistrict Bantan. Government Regency Bengkalis is a pioneer in the implementation of the Patent Policy in Riau Province. Involvement of Bengkalis Regency in the success of the policies made by Ministry In Country this is for realize system good governance ( *Good Governance*) in government organizations in Regency Bengkalis. Involvement Regency Bengkalis for carry out This patent is part of the Bengkalis Regency's vision and mission realizing the best public service in Riau Province. As for the districts in Bengkalis district inside application of the implementation of patent services as Following:

User Patent in Regency Bengkalis in 2018 it is known that there are 8 sub-districts in Bengkalis Regency carry out patent services with the aim of the implementation of patent services fast appropriate through service licensing and No Licensing. Subdistrict Bantan is wrong one districts which consists

from eleven districts.

District of Banten in service e-KTP is known not yet give service e-KTP with maximum still many Public sigh as well as experience lateness in making e-KTP temporary where it is known that the District of Bantan is the sub-district with a population of large when compared to the total population of other districts so in making e-KTP required service maximum so that achievement the target objectives of the service for making e-KTP. Where it is known that the District Bantan with an area of 424 km<sup>2</sup>, with a population of 41,438 people. So Office Subdistrict Bantan demanded for could operate and management service with maximum, with prioritize satisfaction Public as party which served compared with interest certain individuals or groups that are very much at odds with the role of the employee (source power apparatus) government Regency Bengkalis as a servant Public.

In take action continue Patent in Subdistrict Bantan corresponding with Regulation of the Regent of Bengkalis Number 9 of 2016 Concerning Partial Delegation Regent's authority over the sub-district head to carry out government affairs Area that is (1) Service Licensing; and (2) Service Non Licensing. The types and forms of services available at the Bantan sub-district office Regency Bengkalis in a manner general that is service Administration population, Letter introduction licensing, Letter introduction description. In study this the researcher see how the service Identity card certificate (ID CARD) at the district office.

Administrative services performed by officers at the Bantan District Office, Bengkalis Regency in providing service making e-KTP to Public still not yet walk as it should be. There is still a delay in the time the service is provided, process which convoluted as well as potency employee which still not yet understand on employee performance tasks. So where to know the issues that develop in Public which disappointed to service which not enough good from the government is in trouble in terms of timeliness, the attitude of the officers who are still not serviceable yet.

Then another problem is the incompatibility of the Data Record service based on SOP set which is seen from the completion time of e-service ID card During 2 week whereas based on pre survey is known settlement e-KTP until with 3 weeks even 1 month more. Service e-KTP still complicated procedure and requirements that must be implemented starting from data collection, registration until settlement reception e-KTP start from Letter Introduction RT/RW and Head Village / village chief, Applicant come place services bring summons, recording fingerprints and eye retinas so that this takes more than 1 day, so people experience it overwhelmed in the management. Based on the description and problems above, the writer is interested in do study handle "Quality Service Administration Integrated (PATEN) In Subdistrict Bantan Regency Bengkalis (Studies Management E-KTP).

## RESEARCH METHODS

Type study this survey descriptive that is type study which describe about variables which researched and method quantitative that is study in shape percentage and in end with withdrawal something conclusion in giving advice. Sugiyono (2012; 80).

To know and see and describe the actual situation in detail and actual by looking at the problems and objectives that have been submitted previously with collection data which needed in study this, so type study this used is study survey. Thus, survey research Complete research is research that takes samples from each population by using a questionnaire as the main collection tool. Study This will guide the researcher in making a list of questionnaire questions meant on to spread to population which already determined.

Study this use approach quantitative with technique analysis in a manner descriptive. After data

collected in a manner complete and comprehensive, then the data is grouped and adjusted to the type of data obtained, will then be discussed and analyzed in two forms. Data qualitative in nature which is described in full and in detail in the form sentence, whereas data which characteristic quantitative will tabulated in tabular form.

## DISCUSSION

To find out the implementation of Integrated Administrative Service Quality (Patent) in Bantan District, Bengkalis Regency (Study of E-KTP Management) seen from several aspects as following:

### **Research Results and Discussion Direct Evidence (Tagibles)**

Proof Live ( *Tangibles* ) is ability provision means infrastructure service in show its existence to external parties. With the understanding of Direct Evidence ( *Tangibles* ), then in Service Quality Integrated Administration (Patent) in Bantan District, Bengkalis Regency (Study Management e-KTP) naturally hope achievement instruction service can be implemented to the target to be achieved. Accordingly to know Quality Service Administration Integrated (Patent) In Subdistrict Bantan Regency Bengkalis (Studies Management e-KTP) writer set 2 items evaluation that is form filling assessment items and the availability of service recipient employees.

