



# Analysis of the Community Satisfaction Survey on the Service of Making Electronic Identity Cards (E-KTP) at the Department of Population and Civil Registration of North Toraja Regency

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*Based on the phenomena that occur in the service delivery process carried out by the Department of Population and Civil Registry of North Toraja Regency regarding poor service delivery, researchers want to see the factors that influence it. This study aims to determine the extent of public satisfaction with the service of making E-KTP at the Office of Population and Civil Registration of North Toraja Regency, and to obtain information on the factors that need to be improved as a source of the level of community satisfaction with the service of making E-KTP at the Service Office. Population and Civil Registration of North Toraja Regency. The sample is 100 respondents. Data was collected through field research with interviews with respondents and library research. The data were analyzed using the variable description method. The results showed that: 1) Community Satisfaction Survey in the E-KTP service at the Department of Population and Civil Registration Office of North Toraja Regency to assess the service performance of the apparatus could be categorized as poor, and 2) The variable that had the highest and dominant influence on the level of community satisfaction in the E-KTP service at the Department of Population and Civil Registration Office of North Toraja Regency is the first element, namely the suitability of service requirements with the type of service, and the lowest influential variable is the eighth element, namely the quality of facilities and infrastructure.*

**Keywords:** Community Satisfaction, E-KTP Creation, Department of Population and Civil Registration

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## I. INTRODUCTION

To improve the quality of public services in a sustainable manner, it is necessary to make improvements to the implementation of public services. One of the efforts to improve public services is to conduct a satisfaction survey to the public as service users. The benchmark for carrying out a satisfaction survey on the community is set in the Regulation of the Minister of State Apparatus Empowerment and Reform

Bureaucracy Number 14 of 2017 concerning Guidelines for Compiling a Community Satisfaction Survey for Public Service Providers, namely elements of a community satisfaction survey (SKM) which contains elements of service including requirements, systems, mechanisms and procedures, service time, costs / tariffs, product specifications, types of services, implementing competencies, implementing behavior, handling complaints, suggestions and inputs, as well as facilities and infrastructure.

Things that are often found in public services for population administration affairs include the gap between customer or community expectations of the service performance of officers. Perceptions of producers or officers about the expectations of customers or the public are not in line with what is expected or perceived by consumers or the public about a product (goods or services: services for making E-KTP). In addition, satisfaction is also the result of accumulation and a prolonged process. According to Rangkuti (2002), it is found that at any time the level of satisfaction will always change and every transaction/contact between producers and consumers will be the things that have an important influence on satisfaction.

In some theories, customer satisfaction is influenced by several things, one of which is service quality. Quality is keeping the promise of service so that the parties served are satisfied and benefited. Services are activities that are not clear but provide the satisfaction of the community or residents or industrial users. It is not tied to the sale of any other product or service. Service quality can also be interpreted as service activities provided to someone or another person, government/private organization (social, political, Non-Governmental

Organization, etc.) in accordance with applicable laws and regulations. The quality of public sector services is a service that satisfies the community in accordance with service standards and the principles of public/customer service.

The relevant agency or agency in making population data is definitely the Population and Civil Registration Service (Disdukcapil). The Department of Population and Civil Registration is a government agency that provides direct public services to the general public for the management of population documents including making KTP (Resident Identity Card), Birth Certificates, Death Certificates, KK (Family Cards) and Non-Muslim Marriage Certificates. In big cities like Jakarta and its surroundings has been confirmed that the majority of the population already has complete population documents because people in big cities are already aware of the importance of population data in carrying out their daily activities. It is different when compared to areas where the majority of people still do not understand the importance of population data.

The number of E-KTP Owners of North Toraja residents can be seen from the following table:

**Table 1**  
**Total Ownership of North Toraja Regency Electronic KTP**

No	District	Number of Mandatory E-KTP	Has an E-KTP	%	Doesn't Have E-KTP	%
1.	Rantepao	18.868	18.779	11.13	89	0.05
2.	Sesean	8.909	8.852	5.25	57	0.03
3.	Nanggala	6.888	6.849	4.06	39	0.02
4.	Rindingallo	5.814	5.777	3.42	37	0.02
5.	Buntao	7.412	7.373	4.37	39	0.02
6.	Sa'dan	11.748	11.623	6.89	125	0.07
7.	Sanggalangi	9.298	9.260	5.49	38	0.02
8.	Sopai	10.415	10.350	6.13	65	0.04
9.	Tikala	8.222	8.171	4.84	51	0.03
10.	Balusu	5.394	5.333	3.16	61	0.04
11.	Tallunglipu	12.936	12.854	7.62	82	0.05
12.	Denpina	5.880	5.808	3.44	72	0.04
13.	Buntupepasan	8.466	8.355	4.95	111	0.07
14.	Baruppu'	4.391	4.361	2.58	30	0.02
15.	Kesu'	13.086	13.033	7.73	53	0.03
16.	Tondon	7.588	7.533	4.47	55	0.03
17.	Bangkelekila'	4.887	4.852	2.88	35	0.02
18.	Rantebua	5.898	5.852	3.47	46	0.03
19.	SeseanSuloara'	4.498	4.476	2.65	22	0.01
20.	KapalaPitu	4.486	4.462	2.64	24	0.01
21.	AwanRantekarua	3.624	3.594	2.13	30	0.02
<b>Total</b>		<b>168.708</b>	<b>167.547</b>	<b>99.31</b>	<b>1.161</b>	<b>0.69</b>

From table 3 above, it can be seen that the population of North Toraja who already have an E-KTP is as many as 167,547 people and those who do not have an E-KTP are 1,161 people. Where public awareness to have an E-KTP is almost 100%.

