



The Government's Role in Public Services regarding Information Disclosure on Electronic KTP Recording at the Medan Baru District Office

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Abstract

An Electronic Identity Card (Electronic KTP) is a population document that has a security and control system, both in terms of administration and information technology, based on the national population database. This research uses a normative juridical method with analytical descriptive nature. Data collection was carried out through two methods, namely library research and field research, with qualitative data analysis. The research results show that in 2011, the population of Medan Baru District was estimated to reach 57,962 people. Processing an Electronic KTP requires valid resident data, including the Population Identification Number (NIK) as well as a record of the resident's passport photo, signature, fingerprint and iris. In the context of Law Number 24 of 2013 concerning population administration information systems, the government provides data verification services and recording photos, signatures, fingerprints and iris of residents at Electronic KTP service points. However, there are obstacles such as a lack of supply of blanks from the central government, a lack of clear information to the public, and limited electronic KTP recording equipment. In conclusion, the Electronic KTP contains a security code and electronic recording as a means of verifying and validating individual identity data.

Keywords: Government; Public Services; Information Openness.

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PENDAHULUAN

The provision of public services is one of the government's efforts to achieve welfare, as stated in the goals of the Indonesian state outlined in the preamble of the 1945 Constitution and the role of state administration. In other words, public services are a concept aimed at achieving the desires of both society and the state (Ridwan & Sudrajat, 2020).

Electronic Identity Cards (E-KTP) are population documents that incorporate security and control systems, both from an administrative and information technology perspective, based on the national population database (Juliantara, 2005; Suryani et al., 2014). Each individual is allowed to possess only one Electronic Identity Card with a unique National Identification Number (NIK), which is a lifelong identifier for each citizen. The NIK on the Electronic Identity Card will serve as the basis for the issuance of passports, driver's licenses (SIM), Tax Identification Numbers (NPWP), insurance policies, land ownership certificates, and other identity documents (Rifaldi et al., 2022; Septiana & Nawangsari, 2022).

As mandated by Law Number 23 of 2006 concerning Population Administration, the government is obligated to provide a National Identification Number (NIK) to every Indonesian citizen and include it in every population document. Additionally, NPWP, insurance policies, land ownership certificates, and other identity documents must also include the NIK. Every Indonesian citizen is required to have a Population Identity Card (KTP) that complies with the specifications and format of the National Population Identity Card, with special security features, as stipulated in Presidential Regulation Number 26 of 2009 regarding the Implementation of NIK-Based KTP Nationwide (Duri et al., 2022; Haryanti et al., 2023).

The implementation of Electronic Identity Cards (E-KTP) in Indonesia is driven by the shortcomings of the conventional KTP system, which allowed individuals to possess multiple KTPs. This was due to the absence of an integrated service system that could consolidate population data from across Indonesia. This situation created opportunities for people to have duplicate KTPs, which could be abused and were not accountable. To address this duplication issue, the Electronic Identity Card based on the National Identification Number (NIK) was introduced. The National NIK-based Electronic Identity Card includes security codes and electronic records as tools for verifying and validating a person's identity. These electronic records contain personal information, a passport-sized photo, a signature, and fingerprint data of the individual (DI LINGKUNGAN KEMENTERIAN & DAERAH, n.d.).

The shift from the concept of *nachwachtersstaat* (Night-watchman state) to the welfare state concept has resulted in a change in the role and activities of the government. In the *nachwachtersstaat* concept, the principle of *staatsonthouding* applies, which means limiting the role of the state and government in the social and economic life of the community. The government is passive, serving only as a guardian of order and security to achieve *bestuursorg* (public welfare). Therefore, the government is granted the authority to intervene (*staatsbemoeienis*) in all aspects of community life. This implies that the government is expected to take an active role in the dynamics of society (Hr, 2014).

Local governance in Indonesia has undergone changes with the implementation of regional autonomy. Prior to the adoption of regional autonomy, Indonesia operated under a centralized system, where all decisions were made by the central government. This system was deemed ineffective because it not only created imbalances between different regions but also generally led to slow development in the regions as they had to rely on decisions from the central government (Yusriadi, 2018).

Decentralization is considered an appropriate system for Indonesia due to its vast archipelagic nature, allowing for effective and efficient governance. Decentralization involves the transfer of governance authority to autonomous regions to manage and administer government affairs within the framework of the Unitary State of the Republic of Indonesia (NKRI). This

system is more effective as it enables quicker resolution of issues in the regions without waiting for decisions from the central government (Harsasto, 2020; Muharman et al., 2023).