Note that items evaluation Charging form, in terms of the availability of facilities and infrastructure Bantan District has sufficient service infrastructure facilities in achieving Service Management E-Ktp. However, there are still tools service infrastructure that is not yet optimal, such as special counters that provided in the E-KTP Management Service but together with management other so that slow down handling Public in Service Management E-Ktp. So by still joining the concurrent service recipient counters with other management to be slow where it should be specifically determined so Service Management of e-Ktp could served with fast and precise.

Then for the assessment item Availability of service recipient employees which is Integrated Administrative Service (Patent) In Subdistrict Bantan Regency Bengkalis have some employee recipient service in counter which provided. Availability employee recipient service will but employee in a manner special recipient visitor not yet available To use give instruction will management which will conducted Public. So that no employees yet recipient service set in a manner special especially employees in providing directions and public complaints against management E-KTP Management Services.

While the Camat Bantan Regency Bengkalis explained that the services provided were maximal starting from provision of infrastructure supporting services and employees within gift service, although problem counter recipient services do not yet exist specifically in the handling of Management Services E-KTP but services together with other management and employee in a manner special recipient applicant management Service Management of E-KTP in providing direction for public complaints has not yet available, will but we always direct applicant for every people who ask in the management of Management Services E-Ktp.

While the community considers that the services received in the management of e-KTP are related Patent not yet feel satisfied where employee not yet there is in a manner special provide directions and requirements in the management of e-KTP so that most society still confused because must bring statement start from RT until Ward, and not yet availability room wait sufficient so that there are still several other applicants who have to stand in line and until go out room so raises not enough maximum service which given.

From the explanation above it can be seen that regarding Proof Live ( *Tangibles* ) in Service

Management of E-KTP at the Bantan Sub-District Office, Bengkalis Regency in the category enough good, with reason management services E-KTP management services are not optimal where the infrastructure is the population service at the service counter is still not available accordingly with part service which will served so that counter which exists in a manner thorough serve management other so that achievement time the services provided are not optimal.

### **Research Results and Discussion of *Reliability***

Reliability ( *Reliability* ) ability company for give services as promised accurately and reliably. With understanding of Reliability ( *Reliability* ) then in the Quality of Administrative Services Integrated (Patent) in Bantan District, Bengkalis Regency (Management Study E-KTP) of course the hope of achieving service directives can be carried out to the target which will achieved. In line with that To use know Quality Service Integrated Administration (Patent) in Bantan District, Bengkalis Regency (Study Management E-KTP) author set 2 items appraisal ie time completion and ability employee.

Is known that for indicator Reliability (*reliability*) in the assessment item The procedure is easy to understand. Time settlement Service Management E-Ktp set for 14 working days, but on in fact up to one month even more with reasons of preparation file so the applicant must wait long. Then for items evaluation Ability employee seen that ability employee already do service to Public with maximum. Even though employees haven't thorough could serve applicant Thing this because lack of total employee administrator E-Ktp in the give service so that giftservice tends to be long and have to wait. So that with the lack of E-Management employees Ktp causes service achievement is still slow.

Temporary Camat Bantan Regency Bengkalis say that service management E-Ktp already based on standard service procedures where service completion which is given for 14 working days, although sometimes the management is still long Thing this because file which sometimes not enough from Public so long wait. While the problems of our employees are true not working optimally due to the number of E-Management employees ID cards that are still lacking because they have to serve management which others so that still there is lateness in the management settlement E-KTP Management Services.

From observation which writer do could is known that Service Management E-Ktp in Office Camat Bantan Regency Bengkalis enough good where is known service management Service Management E-Ktp still not exactly time settlement service which is given During 14 days but up to one month or more and E-KTP Management Services not yet supported by the ability of employees to provide services in this matter because lack of total employee administrator E-Ktp which give services so that the services provided have not been carried out optimally.

From the explanation above it can be seen that the response or answer research respondents regarding Reliability in the pretty good category, where service management Service Management E-Ktp still not yet specifically time Completion of services provided for 14 days but up to one month or more and Service Management E-Ktp not yet supported by ability employee in the give service Thing this because the lack of the number of E-Ktp management employees who provide services so that the services provided have not been implemented optimally.