There are several problems that occur in the process of providing services carried out by the Department of Population and Civil Registration of North Toraja Regency, some of which are the lack of good service delivery related to making population documents, the large number of residents of North Toraja Regency who do not have an electronic ID card is caused by several factors, one of which is is the service provided by the service and related agencies that are considered unfavorable, this is reflected by the attitude of the staff or employees of the Department of Population and Civil Registration of North Toraja Regency in providing services to the people of North Toraja Regency who seem less friendly in providing services and not too polite in providing services. This is reinforced by several residents who had given the opinion that "the service provided by the technical implementer of the Department of Population and Civil Registration of North Toraja Regency is not friendly and does not seem friendly. ignore the people who want to make electronic ID cards", and the distance traveled by the people of North Toraja Regency is very far to reach the relevant agencies or institutions which causes the people of North Toraja Regency to feel reluctant to make new population documents. The related agency or agency, namely the Department of Population and Civil Registration of North Toraja Regency, is not only a problem of making Electronic ID cards that occurs in North Toraja Regency but in other population documents it is also a problem.

The community as service recipients really want services that are fast, easy, transparent and can be affordable by all groups. Therefore, every government agency must be able to provide quality or excellent services, more specifically to the Department of Population and Civil Registration of North Toraja Regency which carries out government affairs in the field of population administration. One of the focus problems related

to population administration at the Department of Population and Civil Registration of North Toraja Regency is related to the implementation of the E-KTP service where the E-KTP is very much needed by the community because almost all administrative requirements use the E-KTP. Apart from that, until now the E-KTP service is still having problems such as service that is not optimal, sluggish, lack of blank E-KTP even it will take a very long time.

## **II. LITERATURE REVIEW**

### **2.1. SKM (Community Satisfaction Survey)**

In Regulation of the Minister for Empowerment of State Apparatus and Bureaucratic Reform of the Republic of Indonesia (Permenpan) No. 14 of 2017 it is stated that the community satisfaction survey aims to determine the level of service satisfaction on a regular basis as a material for establishing policies in order to improve the quality of public services.

The purpose and objective of compiling a community satisfaction survey is to obtain regular feedback on the performance/quality of services provided by the government/public services to the community as material for establishing policies in order to improve the quality of public services which will be carried out on an ongoing basis.

### **2.2. Public Service**

Public services are needed by the community to support their various needs. Because basically people need service every day. According to Kotler (2011), service is "any activity that is profitable in a group or entity, and offers satisfaction even though the results are not tied to a physical product". Still according to Sinambela (2011), the term publik comes from English public which means general, community, state. Based on the definition of service and public above, public service can be interpreted as a profitable activity in society that offers satisfaction and the results are not tied to a particular product.

Public Service according to Tjiptono (1995), which suggests service quality, namely, indicators of politeness and friendliness in service, responsibility, convenience, comfort and completeness of facilities. While Usmara (2003) explains that service quality is a measure of the extent to which a service provided can meet customer expectations. This means that if customers or service users feel that the service they receive is in accordance with their expectations, then they feel that the service they are getting is of high quality, and vice versa.

### **2.3. Service Characteristics**

Generally, there are quite a lot of characteristics of a service where the service characteristics have the power to influence the level of satisfaction and work performance of employees. This can be seen in the various formulations of characteristics made by experts. Zeithaml (2003) identified five characteristics used by customers in evaluating service quality, namely:

#### **1. Tangible**

Tangible is a factor that affects customer satisfaction from a visual perspective (related to the physical environment). Good tangibility will affect customer perception. At the same time, this tangible aspect is also one of the sources that influence customer expectations. Tangible aspects include physical facilities, equipment, employees, and means of communication.

#### **2. Reliability**

Reliability means the company keeps what it promises, both regarding delivery, problem solving, and price. Reliability includes two main aspects, namely performance consistency and dependability. This means that the company is able to deliver its services correctly from the start, fulfill its promises accurately and reliably, deliver the right data and send accurate invoices.

#### **3. Responsiveness**

Is the desire of the staff to help customers and provide responsive service. Some examples are timeliness of service, speed of calling back customers, and fast delivery of services. This dimension emphasizes the attention and speed of time in relation to customer requests, services, complaints of problems that occur.