The development of the concept of the rule of law can be seen as human efforts to enhance the protection of individual rights. From a rule of law perspective, the effort to enhance the protection of individual rights is achieved by limiting the power of the government (ruler). In the context of limiting government power (the state) with the aim of safeguarding individual rights as mentioned above, a principle applies in the practice of state administration from the perspective of a modern rule of law state (welfare state), namely that no state power should be left unrestricted and unmonitored (Sibuea, 2010).

In the context of research on the government's role in public services related to the transparency of KTP-El (Electronic Identity Card) registration in Indonesia, decentralization is an important aspect to consider. Decentralization involves the delegation of governance authority to autonomous regions, allowing local governments to effectively manage government affairs without waiting for decisions from the central government. This decentralized approach aligns with the principles of a modern rule of law state, which prioritizes the limitation of government power to protect individual rights.

In the context of this research, decentralization can influence the government's role in providing public services related to the registration of Electronic Identity Cards (KTP-El) because autonomous regions play a role in delivering these services. The principles of the rule of law, including the limitation of government power, are also relevant in ensuring that public services are conducted transparently and in consideration of individual rights. Therefore, decentralization and the rule of law principles are relevant factors in the context of this research to understand the government's role in public services related to the registration of KTP-El in Indonesia.

Several previous studies on the Electronic Identity Card (KTP-El) services include "Service Quality of Birth Certificate in the Population and Civil Registration Office of North Tapanuli Regency, North Sumatra, Indonesia" by (Nababan et al., 2022). Public service quality is important in providing birth certificate services. This research assesses the quality of services at the Population and Civil Registration Office of North Tapanuli Regency. The results indicate that the service quality is fairly good, although there are shortcomings in the accuracy of typing the child's name on birth certificates.

The second study evaluates the effectiveness of the performance of civil servants and population management in the Bandar Subdistrict Office, Simalungun Regency. The research shows that their performance is still low in terms of quantity and quality of work, efficient time usage, and work quality improvement. This is due to various constraints such as a lack of computer skills and a workload that does not align with targets. Work quality improvement is achieved through training and mentoring (Sidabutar et al., 2023). The third study evaluates the implementation of the Population Administration Information System (SIAM) in the processing of Electronic Identity Cards (KTP-El) in Medan Baru City. The results indicate that the implementation of SIAM is still not optimal and faces challenges, such as the lack of specific regulations at subdistrict offices. This research highlights the importance of addressing public needs in population administration (Purba et al., 2019).

Based on the background and findings of these previous studies, the objective of this writing is to describe the government's role in public services related to the transparency of KTP-El registration information in the Medan Baru Subdistrict Office.

RESEARCH METHOD

The research method employed in this study is normative research, which is used to investigate the Government's Role in Public Services related to the Transparency of KTP-El Registration Information in the Medan Baru Subdistrict Office. Normative research aims to rationally explain that human cooperation in administrative activities occurs due to the demand

to achieve common goals. Substantially, normative research reveals that the essence of cooperation in administrative activities rationally lies in the desire for orderliness in life and regulation in various aspects to create something rational, such as efficiency and effectiveness (Efendi & Ibrahim, 2018).

The nature of the research used to complete this thesis is descriptive analysis of various public services in the Medan Baru Subdistrict. A case study is a research method that pertains to a subject of study related to a specific phase or case of the overall personality that leads to normative research, which is a form of legal writing based on the normative characteristics of legal science (Efendi et al., 2016).

Data collection techniques in this research involve two methods, namely library research and field research. Data analysis is conducted qualitatively, with a focus on understanding the issues in social life based on the holistic, complex, and detailed reality or natural arrangement (Soekanto & Mamudji, 2016). This method is used to gain a deeper understanding of the government's role in public services related to the transparency of KTP-El registration information at the Medan Baru Subdistrict Office.

RESULTS AND DISCUSSION

The legal regulations related to public services regarding the transparency of Electronic Identity Card (KTP-El) registration information at the Medan Baru Subdistrict Office are as follows:

a. Law Number 23 of 2006 concerning Population Administration:

As mandated by the above-mentioned law, the government is obliged to provide a National Identification Number (NIK) to every Indonesian citizen and include it in every population document. Additionally, the NIK is used as the basis for issuing passports, Tax Identification Numbers (NPWP), insurance policies, land ownership certificates, and other identity documents. Furthermore, every Indonesian citizen is required to have a Population Identity Card (KTP) that complies with the specifications and format of the National Population Identity Card with special security features, as stipulated in Presidential Regulation Number 26 of 2009 concerning the Implementation of the Population Identity Card (KTP) based on the National Identification Number (NIK) nationwide and has been amended by Presidential Regulation Number 35 of 2010 concerning Amendments to Presidential Regulation Number 26 of 2009.

