



Analisis Yuridis Pembuatan E-Ktp Di Batubara

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Abstract: This study aims to analyze the role of public services in the Indrapura District government of Coal Regency. Public services are all activities carried out by an organization or agency as an effort to fulfill the needs of the community. These services are carried out in accordance with laws and regulations with basic rules and procedures that have been determined by each organization or agency. Government apparatus and all its ranks are commonly known as state servants and public servants and simply put, this role is expected to be realized in providing various types of services to the community. The problem currently faced by Indonesia regarding the E-KTP case is the recent case of misuse of E-KTP funds. This is a major concern for all Indonesian people, and state officials. This problem has a very broad impact and results in losses to the state. This study recommends increasing supervision of e-KTP issuance services in the Indrapura District.

Keywords: Service Mall, Administrative Compliance and Sanctions

1. Introduction

The main task of the government is essentially to provide services to the community in order to improve community welfare. (Ali & Saputra, 2020), (Alfian, 2019). In serving the public, the government is inseparable from problems related to relatively unsatisfactory service conditions. This is primarily related to the quality and poor quality of professional government apparatus resources. The expected public service is in accordance with the guidelines for implementing public services based on the Decree of the Minister of Administrative and Bureaucratic Reform No. 63/KEP/M.PAN/7/2003, concerning general guidelines for implementing public services such as service procedures, service requirements, service officer capabilities, service speed, fairness in obtaining services, certainty of service costs, and certainty of service schedules. Therefore, the government has consequences to improve services in the public service sector. The main task and function of the government is to provide excellent service to the public. In national life, every citizen needs service from the government or bureaucrats as controllers of power. (Marto, 2021), (Rohayatin, 2021).

In reality, the implementation of public services carried out by the government is still faced with services that are not yet effective and efficient and the quality of human resources is not yet adequate. (Martins & Sudarmo, 2023), (Ndraha, Waruwu, & Zega, 2024). This can be seen from the many public complaints, both directly and indirectly, such as through the mass media demanding an increase in the quality of public services. The functions of making e-KTP itself include preventing the occurrence of forged KTPs or double KTPs, acting as a personal identity, valid nationally so there is no need to worry about making e-KTPs locally for opening bank accounts, managing permits and so on, as well as creating accurate population data to support a development program. (HUTASOIT, 2024), (Fahlevi, 2021).

One case regarding the e-KTP program, written by lintasgayo.com on March 8, 2018, stated, "It's difficult to get an e-KTP in Batubara. The process is complicated. To this day, I still don't have an e-KTP." (Berlianto, 2024), (Hrp, 2022). "The issue has been going on

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since the end of 2016 (RAMADHANI, 2023). Why is it so difficult to obtain an ID card in Batubara, even though it's a citizen's right?" complained Salihin Putra, a Batubara resident who doesn't yet have an e-ID card. He said he submitted the application documents in 2016 (Gusman, Nazmi, & Syofyan, 2022).

According to Subihandoko, in measuring the level of progress of a country in the provision of public services, it can be used as a benchmark or indicator. (Bazarah, Jubaidi, & Hubaib, 2021), (Hasanah, 2019). Therefore, if a country is in a position of development towards progress or becoming a developed nation, the important thing to pay attention to and implement is improving the implementation of public services. The problem currently facing Indonesia regarding the E-KTP (electronic ID card) is the recent case of misuse of E-KTP funds. This is a matter of great concern to all Indonesian citizens and state officials. This problem has a wide-ranging impact and results in losses for the state. Donal Fariz, in KIBLAT News (2017), stated that the impact of e-KTP corruption is enormous, meaning that e-KTP has a wide-ranging impact, including state losses and delays in obtaining e-KTPs for the public..

Based on the description above, there is a phenomenon of delays in officers implementing the Standard Operating Procedure (SOP) for e-KTP issuance in Indrapura District, Coal Regency. Efforts to organize and provide good public services are needed to achieve good governance, which leads to accountability and widespread participation.

2. Research Methods

This study uses an empirical juridical approach, which views law as a real behavior in society or institutions, with a focus on the role of the Batubara Regency Service Mall, particularly in Indrapura District, in enforcing compliance with public service administration. This research is descriptive and analytical, aiming to describe and analyze data obtained through observation and legal documents related to the implementation and effectiveness of administrative supervision, particularly in the issuance of E-KTP..

The approach used in this study is qualitative, combining legislative, conceptual, and sociological approaches. The legislative approach is used to understand the regulations governing public service administration, the conceptual approach to analyze the concept of administrative compliance and supervision, and the sociological approach to examine the application of law in practice and its impact on society. Primary data was obtained through interviews with Service Mall staff and the public, while secondary data was collected from literature studies, including legislation, books, and related documents. The data analysis technique used is qualitative analysis, which includes data reduction, data presentation, and drawing conclusions based on the patterns and relationships found..

3. Results and Discussion

The e-KTP service agency is a public service that is all activities carried out by an organization or agency to meet the needs of the community. This service is carried out in accordance with laws and regulations with basic rules and procedures that have been established by each organization or agency. Government apparatus and all its ranks are commonly known as civil servants and public servants. In simple terms, this role is expected to be realized in providing various types of services to the community..