#### **4. Assurance**

The guarantee in question is that the behavior of employees or service officers is able to foster customer trust in the company and the company can create a sense of security for its customers. Guarantee also means that employees are always courteous and have the knowledge and skills required to respond to any customer questions or concerns. This guarantee covers the ability, courtesy and trustworthiness of the staff, free from danger, risk or doubt.

#### **5. Empathy**

Empathy means the company understands the problems of its customers and acts in the customer's interest, and gives personal attention to customers and has comfortable operating hours. Empathy in service includes ease of making relationships, good communication, and understanding the needs of customers.

#### **2.4. Factors Affecting Service**

Good service will ultimately be able to provide satisfaction to the community. Optimal service in the end will also be able to improve the image of the organization so that the image of the organization in the eyes of the community continues to increase. The existence of a good organizational image, then everything done by the organization will be considered good too. According to Kasmir (2005), the main factor influencing service is human resources. This means that the role of humans (employees) who serve the community is the main factor because it is only with humans that customers can communicate directly and openly.

According to Barata (2003), "The quality of service is divided into two parts, namely the quality of internal and external services". Each of these parts is influenced by several quite important factors, namely as follows:

1. Factors that affect the quality of internal services (organizational employee interactions), namely the general management pattern of the organization, provision of supporting facilities, human resource development, work climate and harmony of work relations, as well as incentive patterns.
2. Factors that affect the quality of external services (external customers), namely service patterns and procedures for service provision, service distribution service patterns, service sales service patterns, and service patterns in service delivery.

#### **2.5. Service Quality**

Lovelock (2004), states "Service quality is the level of excellence expected and control over the level of excellence to meet customer expectations". Furthermore, Tjiptono (2004) states: There are two main factors that affect service quality, namely the expected service and the perceived service. If the perceived service is in accordance with the expected service, then the quality of the service concerned is perceived as good or positive. On the other hand, if the perceived service is worse than the expected service, then the service quality is perceived to be negative or not good.

#### **2.6. Benefits of Service Quality**

Service quality will affect customer satisfaction with the services provided. In relation to public services, service quality is an important indicator that can determine the success of fulfilling aspects of public services. Gregory (2005) states that there are several benefits that can be obtained by a company with service quality, namely:

1. Quality is closely related to customer satisfaction. Quality provides a special impetus for customers to establish long-term mutually beneficial relationships with the company.
2. The company can increase its market share through customer-driven quality compliance.
3. Quality can reduce costs. The cost to produce a quality product is much less than the costs incurred if the company fails to meet quality standards.

Based on this description, it can be concluded that the benefits of service quality are to increase the effectiveness and efficiency of the organization's work which can increase customer satisfaction.

#### **2.7. Identity Card (KTP)**

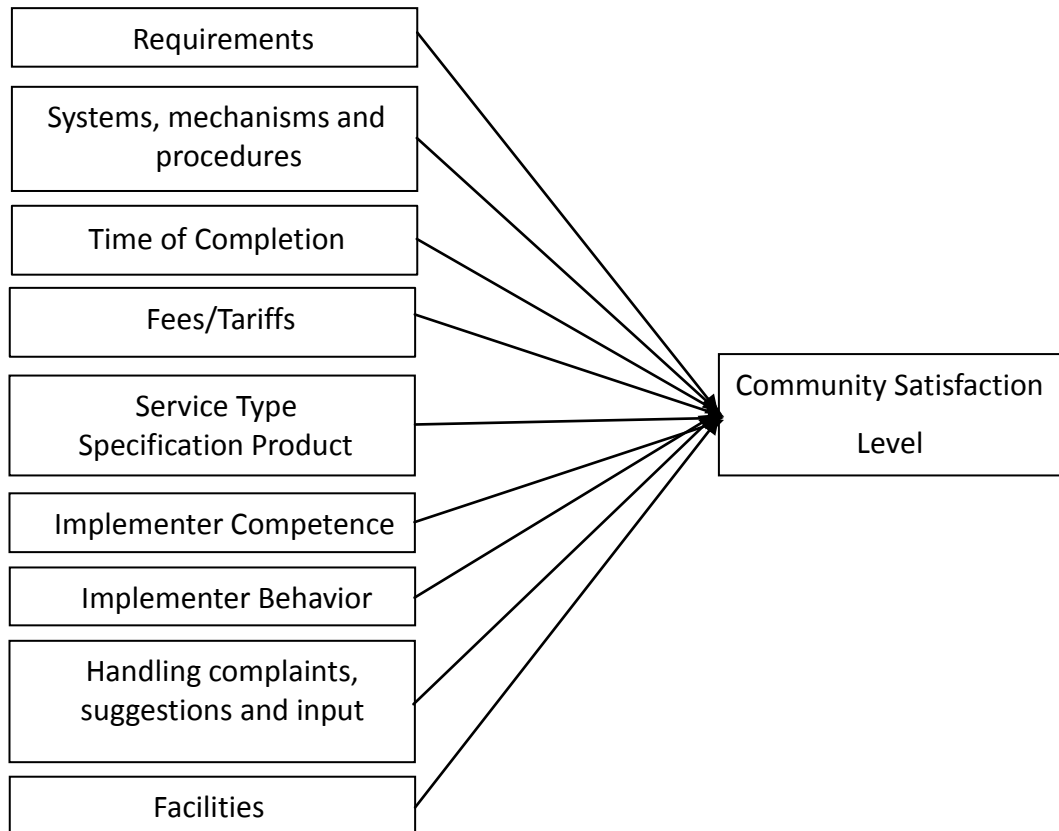
Identity Card (KTP) is a statement or proof that is owned by every individual wherever they are, KTP is a personal identity of someone who lives somewhere.