Article 2, citizens have the right to obtain:

- a) Population documents
- b) Equal services in population registration and civil registration
- c) Protection of personal data
- d) Legal certainty regarding document ownership
- e) Information about the data resulting from population registration and civil registration for themselves and/or their families
- f) Compensation and restoration of reputation as a result of errors in population registration and civil registration and the misuse of personal data by implementing agencies

Article 3, "Every citizen is obliged to report population events and significant events experienced to the implementing agency by fulfilling the required requirements in population registration and civil registration" (Angkat et al., 2017):

- a) Law Number 24 of 2013 concerning Amendments to Law Number 23 of 2006 concerning Population Administration.
- b) Government Regulation Number 37 of 2007 concerning the Implementation of Law Number 23 of 2006.

Article 17, district/city governments are obligated and responsible for administering population administration affairs, carried out by the Regent/Mayor with authority including:

- a) Coordinating the administration of population administration
 - b) Establishing implementing agencies with tasks and functions in the field of population administration
 - c) Technical regulation of population administration in accordance with statutory provisions
 - d) Supervision and socialization of population administration
 - e) Implementing public service activities in the field of population administration
 - f) Assignment to villages or other entities to carry out some population administration affairs based on the principle of task assistance
 - g) Management and presentation of population data at the district/city level
 - h) Coordinating supervision of population administration
- b. Presidential Regulation Number 26 of 2009 concerning the Implementation of the Population Identity Card (KTP) based on the National Identification Number (NIK) nationwide.

Article 1 of this Presidential Regulation defines the following terms:

- a) Population Identity Card (KTP), hereinafter referred to as KTP, is the official identity of a citizen as proof of identity issued by the implementing agency valid throughout the territory of the Unitary State of the Republic of Indonesia.
 - b) National Identification Number (NIK), hereinafter referred to as NIK, is a unique or distinctive identification number of a registered Indonesian citizen.
 - c) NIK-based KTP is a KTP with specifications and formats of the National Population Identity Card with special security features that serve as the official identity issued by the implementing agency.
 - d) Mandatory KTP residents are Indonesian citizens and foreigners with permanent residency permits who are 17 years of age or older, married, or have been legally married.
 - e) Implementing agency refers to the district/city government entity responsible for and authorized to carry out services in population administration.
 - f) Central government, hereinafter referred to as the government, refers to the President of the Republic of Indonesia holding the government's authority in the State of the Republic of Indonesia as stipulated in the 1945 Constitution of the Republic of Indonesia.
 - g) Minister refers to the minister responsible for domestic governance.
 - h) Security code is an identity verification tool that accurately and precisely indicates the identity of a resident as a means of authenticating their population document as their own.
 - i) Electronic record is an electronic data storage of residents that can be electronically read with a reader as a security and population measure.
- c. Law Number 25 of 2009 concerning Public Services.

This law defines public services as any activities or series of activities carried out by public service providers to meet the needs of the community, conducted by public service providers in accordance with their authority based on statutory regulations. This law establishes the basic principles of public services, including:

- a) Humanity principle: Public services must respect human dignity and human rights.
- b) Equality principle: Every citizen has the right to access public services without discrimination.
- c) Legal certainty principle: Public services must be carried out in accordance with applicable laws.
- d) Community participation principle: The community has the right to participate in the process of providing public services.
- e) Accountability principle: Public service providers are responsible for the performance of their duties.

- f) Transparency principle: Information about public services must be available and accessible to the public.

This law also stipulates that every public service provider must establish public service standards that include information about the types of services, requirements, completion times, fees (if any), complaint procedures, and more.

