Implementation of the E-KTP Policy to Gain Population Administration Order

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Abstract. In every implementation of a policy, there must be advantages and disadvantages, this e-KTP (electronic Identity Card) policy also has this. Through the Normative legal research method, which is a process to find legal rules, legal principles, and legal doctrines to answer the legal issues faced which produce new arguments, theories, and concepts as prescriptions, it is found that many things are necessary reformed in this e-KTP policy, especially the issue of socialization that is still not widely reached in remote areas. This is a task that must be carried out by the government if the implementation of e-KTP runs effectively according to the targets that have been made according to RI Law No.23 of 2006 and PERPRES RI No. 26 of 2009.

Keywords: e-KTP; Administration; Population

1 Introduction

Concerning e-KTP service policies in various regions, the competent institution to handle population problems is the Population and Civil Registration Service. But operationally it appoints the District government as the operator. Broadly speaking, there are two activities carried out by institutions that are competent in handling population, namely the process of population data collection (data recording) and taking e-KTPs. Because until now there is no e-KTP collection schedule, the activity is emphasized on the success of the population data collection process. The data collection process itself is carried out following the stages that have been determined nationally, consisting of verification of population data, recording photographs, signatures, fingerprints, and scanning the iris of the population. Then the data of each resident is sent to the center via a network database. So that later each resident will have personnel data stored at the Population and Civil Registry Office, and in each district as data input, then access to the central government.

However, for service effectiveness, it is necessary to add adequate facilities/facilities, both in terms of quantity and quality. Good and satisfying service is everyone's dream, and ironically what happens is precisely to realize these expectations. Good and satisfying service is everyone's dream, and ironically what happened is precisely what happened to realize this hope has not been fully realized. Especially in the era of regional autonomy and the era of reform, people should get better services but in reality, are always faced with sacrifices, both time, energy, and cost. Although efforts have been made to improve and improve the quality of service, the service connotations are still far from expectations.

With Law Number 23 of 2006 concerning Population Administration, the government issued a regulation contained in Government Regulation Number 37 of 2007 concerning the implementation of Law Number 23 of 2006, KTP is a personal residence document of a person as an Indonesian citizen. With population documents that can be accounted for, citizens can take care of other important documents, anytime and anywhere, so that the Government needs to provide services to the community regarding these population documents. Electronic KTP is a population document containing a security/control system from both the administrative and information technology side of the database to the national occupation. Residents are only allowed to have 1 (one) KTP which contains a registration number (NIK). The NIK is a single identity for each resident and is valid for life [1].

The e-KTP project is motivated by the conventional KTP creation system in Indonesia which allows a person to have more than one KTP. This is due to the absence of an integrated database that collects population data from all over Indonesia. This fact provides an opportunity for residents who want to cheat against the state by duplicating their KTPs. Some of them are used for the following: Avoiding taxes, Facilitating the making of passports that cannot be made throughout the city, safeguarding corruption, Hiding identity (for example by terrorists).

The Identity Number (NIK) in the e-KTP will later be used as the basis for issuing passports, driving licenses (SIM), taxpayer identification numbers (NPWP), and issuance of other identity documents, Article 13 of Law No. 24 of 2013 concerning Population Administration. The government has issued many policies, both through Presidential Instruction Number 1 of 1995 concerning repair and improvement of service quality, Kepmenpan Number 63 of 2003 concerning Public Service Management, Kepmenpan Number 24 of 2004 concerning Excellent Service, and Law Number 25 of 2010 concerning Service General, but the essence of service has not undergone significant changes. The implementation of e-Government in Indonesia has not received a fast response from the government. As it is known, the implementation of e-Government in other countries has long been carried out, such as the United States, European countries, South Korea, and even in neighboring countries such as Singapore and Malaysia. Especially in the field of the population in Indonesia, it was only around 2011 that a policy was implemented for the ownership of e-KTP for Indonesians.

Thus, the problem in this research is, how is the implementation of the e-KTP program in the context of orderly administration. This paper will discuss from the juridical normative side and its factual implementation in society, to get an overview of the factual framework for implementation in a comprehensive manner related to orderly population administration.

2   Methodology

The type of research used is normative legal research, which is a process of finding legal rules, legal principles, and legal doctrines to answer legal issues at hand which produce new arguments, theories, and concepts as prescriptions in solving problems that are encountered [2]. With the research approach, namely the statute approach and the conceptual approach, while the sources of legal materials used are primary and secondary legal materials (literature study), with prescriptive analysis [3].

3 Result and Discussion

There are two perspectives in implementation analysis, namely the perspective of public administration and the perspective of political science. From the perspective of public administration, implementation was initially seen as implementing policies appropriately and efficiently. However, at the end of World War II various state administration studies revealed that public administration agencies were not only influenced by official mandates, but also by pressure from interest groups, members of the legislature, and various factors in the political environment [4].

The political science perspective is supported by a systems approach to political life. This approach seems to break the organizational perspective in public administration and begin to pay attention to the importance of inputs from outside the administrative arena, such as administrative provisions, changing public preferences, new technology, and people's preferences. This perspective focuses on questions in the implementation analysis, namely how far the policy output is consistent with its objectives.

Approach "compliance" and "factual" approach in implementing policies. The compliance approach appears in the public administration literature. This approach focuses on the level of compliance of the agent or individual subordinates to the agent or individual superiors. The compliance perspective is an analysis of the character and quality of organizational behavior. There are at least two deficiencies in the compliance perspective, namely [5] :

a. Many non-bureaucratic factors are influencing but are not given enough attention
b. Some programs are not designed properly. The second perspective is a factual perspective that assumes that many factors influence the policy implementation process that requires implementers to make adjustments more freely.