E-KTP or KTP-el is a National Identity Card (KTP) which is made electronically, in the sense that both physically and in its use it functions in a computerized manner.[1] The e-KTP program was launched by the Ministry of Home Affairs of the Republic of Indonesia. The e-KTP program in Indonesia has been started since 2009 with the appointment of four cities as national pilot projects. The four cities are Padang, Makassar, Yogyakarta and Denpasar. Meanwhile, other regencies/cities were officially launched by the Ministry of Home Affairs in February 2011 whose implementation was divided into two stages.

The e-KTP is protected with printing security such as relief text, microtext, image filters, invisible ink and colors that fluoresce under ultra violet light and anti-copy design. The data stored on the chip complies with the international standard NISTIR 7123 and Machine Readable Travel Documents ICAO 9303 and the EU Passport Specification 2006. The electronic ID card format complies with ISO 7810 with a credit card-sized format, namely 53.98 mm x 85.60 mm.

### III. CONCEPTUAL FRAMEWORK

#### 3.1. Conceptual Framework



#### 3.2. Hypothesis

That of the 9 variable elements, the element of conformity with service requirements with the type of service is the most influential element on the level of community satisfaction in making EKTP at the Population and Civil Registry Office of North Toraja Regency. There are many requirements for making EKTPs and can be accessed through online media so that the overall required documents are the same nationally.

### IV. RESEARCH METHOD

#### 4.1. Research Type

type of research used is descriptive quantitative research, namely research to provide a complete picture of the community satisfaction survey of the E-KTP service at the North Toraja Population and Civil Registration Office.

#### 4.2. Research Time and Location

In this study, the location of the research is the Office of Population and Civil Registration of North Toraja Regency, starting from 17 February 2022 until the end of March 2022.

#### 4.3. Data Types and Sources

The types and sources of data in this study are as follows:

##### 1. Primary Data

Primary data is data obtained directly from the object of research by conducting observations, direct interviews and filling out questionnaires.

##### 2. Secondary Data

Secondary data is data collected by researchers from various sources such as literature books, journals and readings related to research as data that supports the completion of research.



#### **4.4. Data Gathering Procedure**

##### **4.4.1. Population and Sampling Techniques**

The population in this study is the people of North Toraja Regency who are taking care of the service of making E-KTP at the Department of Population and Civil Registration of North Toraja Regency during the period 2022 to April, which is about 200 people.

##### **4.4.2. Sampling technique**

The population in this study is the people of North Toraja Regency who are taking care of the service of making E-KTP at the Department of Population and Civil Registration of North Toraja Regency during the period 2022 to April, which is about 200 people. The number of samples to be taken is 100 people.

#### **4.5. Data Gathering Method**

##### **1. Questionnaire Method**

According to Sudjana (2005), the questionnaire method is a way of collecting data using a list of entries or a list of questions that have been prepared and arranged in such a way that the respondents only need to fill in and mark them easily and quickly. To assess the Community Satisfaction Index at the North Toraja Population and Civil Registration Office based on Permenpan Number 14 of 2017.

##### **2. Interview Method**

According to Sugiyono (2012) interviews are used as a data collection technique if the researcher wants to conduct an introduction to determine the problems that must be studied, and also if the researcher wants to know things from respondents who are more in-depth and the number of respondents is small or small.

##### **3. Observation Method**

According to Sugiyono (2012) observation is a complex process, a process composed of various biological and psychological processes. In this study, the observation method was used to observe directly how the service quality of making E-KTP was.

##### **4. Documentation Method**

According to Arikunto (2010) the documentation method is looking for data about things or variables in the form of notes, transcripts, books, newspapers, magazines and so on. The documentation method in this study was used to determine the number of the study population.

#### **4.6. Data Analysis Method and Technique**

##### **4.6.1. Data Analysis Method**

Variable description analysis in this study was conducted to describe and describe the object of each variable as clearly as possible.