Law Number 25 of 2009 on Public Services aims to improve the quality and accessibility of public services for the public and promote transparency and accountability in their provision:

- a) Citizen's Rights: This law grants citizens the right to receive good and quality public services. These rights include the right to information, the right to fast and accurate services, the right to file complaints, and the right to compensation if their rights are violated.
- b) Complaints: This law mandates that every public service provider must have a easily accessible complaint mechanism for the public. The public has the right to file complaints if they receive inadequate services or if their rights are violated.
- c) Supervision and Evaluation: This law emphasizes the importance of supervision and evaluation of public service provision. The Public Service Monitoring Agency (BP3) is established to carry out this oversight function.
- d) Sanctions: This law regulates sanctions for public service providers who violate the provisions of this law. Sanctions may include warnings, penalties, permit suspensions, and other administrative sanctions.
- e) Other Regulations: This law also regulates various other aspects related to public service provision, including minimum service standards, awards for outstanding public service providers, and procedures for resolving disputes in public services.

The Role of the New Medan District Government in Providing Public Services for Electronic Identity Card (E-ID) Registration.

One of the approaches used to measure the government's role is the customer satisfaction approach. The effectiveness of the government's role depends on how the community perceives the actual services provided, meeting their expectations. Since quality refers to everything that determines customer satisfaction, a product (service) can only be considered of quality if it meets the expectations or desires of the community.

The New Medan District Government plays a crucial role in providing public services for electronic identity card (E-ID) registration. The following are some identified roles:

- a) Public Service Provider: The New Medan District Government is the provider of public services related to E-ID registration. They are responsible for receiving E-ID registration applications from residents, conducting biometric data registration processes such as fingerprinting, photos, and signatures, and managing related documents.
- b) Ensuring Information Transparency: The New Medan District Government must ensure that information related to the E-ID registration process, requirements, fees (if any), and completion times is available transparently and easily accessible to the public. This aligns with the principle of information transparency in the Public Services Law.
- c) Providing Fast and Accurate Services: One of the key roles of the district government is to provide fast and accurate services to residents in need of E-ID registration. This falls under the principle of efficient public services.
- d) Population Data Management: The district government is responsible for managing the population data collected through E-ID registration properly. This data must be securely stored and managed in accordance with applicable regulations.
- e) Handling Complaints: The New Medan District Government must have an effective complaint mechanism for residents who are dissatisfied with the E-ID registration service. They need to respond to complaints promptly and resolve them according to the rules in place.

- f) **Coordination with Relevant Agencies:** The district government also needs to coordinate with relevant agencies, such as the Department of Population and Civil Registration, to ensure that the E-ID registration process runs smoothly and complies with regulations.
- g) **Supervision and Evaluation:** The New Medan District Government must conduct supervision and evaluation of the E-ID registration process. They need to ensure that the process adheres to established standards and that the public receives good service.
- h) **Community Education:** The district government also plays a role in educating the community about the importance of having an E-ID and the procedures to obtain one. This can be done through socialization campaigns and public information.

By fulfilling these roles, the district government can help improve the quality of public services related to E-ID registration and ensure that the community receives good service in line with their rights as citizens.

The implementation of local government in Indonesia through regional autonomy provides a wide opportunity for regional governments to run regional governments based on their respective authorities, which have been clearly regulated in Law Number 23 of 2014 concerning Regional Government.

Article 18, paragraph (1) of the 1945 Constitution concerning Regional Government states that the Unitary State of the Republic of Indonesia is divided into provinces and each province is divided into several districts and cities, each of which has a regional government regulated by law.

The issuance of the Regional Government Law Number 22 of 1999, which was later revised with Law Number 32 of 2004, has continuously improved public services by local governments. Along with this, the community's demand for good quality public services has increased over time. This demand has grown in parallel with the awareness that the State has the right to be served and the obligation of local governments to provide services. The challenge in public services is not only to create an efficient service but also to provide services without discriminating against the status of the served community, or in other words, to create fair and democratic services (Juliantara, 2005).

In Indonesia, efforts to improve services have been ongoing for a long time by the government, including through Presidential Instruction Number 5 of 1984 concerning Guidelines for Simplification and Control of Agreements in Business. This effort was followed by the Minister of State for Administrative Reform's Decree No. 81/1993 concerning Guidelines for General Administration of Public Services. To further encourage the commitment of government officials to improve the quality of services, Presidential Instruction Number 1 of 1995 concerning Improvements and Improvements in the Quality of Public Services by Government Officials to the Public was also issued. In the latest development, the Minister of Administrative Reform's Decree No. 63/KEP/M.PAN/7/2003 concerning General Guidelines for the Implementation of Public Services was also issued.

One of the efforts to improve public services is to enhance the quality of government officials and their professionalism, which is one of the strategies to create good public services for the community. Additionally, another aspect to consider in improving public services is to enhance facilities that can support the quality of public services. If services are not supported by complete facilities, it can hinder the process of providing public services to the community. Creating public service policies that are not overly complicated and convoluted can also be a factor in maximizing public services to the community. It is hoped that with these policies, effective, efficient, and accountable quality services can be achieved.