Every Indonesian citizen is required to have a Resident Identity Card (KTP-EL) because it is very important in everyday life. The electronic KTP has a function as a person's identity or nationally recognized identification. The Electronic KTP is the main requirement in many things in accordance with Law No. 23 of 2006 concerning the

benefits and functions of the Electronic KTP, namely as development planning, access to public services, population data and statistics, state security, democracy (elections and regional elections), and can prevent misuse of population documents, acts of terrorism and illegal workers, and as a basis for issuing other documents such as Transit Letters and documents (Passports), Driving Licenses (SIM), Taxpayer Identification Numbers (NPWP), Insurance Policies, Land Title Certificates, other Identity Documents.

In improving the service of making Electronic KTP at the Disdukcapil Service, we continue to conduct direct field inspections to see the service of making Electronic KTP and public complaints regarding the service of making Electronic KTP, so that we can find out what the complaints are. Along with the development of the above services, the Government is currently striving to make more breakthroughs as an effort that leads to Good Governance, wider accountability..

From the perspective of the interests of the population, Population Administration provides fulfillment of administrative rights such as public services and protection related to population documents. Without any discriminatory treatment, population administration is directed to: (a) Fulfill the basic rights of every person in the field of population administration without discrimination with professional public services. (b) Provide awareness of the population of their obligations to participate in the implementation of population administration; (c) Fulfill national statistical data to recognize population events and important events; (d) Support the formulation of policies and development planning at the national, regional and local levels. (f) Support the development of a population administration system.

The fifth administrative right, the right to service, shows that the public services implemented by regional governments are very broad in scope, namely services that produce public goods, such as bridges, markets, roads and so on, and services that produce laws and regulations or policies that must be obeyed by the community (regulatory function), such as Electronic ID cards, Driving Licenses (SIM), Building Permits (IMB), permits and other community needs.

3.1 Legal Basis for Service Malls

Public service reform, especially for administrative services, the government develops new institutional models from time to time and several policies that underlie the formation of public service models are as follows: (a) Law Number 25 of 2009 concerning Public Services (b) Circular Letter of the Minister of Home Affairs Number 503/125/PUOD of 1997 concerning the Establishment of One-Stop Integrated Services. (c) Instruction of the Minister of Home Affairs Number 25 of 1998 concerning One-Stop Integrated Services. d. Decree of the Minister of Administrative and Bureaucratic Reform Number 63 of 2003 concerning General Guidelines for Public Services. (d) Presidential Instruction Number 3 of 2006 concerning Investment Policy Packages. Regulation of the Minister of Home Affairs Number 24 of 2006 concerning Guidelines for the Implementation of One-Stop Integrated Services. (f) Regulation of the Minister of Home Affairs Number 20 of 2008 concerning Guidelines for the Organization and Work Procedures of Integrated Licensing Service Units in the Regions. Presidential Regulation Number 27 of 2009 concerning Integrated One-Stop Services (g) in the Investment Sector (h) Presidential Regulation Number 97 of 2014 concerning the Implementation of Integrated One-Stop Services. (i) Regulation of the Minister of Administrative and Bureaucratic Reform Number 23 of 2017 concerning the Implementation of Public Service Malls.

According to the Republic of Indonesia Law No. 25 of 2009 concerning Public Services, it is an activity in order to fulfill the service needs in accordance with the laws and regulations for every citizen and resident for goods and services or administrative services provided by public service providers. In addition to the above, according to (Hayat 2018), in public services there are principles that must be met to support good

performance, and in accordance with Law Number 25 of 2009 Article 4, namely every public service must be accompanied by legal certainty, equal rights, balance of rights and obligations, professionalism, participation, equal non-discriminatory treatment, openness, accountability, facilities and special treatment for vulnerable groups, timeliness, and speed, convenience, and affordability..

In order to provide satisfactory service to service users, service providers must meet the service principles based on the Decree of the Minister of Administrative and Bureaucratic Reform Number 63 of 2003 concerning General Guidelines for the Implementation of Public Services, including: (a) transparency, (b) Accountability, (c) Conditional, (d) Participatory, and (e) Equal Rights. In addition to the principles of public service as stated above, there is also something called public service standards, namely standardized measures in the implementation of public services that must be adhered to by service providers and/or recipients. According to the Decree of the Minister of Administrative and Bureaucratic Reform Number 63 of 2003 concerning General Guidelines for the Implementation of Public Services, service standards at least include: (a) Service Procedures, (b) Completion Time, (c) Service Costs, (d) Service Products, (e) Facilities and Infrastructure, (f) Competence of Service Providers.

Furthermore, there are principles that must be met in public services to support good performance. In accordance with Law No. 25 of 2009 concerning Public Services, Article 4, these principles include legal certainty, equal rights, a balance between rights and obligations, professionalism, participation, equal and non-discriminatory treatment, openness, accountability, special facilities and treatment for vulnerable groups, timeliness, speed, convenience, and affordability..