### **Research Results and Discussion of *Responsiveness***

Responsiveness is a policy to help and provide fast (*responsive*) and appropriate service to customers with delivery information which clear. With definition responsiveness (*responsiveness*) then in Service quality Administration Integrated (Patent) In Bantan District, Bengkalis Regency (Study of E-KTP

Management), of course hope achievement instruction service could done to target which will achieved. In line with that in order to determine the Quality of Administrative Services Integrated (Patent) in Bantan District, Bengkalis Regency (Management Study e-KTP) writer set 2 items evaluation that is responsive to complaint society and procedures no convoluted.

Is known that for indicator responsiveness (*responsiveness*) in items evaluation Completion service with appropriate time is considered good enough because employees are responsive to public complaints but not yet all applicant responded to what which Becomes, he complained which should employee could direct applicant until with done so applicant still a lot of confusion. Then for the assessment item which procedure is not convoluted which is the procedure given body office Camat Bantan already based on decree regulationso it 's not complicated. However, the procedures provided are still confusing to the applicant community so it seems convoluted this is because the employee has not directed applicant in a manner wide in the briefing procedure management Service Management of e-Ktp.

Temporary Camat Bantan Regency Bengkalis explains the E-KTP Management Services provided to the community applicant already give which best if there is applicant which confused will be redirected especially in the procedure ServiceManagement E-Ktp although a little difficult because many filewhich must be completed, so that not all community responses have been responded to, however Bantan District attempted provide the best service and provide services to What is Becomes community complaints.

From observation which writer do could is known that Service Management E-Ktp in Office Camat Bantan Regency Bengkalis enough good where is known service management Service Management E-Ktp stillconfusing society especially related procedure which must be equipped Public Thing this because employee not yet direct applicant until it's finished so that many applicants are still confused, and seen employees have not responded widely to complaints felt by the public in the management Service Management E-Ktp so that Public experience difficulty in the management.

From the explanation above it can be seen that the response or answer research respondents regarding Reliability in the pretty good category, where in service management Service Management E-Ktp still confusing society especially related to procedures that must be completed by the community, this is because the employee has not directed the applicant until it is finished so there are many the applicant community is still confused, and it can be seen that the employees have not been responsive wide to complaint which felt Public in the management of E-KTP Management Services so that people experience difficulties in management.

### **Research Results and Discussion of Assurance**

Guarantee (*assurance*) is knowledge courtesy compensation, and paraability employee company for grow flavor believe para customers to companies. With the meaning of Guarantee (*assurance*) so in Integrated Administrative Service Quality (Patents) in Bantan District Regency Bengkalis (Studies Management e-KTP) naturally hope achievement service directives can be implemented to the target to be achieved. In line with that to use know Quality Service Administration Integrated (Paten) In Subdistrict Bantan Regency Bengkalis (Studies Management e-KTP) writer set 2 items appraisal, friendliness employee and polite polite inside employee give service.

Is known that for indicator Guarantee (*assurance*) in items employee Friendliness assessment, employees have done with the aim that applicant management E-KTP feel satisfied from service which given. However, the employees are not comprehensivefriendly in providing services so that applicants

are still found feel no comfort in the service which given. Then for the employee courtesy assessment item in giving service which where employee courtesy in providing services has been implemented properly The purpose of the applicant is to feel comfortable with the services provided. Polite polite employee in give service already implemented but not all employees provide hospitality to applicant management Service Management E-KTP.

While the Camat Bantan Regency Bengkalis explains that the services provided have been implemented Service Management E-Ktp with friendly and polite to Public applicant with The aim is to provide a sense of comfort to the applicant community, that's true there is applicant which feel no comfort will but Thing this because many Duty employee must serve management other so that give impression which ignorant to applicant, however not all so that in the future the district will try to evaluate in order to provide the best service to the community.

From observation which writer do could is known that Service Management E-KTP in Office Camat Bantan Regency Bengkalis enough good where is known management Service Management E-Ktp not yet all Employees provide services in a friendly and polite manner so that the community applicant feel not enough comfortable to service which given and give impression which not enough good. Thing obtained from results response respondents who asked, the friendliness of employees, courtesy of employees in give service. So that could said Quality Service Integrated Administration (Patent) in Bantan District, Bengkalis Regency (Study Management e-KTP) in category enough good.