##### **4.6.2. Data Analysis Technique**

Data analysis in quantitative research is carried out at the time of data collection. At the time of the interview, the researcher had analyzed the answers from the informants. If the informant's answer after being analyzed is not satisfactory, the researcher will continue the question until the data and information obtained are considered satisfactory. There are several activities in analyzing quantitative data, namely:

##### **1. Descriptive Statistical Analysis**

Descriptive statistical analysis is a statistic used to analyze data by describing or describing the data that has been collected as it is without intending to make conclusions that apply to the public or generalizations. This analysis is in the form of accumulation of basic data in the form of mere descriptions in the sense of not seeking or explaining interrelationships, testing hypotheses, making predictions, or drawing conclusions.

##### **2. Multiple Regression Analysis**

According to Sugiyono (2010) multiple regression analysis is used by researchers, if the researcher intends to predict how the condition (decrease value) of the dependent variable (criteria), if two or more independent variables as predictor factors are manipulated (increase in value). So multiple regression analysis will be carried out if the number of independent variables is more than two. The regression function is closely related to the correlation test (Pearson correlation), because this regression test is a continuation of the correlation test. Regression test has a function to predict or predict the value of variable y if the value of variable x is added several times. However, if we do a correlation test. not necessarily perform a regression test. This study uses SKM data analysis techniques in accordance with Permenpan Number 14 of 2017 concerning General Guidelines for Compiling Community Satisfaction Levels

## **V. RESEARCH RESULTS**

### **5.1. Research Results**

#### **5.1.1. SKM Data Processing Results**

##### **1. Descriptive Analysis Statistics**

This analysis is a statistic used to analyze data by describing or describing the data that has been collected as it is without intending to make conclusions that apply to the public or generalizations.

There are 9 elements that will be tested using a community satisfaction survey, namely element 1 of the suitability of service requirements with the type of service, element 2 namely the ease of service procedures, out of 100 respondents, mechanisms and procedures, element 3 namely speed of time in providing services, element 4 namely fairness of costs/tariffs in service, element 5 is the suitability of service products between those listed in the service standard and the results provided, element 6 is the competence of officers in service, element 7 is the behavior of officers in services related to courtesy, element 8 is the quality of facilities and infrastructure , out of 100 respondents, and element 9, namely handling complaints from service users. Then each element will be assessed by 100 respondents using 4 assessment indicators.

The results of the assessment are:

- a. Element 1 is the suitability of service requirements with the type of service, out of 100 respondents, there are 0 respondents who give an inappropriate assessment, there are 4 respondents who give an unsuitable assessment, there are 58 respondents who give an appropriate assessment, and there are 38 respondents who give a very good rating, in accordance.
- b. Element 2 is the ease of service procedures, out of 100 respondents, there are 0 respondents who give an assessment that is not easy, there are 22 respondents who give an assessment that is not easy, there are 64 respondents who give an easy assessment, and there are 14 respondents gave a very easy assessment.
- c. Element 3 is speed in giving service, out of 100 respondents, there are 5 respondents who gave a non-fast assessment, there were 48 respondents who gave a less fast assessment, there were 38 respondents who gave a fast assessment, and there were 9 respondents who gave a very fast assessment.
- d. Element 4 is the reasonableness of the cost/tariff in the service, from 100 respondents, there are 0 respondents who give a very expensive assessment, there are 11 respondents who give a fairly expensive assessment, there are 78 respondents who give a cheap assessment, and there are 11 respondents who give a free assessment.
- e. Element 5 is the suitability of the service product between those listed in the service standard and the results provided, out of 100 respondents, there are 0 respondents who give an inappropriate assessment, there are 14 respondents who give an inappropriate assessment, there are 80 respondents who give an appropriate assessment, and there are 6 respondents gave a very appropriate rating.
- f. Element 6 is the competence of officers in service, out of 100 respondents, there are 2 respondents who gave an incompetent assessment, there were 11 respondents who gave an incompetent assessment, there were 74 respondents who gave a competent assessment, and there were 13 respondents who gave a very competent assessment. .
- g. Element 7, is the behavior of officers in services related to politeness and friendliness, from 100 respondents, there were 0 respondents who gave an assessment of rude and unfriendly, there were 3 respondents who gave an assessment of a bit impolite and unfriendly, there were 65 respondents who gave an assessment of being polite and friendly, and there is 32 respondents who gave an assessment were very polite and friendly.
- h. Element 8 is the quality of facilities and infrastructure, out of 100 respondents, there are 19 respondents who give a bad rating, there are 26 respondents who give a sufficient rating, there are 52 respondents who give a good rating, and there are 3 respondents who give a very good rating.
- i. Element 9 is the handling of complaints from service users, out of 100 respondents, there are 6 respondents who gave an assessment of not being there, there were 43 respondents who gave an assessment of being present but not functioning, there were 48 respondents who gave an assessment of not functioning optimally, and there were 3 respondents who gave assessment is well managed.

2. Total Score per Service Element

U1	U2	U3	U4	U5	U6	U7	U8	U9
334	292	251	300	292	298	329	239	248

Based on the table above, the total value per service element in the community satisfaction survey for the Electronic Identity Card (E-KTP) service carried out by the Department of Population and Civil Registration of North Toraja Regency is 334 U1, 292 U2, 251 U3. U4 is 300, U5 is 292, U6 is 298, U7 is 329, U8 is 239, and U9 is 248. It can be seen that the most dominant is U1, which is 334 and the lowest is U8, only 239.