Thus, change management (LAN-RI, 2019) is intended to implement deliberate and well-planned changes, which are properly implemented, controlled, and evaluated in accordance with management functions. Ideally, these changes are innovative, meaning they contain something new, at least for the organization or organizational unit, which is implemented and benefits the performance of the organization and its individuals.

Definitively, government has both broad and narrow meanings. In the broad sense, government encompasses all organs of power within the state, namely the legislative, executive, and judiciary. In this broad sense, government is defined as the implementation of the duties of all bodies and institutions entrusted with the authority to achieve state goals. In the broad sense, government is often referred to as *Regering* (Regional Government). However, in the narrow sense, government (called *Bestuur*) only concerns the organization of functions that carry out governmental (executive) duties, which can be carried out by the cabinet and its apparatus from the central to the regional levels.

In the implementation of regional government in Indonesia, it is based on the provisions of Article 18 of the 1945 Constitution which states that: The Unitary State of the Republic of Indonesia is divided into provincial regions and the provincial regions are divided into districts and cities, each of which has a regional government regulated by law.

Meanwhile, Article 18 paragraph (5) of the 1945 Constitution states that: regional government is an autonomous region that can carry out government affairs as broadly as possible and has the right to regulate government authority except for government affairs which are determined by law as central government affairs.

Regional government is the implementation of autonomous regional government by the regional government and the Regional People's Representative Council (DPRD) according to the principle of decentralization. "Regency/city governments have the authority to appoint, transfer, dismiss, and determine pensions, salaries, allowances, and employee welfare. Article 1, paragraph 2 of Law Number 23 of 2014 concerning Regional Government states that: Regional government is the administration of

government affairs by the regional government and the Regional People's Representative Council (DPRD) according to the principles of autonomy and assistance, with the broadest possible autonomy within the system and principles of the unitary state of the Republic of Indonesia, as referred to in the 1945 Constitution of the Republic of Indonesia.

Regional governments can adapt the development of a region to its respective potential and characteristics. Regional autonomy began to be implemented in Indonesia based on Law Number 22 of 1999 concerning Regional Government. In 2004, Law Number 22 of 1999 was deemed no longer appropriate to current conditions, state administration, and the demands of regional autonomy. Therefore, Law Number 22 of 1999 was replaced by Law Number 32 of 2004 concerning Regional Government. To date, Law Number 32 of 2004 concerning Regional Government has undergone numerous amendments. One of these is Law Number 12 of 2008 concerning the Second Amendment to Law Number 32 of 2004 concerning Regional Government.

The operational concept contains the limitations of the terminology contained in the title and scope of the research. Decree of the Minister of Administrative and Bureaucratic Reform No. 63/KEP/M.PAN/7/2003 Law No. 23 of 2014 concerning Legal Analysis of the Implementation of Standard Operating Procedures (SOP) for Electronic ID Card (e-KTP) Production at the Public Service Mall of the Batubara Regency Government, Indrapura District. The initial stage of e-KTP production is usually focused on bringing about changes at the cognitive or knowledge level. The expected impact in this context refers to public awareness of certain issues, changes in beliefs, and increased public knowledge. This regulation is a mindfulness regulation, specifically increasing mindfulness, drawing attention to, and providing news about current events or thoughts to the public.

According to Indri and Hayat (2015), optimizing public services involves providing professional and high-quality services that positively impact public satisfaction. Professionalism is supported by attitudes and behaviors in service delivery. Human resources are a crucial indicator in public services. The presence of civil servants is a key element in service delivery. Civil servants are the ones who interact directly with the public as service recipients. Therefore, comprehensive competence and accountability are essential, as they relate to their inherent duties and functions. State civil servants are key to the success of public services in government agencies or institutions. If the civil servants are competent, services can be carried out properly. Naturally, the quality of the services provided also influences the aspects served. This means that the quality of public services is determined by who provides them..

4. Conclusion

In conclusion, the implementation of the Standard Operating Procedure (SOP) for e-KTP issuance at the Batubara Regency Government Public Service Mall in Indrapura District is essentially guided by the provisions of applicable laws and regulations, particularly the Population Administration Law and technical regulations from the Ministry of Home Affairs. The SOP has been developed as an administrative legal instrument to ensure legal certainty, transparency, and uniformity of services to the public. This SOP serves as a crucial foundation for achieving orderly, effective, and accountable public services.

However, several obstacles remain in its implementation that impact its effectiveness. These obstacles include limited facilities and infrastructure, network system disruptions, and suboptimal public understanding of established procedures. From a state administrative law perspective, this situation indicates a gap between ideal legal norms and public service practices in the field, thus preventing the full fulfillment of the goal of protecting the public's rights to population administration services.

Therefore, sustained efforts are needed from local governments to strengthen the implementation of the SOP through improving the quality of human resources, updating supporting facilities, and conducting regular monitoring and evaluation. Furthermore, public outreach on the law is also a crucial step to ensure a comprehensive understanding of the rights and obligations involved in the e-KTP (e-KTP) process. By consistently optimizing the implementation of SOPs and complying with legal provisions, it is hoped that e-KTP services at the Batubara Regency Public Service Mall in Indrapura District will provide legal certainty, justice, and benefits for the entire community.

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