From the explanation above it can be seen that the response or answer research respondents regarding Reliability in Management Services The E-KTP at the Bantan District Office, Bengkalis Regency, is in the pretty good category, it is known that management Service Management E-KTP not yet all employee give service in a friendly and courteous manner so that the applicant community feels uncomfortable the services provided and give a bad impression.

### **Research Results and Discussion of Empathy (*Empathy*)**

Empathy (*empathy*) Is the giving of attention that is sincere and characteristic individually or privately provided to customers with effort understand desire consumer. With definition Empathy (*empathy*) so in Integrated Administrative Service Quality (Patent) in Bantan District Regency Bengkalis (Studies Management e-KTP) naturally hope achievement service directives can be implemented to the target to be achieved. In line with that to use know Quality Service Administration Integrated (Patent) In Subdistrict Bantan Regency Bengkalis (Studies Management e-KTP) writer set 2 items appraisal ie Attitude concerned employee in serve and act fair in give service. Is known that for the *Empathy* indicator in items evaluation Attitude concerned employee in serve which where concerned attitude employee in service has been implemented but not yet all the employee applies a considerate attitude except only when the applicant has experience troubled look and confusion then employees give attention efforts to be made. Then for items evaluation Act fair in giveservice, which where employee Act fair in give service corresponding with standard specified service. Will but in fact still exists characteristic employee give service especially to people which known or the closest person so that it seems not to provide services without exists difference. So that service office Camat Bantan not yet Act fair in give service in a manner equally.

Temporary Camat Bantan Regency Bengkalis explained that the services provided by the office Camat Bantan already apply service which give attention to applicant management Service E-KTP management to the maximum, even though there are still employees who seems ignorant in the services provided but it continues to be evaluated, so far this district side always trying to giveservice comfort

for the community applicant overall.

From observation which writer do could is known that Service Management E-Ktp in Office Camat Bantan Regency Bengkalis enough good where is known service management Service Management E-Ktp already applied attitude attention by employee and Act fair will but in fact employees have not paid attention to the applicant for service management Management E-Ktp especially moment complete file and procedure which will resolved where employee many seen ignorant so that applicant not yet feel the effort of employees in giving attention to complaints applicant and seen that service which given still exists element prioritizing the people you know and those closest to you so that it doesn't seem like it give service equality. Thing obtained from results response respondents who asked, Concerned attitude of employees in serving, Acting fair in providing services. So it can be said Quality of Service Integrated Administration (Patent) in Bantan District, Bengkalis Regency (Study Management e-Ktp) in category enough good.

From the explanation above it can be seen that the response or answer research respondents regarding Reliability in Management Services The E-KTP at the Bantan District Office, Bengkalis Regency, is in the pretty good category, is known service the management of the E-KTP Management Service has implemented a caring attitude by employee and Act fair will but in fact employee not yet attention to the applicant for the management of the E-KTP Management Service in particular when completing files and procedures to be completed where employees many look ignorant so that the applicant has not felt any employee effort in the give attention will complaint applicant and seen that The services provided still have an element of prioritizing known people and the closest people so that it seems they are not providing equal services.

## CONCLUSION

Based on results study which writer do so could concluded that:

1. Based on the analysis of research data on the Quality of Administrative Services Integrated (PATEN) In Subdistrict Bantan Regency Bengkalis (Studies Management e-KTP) seen from *first proof live (tangibles)*, *second reliability (reliability)*, *third responsiveness (responsiveness)*, *fourth guarantee (assurance)*, and *fifth empathy (empathy)* so that could pretty well categorize.
2. While obstacles in the Quality of Service of the Integrated Administration (PATENT) In Bantan District, Bengkalis Regency (Study on Management of E-KTP) that means infrastructure which adequate especially counter recipient service where engine give service equality in the one counter so that give lateness in the service in a manner special, which should provide counters specifically related to E- Ktp, the number of E-Ktp management employees who are still lacking so that employees seen slow in the gift and settlement service for the people who apply for the E-KTP Management Service, not yet in its entirety service settlement Service Management E-Ktp could resolved on time for as long as 14 working days but up to a month and more so that the applicant has to wait a long time, and the employee has not yet received thorough attention responsive to complaints felt by the applicant inside management Service Management E-Ktp so that still he found some of the applicants for management of the E-KTP Management Service are confused which employees should specifically be able to provide services in give briefing with purpose so that achieved service which maximum and comfortable for the community.

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