3. Average Value per Service Element

U1	U2	U3	U4	U5	U6	U7	U8	U9
3,34	2,92	2,51	3	2,92	2,98	3,29	2,39	2,48

Based on the table above, the average value per service element in the survey of community satisfaction with the Electronic Identity Card (E-KTP) service carried out by the Population and Civil Registration Office of North Toraja Regency is 3.34 U1, 2.92 U2, U3 a total of 2.51, U4 a total of 3, U5 a number of 2.92, U6 a number of k 2.98, U7 a number of 3.29, U8 a number of 2.39, and U9 a total of 2.48. It can be seen that the most dominant is U1 which is 3.34 and the lowest is U8 which is only 2.39.

4. Total Weighted Average Score per Service Element

U1	U2	U3	U4	U5	U6	U7	U8	U9
0,3674	0,3212	0,2761	0,33	0,3212	0,3278	0,3619	0,2629	0,2728

Based on the table above, the number of Weighted Average Values per Service Element in the community satisfaction survey on the Electronic Identity Card (E-KTP) service carried out by the Department of Population and Civil Registration of North Toraja Regency, namely U1 of 0.3674, U2 of 0.3212, U3 is 0.2761, U4 is 0.33, U5 is 0.3212, U6 is 0.3278, U7 is 0.3619, U8 is 0.2629, and U9 is 0.2728. It can be seen that the most dominant is U1 which is 0.3674 and the lowest is U8 only 0.2629.

5. SKM (Community Satisfaction Survey) Score

SKM	71,0325
Quality	C
Performance	Poor

Based on the table above that the 9 service elements obtained the results of the Community Satisfaction Survey (SKM) score: 71.0325, the performance of this service unit is in service quality C with poor category, because it is in the SKM conversion interval value: 65-76.60.

**5.2. Discussion**

**5.2.1. The level of community satisfaction in the Identity Card service at the Office of Population and Civil Registration in North Toraja Regency**

The hypothesis of this study indicates that the level of community satisfaction in the Identity Card service at the Office of Population and Civil Registration in North Toraja Regency is not good, which is caused by several factors, one of which is the service provided by the service and related agencies which are considered not good.

, based on the results of the research above, the Community Satisfaction Survey in the Identity Card service at the Office of Population and Civil Registration in North Toraja Regency to assess the service performance of the apparatus can be categorized as poor. This assessment is based on 9 indicators from the General Guidelines issued by Permenpan No. 14 of 2017. So in this case the hypothesis test with the results of the study is that there is a match. The results obtained from the SKM value after being converted, with the following assessment:

The Index value x Weighing Value or the results of the assessment in this study is  $2.8413 \times 25 = 71.0325$ . The value of 71.0325 can be categorized as unfavorable for the overall assessment of the service performance provided by the sub-district apparatus. Of the 9 indicators, there are 6 elements that get a bad score and 3 other elements get a good rating category. For this unfavorable assessment, it needs to be improved at least so that it becomes a good category, so that the services expected by the community can really be felt well. In maintaining public confidence in their assessment of the apparatus at the Office of Population and Civil Registration in North Toraja Regency, it is hoped that this will be an implication for a change in the quality of services provided by taking into account the results of existing community assessments.

Of the 9 elements, only 3 got good marks, namely the first element related to the suitability of service requirements with the type of service, the fourth element is the reasonableness of costs/tariffs in service and the seventh element is the behavior of officers in services related to politeness and friendliness.

1. The first element is the suitability of service requirements with the type of service

Based on the results of interviews with respondents, in this case the people of North Toraja Regency, they explained that in the management of E-KTP at the Civil Registry Office of North Toraja Regency, there was a match between the service requirements described and shown by the service officer and the type of service obtained. Of the several requirements submitted, must comply with the attached so that it can be processed into an E-KTP so that it supports the completeness of the requirements that have been required from the start.

This is evidenced by the community satisfaction survey conducted, where there were 0 respondents who gave an inappropriate assessment and 4 respondents who gave an unsuitable rating, while there were 58 respondents who gave an appropriate assessment and 38 respondents who gave a very appropriate rating. This means that



only 4% of the total respondents gave an inappropriate and unsuitable assessment, while 96% of the total respondents gave an appropriate and very appropriate assessment. So it can be concluded that element 1, namely the suitability of service requirements with the type of service, is appropriate.

This positive result should be maintained in the future, or even need to be further improved until there are no more people who give complaints that are not in accordance with the service requirements and types of E-KTP management services at the Civil Registry Office of North Toraja Regency.