Challenges Faced by the New Medan District Government in Electronic Identity Card (E-ID) Registration

The first challenge faced by the New Medan District Government in electronic identity card (E-ID) registration is the availability of blank cards (blangko). According to Article 5 (f) of Law

Number 23 of 2006 on Population Administration, the government is required to provide E-ID blank cards for districts and cities. Adequate availability of E-ID blank cards is crucial in the E-ID registration and issuance process. Without a sufficient supply of blank cards, the district government cannot print E-IDs for its registered residents. This can lead to delays in providing services to the public and potential dissatisfaction among residents.

To overcome this challenge, the New Medan District Government needs to coordinate with the central government or relevant agencies responsible for the supply of E-ID blank cards. Efforts can also be made through proper planning for the procurement of blank cards, including monitoring existing blank card stocks and planning for additional procurement if needed. Additionally, the district government should stay informed about changes in regulations or policies related to the supply of E-ID blank cards to anticipate such challenges in the future. The availability of blank cards in regions from the Ministry of Home Affairs is limited. The allocation of blank cards to regions is not based on need but on calculations by the Directorate General of Population and Civil Registration of the Ministry of Home Affairs, considering equipment, queues, and previous registrations.

The second challenge faced by the New Medan District Government in E-ID registration is the lack of clear information for the public. With minimal information available to the public, especially to laypeople, residents often misunderstand the E-ID creation process. This can lead to various problems, such as irregular queues and dissatisfaction among the public. Providing clear information to the public about the E-ID registration procedures, requirements, service schedules, and queuing mechanisms is crucial. This information will help the public understand the process, avoid mistakes, and reduce discomfort during the registration process.

To address this challenge, the New Medan District Government needs to make greater efforts to provide information to the public. This can be done through various communication channels such as bulletin boards, the official district website, social media, or through notifications to eligible residents for E-ID registration. When the public has clear and accurate information, the E-ID registration process can run more smoothly and efficiently.

The third challenge is Human Resources. The workforce involved in policy implementation is essential. They must have the appropriate skills, knowledge, and competence to perform tasks related to the policy. Training and human resource development can also be an integral part of achieving policy goals. Managing these resources wisely and efficiently is an integral part of policy success. Additionally, ensuring that these resources are available and well-managed can help achieve policy goals more effectively.

Financial resources are crucial in policy implementation. Adequate budget availability can ensure that policies are implemented effectively. These funds must also be managed efficiently and transparently. The authority or power given to agencies or individuals responsible for policy implementation also needs to be considered. This includes the authority to make decisions, manage resources, and take necessary actions.

Information: Accurate and relevant data and information are essential to support policy planning, implementation, and evaluation. Good decisions should be based on strong information. Facilities and Infrastructure: Physical facilities, technology, and infrastructure can also be important resources in policy implementation. This can include buildings, equipment, communication technology, and more.

CONCLUSION

The National Electronic Identity Card (E-ID) based on the National Population Identification Number (NIK), containing security codes and electronic records as tools for verifying and validating one's identity, has become a vital instrument in population administration. The recording process includes biographical data, passport photos, signatures, and fingerprints of residents, which are automatically recorded in the Central Data Directorate

General of Population and Civil Registration of the Ministry of Home Affairs through a normal data communication network. The government's role in public services related to E-ID is crucial in achieving customer satisfaction. The effectiveness of the government's role depends on how much the public perceives services that meet their expectations. Service quality can be measured by the level of customer satisfaction, and the service provided is considered quality if it meets or exceeds public expectations. Challenges in public services are not limited to efficiency but also involve aspects of justice and democracy in services. It is essential to create public service policies that are simple and easily understood by the public without complicated procedures.

The obstacles faced by the New Medan District Government in the E-ID registration process include: Limited stock of E-ID blank cards from the central government, as well as limited availability in the region from the Ministry of Home Affairs; Lack of clear information to the public, leading to confusion and dissatisfaction in the registration process; Limited infrastructure, especially the limited number of E-ID recording devices in the New Medan District, with only one recording device; Limited staff and workspace affecting productivity and efficiency in providing services to the public. Efforts to improve and address these challenges are essential to ensure a smoother and more efficient E-ID registration process and provide satisfactory services to the residents of the New Medan District.

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