The two perspectives are not contradictory but complement each other. Empirically, the compliance perspective begins to acknowledge the existence of organizational external factors that also affect the performance of administrative agents [6]. This trend is in no way contradicting the factual perspective which also focuses attention on various non-organizational factors that influence policy implementation.

Based on the compliance approach and the factual approach, it can be stated that the success of the policy is largely determined by the implementation stage and the success of the implementation process is determined by the ability of the implementor, namely [7] :

a. Implementor compliance follows what is ordered by superiors,
b. The ability of the implementor to do what is considered appropriate as a personal decision in the face of external influences and non-organizational factors, or a factual approach.

The success of the policy or program is also assessed from the perspective of the implementation process and the perspective of the results. From a process perspective, a government program is said to be successful if its implementation is following the guidelines and implementation provisions made by the program maker which include, among other things, implementation methods, implementing agencies, target groups, and program benefits. Meanwhile, from the results perspective, the program can be considered successful when the program has the desired impact. A program may be successfully seen from the point of view of the process but may fail in terms of the resulting impact, or vice versa.

To measure the performance of the implementation of a public policy must pay attention to policy, organizational and environmental variables. This attention should be directed because, through the selection of the right policy, the community can participate in making an optimal contribution to achieve the desired goals. Furthermore, when the selected policy has been found, an implementing organization is needed, because within the organization there are

authorities and various resources that support the implementation of policies for public services. Meanwhile, the policy environment depends on its positive or negative nature. If the environment has a positive view of a policy, it will generate positive support so that the environment will influence the success of policy implementation. Conversely, if the environment has a negative view, there will be a clash of attitudes, so that the implementation process is threatened with failure. More than these three aspects, compliance with policy target groups is a direct result of policy implementation that determines its effect on society.

In principle, this e-government innovation is to improve the quality-of-service processes from government agencies to the public through online services. Besides, through the e-government system, people can take control of government work. E-Government is short for electronic government. E-Government is commonly known as e-gov, digital government, online government, or transformation government [8].

E-Government is an effort to develop electronic-based governance. An arrangement of management systems and work processes within the government by optimizing the use of information and communication technology. Or E-Government is the use of information technology by the government to provide information and services for its citizens, business affairs, and other matters relating to government. e-Government can be applied to the legislative, judiciary, or public administration, to increase internal efficiency, deliver public services, or process democratic governance.

The application of E-KTP is expected to bring several advantages to the government in carrying out the development of population administration and public services, namely [9] :

a. Efficiency, which means that the government can provide services more cheaply, can reach more layers of society and can work faster. The government can produce the same output at a lower cost and a larger number of outputs at the same total cost. The government can produce the same output at the same cost but in a shorter time.

b. Effectiveness, which means that the government can work better and be more innovative. Produces the same number of outputs at relatively the same cost and time with better quality standards and can capture the aspirations of the people served with appropriate choices and community capabilities.

The forms of using e-government are e-budgeting, e-procurement, e-audit, e-catalog, e-payment, e-controlling, and even e-health. E-Government brings many benefits, among others:

a. Better service to the community. Information can be provided 24 hours a day, 7 days a week, without having to wait for the office to open. Information can be searched from the office, home, without having to physically come to a government office.

b. Improved relations between the government, business people, and the general public. With openness (transparency), it is hoped that the relationship between the various parties will be better. This openness eliminates mutual suspicion and resentment from all parties.

E-KTP (Electronic Resident Card) is an identity card made from an electronic machine and written with digital data. The E KTP is deliberately held to make it easier for the government to retrieve population data because, by the E-KTP, the government can immediately see the data from the electronic KTP without having to wait for data that must be census first. E KTP is arguably more effective and efficient than ordinary KTP. Inefficient services provided by officers. The management of e-KTP in all sub-districts in Indonesia, which is currently free of charge, has created a very high public interest in immediately managing and obtaining the e-KTP. However, in managing this e-KTP, weaknesses were still found in the field carried out by officers in the sub-district. These weaknesses include, among others, people who come to the sub-district office to take care of e-KTP according to a predetermined schedule, do not get maximum service. Due to the lack of tools in the e-KTP making service, the main obstacles

faced were electricity and equipment to make the new KTP. "*Electricity often goes out and the equipment gets stuck, while the consortium says the warehouse is empty,*". Thus, the government must prepare equipment according to the needs of the sub-districts so that E-KTP services can be realized properly.

Lack of clear information for the public. With a lack of information to the public, especially the general public, so that the public misrepresents the making of the E-KTP, such as; People who did not receive an invitation to join queued at the sub-district for hours and were disappointed with the service. People who have received an invitation should be served in making e-KTP. This situation was caused by the enthusiasm of the residents in making E-KTPs, which caused them (residents) to come in groups and made the officers somewhat overwhelmed. However, officers could not do anything about residents who did not have a form of invitation, because the system was from the center like that.

4   Conclusion

In every implementation of a policy, there must be advantages and disadvantages, this e-KTP policy also has this. Many things need to be addressed in this e-KTP policy, especially the issue of socialization which is still not widely reached in remote areas. This is a task that must be carried out by the government if the implementation of e-KTP runs effectively according to the targets that have been made according to RI Law No.23 of 2006 and PERPRES RI No. 26 of 2009. In the process of implementing e-KTP services, which are currently running, several problems are still encountered. The problems faced are the slow e-KTP service to the community, the lack of improvement in the quality of human resources, and insufficient facilities and infrastructure that are evenly distributed in each region. It is necessary to make improvements in the implementation of the e-KTP so that it is under the applicable laws and regulations.

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