2. The fourth element is the reasonableness of costs/tariffs in services. Based on the results of interviews with respondents in terms of

In this case, the people of North Toraja Regency explained that the costs/tariffs for the E-KTP processing service at the Civil Registry Office of North Toraja Regency are a reasonable category and can be reached by almost all levels of society, from low to well-off economic levels. In making the E-KTP, the North Toraja Regency Civil Registry Office does not charge a fee, but the required supporting administrative files that still use fees, such as a photocopy of the Family Card for example and transportation costs to the North Toraja Regency Civil Registry Office.

This is evidenced by the community satisfaction survey conducted, where there were 0 respondents who gave a very expensive assessment and 11 respondents who gave a fairly expensive assessment, while there were 78 respondents who gave a cheap assessment and 11 respondents who gave a free assessment. This means that only 11% of the total respondents gave a very expensive and quite expensive assessment, while 89% of the total respondents gave a cheap and free assessment. So it is concluded that element 4, namely the reasonableness of the cost/tariff in the service is cheap.

This positive result should continue to be maintained in the future, or even need to be further improved until there are no more people who complain that it is quite expensive in terms of the reasonable cost / service tariff for E-KTP processing at the Civil Registry Office of North Toraja Regency.

3. The seventh element of officer behavior in service is related to politeness and friendliness

Based on the results of interviews with respondents, in this case the people of North Toraja Regency, they explained that in managing E-KTP at the Civil Registry Office of North Toraja Regency, the behavior of officers in service showed a polite and friendly attitude. This polite and friendly attitude is shown from service officers, recording officers and photo officers. The community is very much appreciated for their arrival by being given good treatment and in a family atmosphere.

This is evidenced by the community satisfaction survey conducted, where there were 0 respondents who gave a polite and friendly assessment, and 3 respondents who gave an impolite and friendly assessment, while there were 65 respondents who gave a polite and friendly assessment, and 32 respondents who gave an assessment very polite and friendly. This means that there are only 3% of the total respondents who gave an assessment of being impolite and friendly, while 97% of the total respondents who gave an assessment of being polite and friendly. So it can be concluded that element 7, namely the behavior of officers in services related to politeness and friendliness, is polite and friendly.

This positive result should be maintained in the future, or even need to be further improved until there are no more people who complain that they are less polite and friendly in the E-KTP management service at the North Toraja Regency Civil Registry Office.

The 6 elements that got a bad score are described as follows:

1. The second element is the ease of service procedures

Based on the results of interviews with respondents, in this case the people of North Toraja Regency, they explained that in obtaining an E-KTP at the Civil Registry Office of North Toraja Regency, it was basically not difficult, because everything had followed the established procedures. However, to get this convenience, people who take care of ID cards must complete various requirements which according to the majority of people still seem not easy and a bit convoluted, for example in the process of collecting files still using the manual method, not through internet technology and several required documents such as the Family Card which original documents must be attached.

Another thing is that in the service process for making E-KTPs at the Civil Registry Office of North Toraja Regency, there are still quite a lot of queues that make the service process not smooth, this is due to the large volume of residents who make E-KTPs.

The community should be given convenience because this is a tangible form of responsibility for the Department of Population and Civil Registration of North Toraja Regency in providing the best service to the community. A computerized system for uploading document requirements should also have been implemented to make it easier for the people of North Toraja Regency in managing E-KTP.

2. The third element is speed in providing services

Based on the results of interviews with respondents, in this case, the people of North Toraja Regency explained that one of the causes of the lack of good E-KTP service procedures for the North Toraja Regency Population and Civil Registration Service was timeliness in service delivery. This can be explained based on the accuracy and timeliness of the completion of the service process in accordance with what has been promised. There is no

clear time certainty, such as a few days the E-KTP has been ready and can be taken and the absence of a definite answer regarding when the E-KTP will be made makes the timeliness of services provided by the Department of Population and Civil Registration of North Toraja Regency in the management of making E-KTP is still not optimal. This is due to employee ignorance regarding the information provided by the central government.

This is proved by the community satisfaction survey conducted, where there were 5 respondents who gave a non-fast assessment, and 48 respondents who gave a less rapid assessment, while only 38 respondents gave a quick assessment, and 9 respondents who gave a very fast assessment. This means that there are only 53% of the total respondents who gave a not fast and not fast assessment, while only 47% of the total respondents gave a fast and very fast assessment. Therefore, it is concluded that element 3, namely speed, is less fast.

The Department of Population and Civil Registration of North Toraja Regency should as far as possible apply a directed and regular pattern of communication with the central government regarding the implementation schedule and services that have been scheduled according to a reasonable time rhythm so that the community can calculate the completion time of the service process according to what was originally scheduled.

3. The fifth element is the suitability of the service product between those listed in the service standard and the results provided

Based on the results of interviews with respondents, in this case the people of North Toraja Regency, they explained that the lack of clarity of service information from the North Toraja Regency Population and Civil Registration Service had an impact on the mismatch of services listed in service standards with the results obtained by the community. For example, the standard of service described earlier is the ease of service, but in reality there are still some people who do not get the convenience of service. This is due to the lack of socialization regarding service product information needed by the community, so that it becomes an obstacle in the service process.

The Department of Population and Civil Registration of North Toraja Regency should be consistent in the application of service products and results according to the service standards that have been provided in order to provide good service to the community.

4. The sixth element is the competence of officers in service

Based on the results of interviews with respondents, in this case the people of North Toraja Regency, they explained that the behavior of the employees of the North Toraja Regency Population and Civil Registration Service in providing services for making E-KTP was still not good. Employees who serve as service providers need to be evaluated, such as the ability of employees to use the E-KTP data recording equipment where there are still errors, as evidenced by several differences in typing names and birth dates as well as some photos of recording results that are not focused, resulting in the E-KTP card. become unsatisfactory results.

The Department of Population and Civil Registration of North Toraja Regency should be able to employ employees who are experts in the field of technology to support technical capabilities in the field and have the ability to interact with people who make E-KTPs in order to create convenience in service.

5. The eighth element is the quality of facilities and infrastructure

Based on the results of interviews with respondents, in this case, the people of North Toraja Regency, explained that another bad service factor was service facilities. The facilities and infrastructure referred to here are all types of equipment, supplies, and other facilities that function as the main/auxiliary tool in carrying out the work and also have social functions in the interest of the people who are in contact with the work organization. The existing facilities at the Department of Population and Civil Registration of North Toraja Regency in the service of making E-KTP show that they are not yet supported. This is due to the lack of facilities, especially waiting rooms and E-KTP data recording equipment, which are not proportional to the number of residents making E-KTPs. This results in people being dissatisfied with the services provided.

The Department of Population and Civil Registration of North Toraja Regency should provide an adequate budget to meet the lack of facilities, facilities and infrastructure supporting services in the Office in order to provide good service to the community.

6. The ninth element is handling complaints from service users

Based on the results of interviews with respondents in this case the people of North Toraja Regency explained that in relation to service complaints submitted to the North Toraja Regency Population and Civil Registration Office, they have not received a serious response, the attitude of the apparatus to provide solutions to incoming public complaints has not been heeded.

The Department of Population and Civil Registration of North Toraja Regency should be able to anticipate this by opening a complaint forum in a direct or indirect system (online) which will be responded to in a short time so that people who submit complaints can immediately get answers and solutions.

Of the six factors that scored unfavorably from the results of the community satisfaction survey, service facilities and infrastructure were the main factors causing the unfulfilled level of community satisfaction, where there were 19 respondents who gave bad ratings and 26 respondents who gave adequate ratings, while only 52 respondents who gave a good rating, and 3 respondents who gave a very good rating. This means that the

combination of bad and sufficient ratings is as much as 45% of the total respondents so that it is concluded to be less good.

The facilities and infrastructure referred to are in this case the availability of recording equipment, which should be a minimum of 5 tools, only 2 tools which result in delays in data recording and hampers the timeliness of manufacture and inadequate waiting room facilities with the number of residents queuing for the E-KTP maker.

From the description of the factors that cause the weakness of the facilities and infrastructure above, the author suggests to the Department of Population and Civil Registration in North Toraja Regency to maximize and increase the number of E-KTP recording devices as well as expand the waiting room and provide comfort facilities such as the use of air conditioner (AC) in the living room. wait by programming a plan for adding office supplies to the future budget or asking for help from the provincial or central government in order to facilitate the procedure for making E-KTP services in North Toraja Regency.

The findings in this study are expected to be a recommendation material for the Department of Population and Civil Registration in North Toraja Regency to facilitate the service procedures for making E-KTP, faster service time, synchronization of service products in service standards with the results provided, officers who are more efficient. competent in services, improving the quality of facilities and infrastructure, and streamlining the handling of complaints from service users. This can be resolved through the authority of the Department of Population and Civil Registration in North Toraja Regency to be able to provide things that become obstacles through coordination of the hierarchical line above it and the authority of a leader, namely the head of the service itself, to be able to change everything through the spirit of change to rearrange employee mindset.

## VI. CONCLUSION

1. Community Satisfaction Survey in Service Identity Cards at the Department of Population and Civil Registration (Disdukcapil) Office of North Toraja Regency to assess the service performance of the apparatus can be categorized as 65% less good. This is due to a total of nine elements of the assessment, there are six elements that get unfavorable results, namely the complexity of the service procedure for making E-KTP, the time in providing services is quite time-consuming, service products are in service standards with the results provided not in sync, the officer who provides incompetent services, lack of quality of facilities and infrastructure, and handling of complaints from service users that do not work effectively. Of the six factors, the element of the lack of quality of facilities and infrastructure is the most influential, resulting in a poor category.

2. The variable that has the highest and most dominant influence on the level of community satisfaction in the Identity Card service at the Office of Population and Civil Registration in North Toraja Regency is the first element, namely the suitability of service requirements with the type of service, and the variable that has the lowest effect is the eighth element, namely the quality of facilities and infrastructure.

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### **Legislation**

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