



E-KTP SERVICES AT THE POPULATION AND CIVIL REGISTRATION SERVICE OF SOUTH LABUHANBATU REGENCY

Devi Wahyu Ningsy^{1*}, Teuku Alfiady², Lisa Iryani³, Nurhafni⁴, Ahmad Yani⁵

Public Administration Study Program, Faculty of Social and Political Sciences, Universitas Malikussaleh,
Lhokseumawe

Email: deviwahyuningsy2804@gmail.com, alfiady@unimal.ac.id, lisa.iryani@unimal.ac.id,
nurhafni.ian@unimal.ac.id, ahmadyani@unimal.ac.id

Received: 15/06/2026 | Revised: 25/06/2026 | Accepted: 17/07/2026 | Published: 26/07/2026

Abstract

The Electronic Identity Card (e-KTP) issuance service is one of the population services provided by the Department of Population and Civil Registration to fulfill the public's need for an official identity document. In its implementation, several obstacles still affect the service delivery process. This study aims to analyze the implementation of e-KTP issuance services and identify the factors that hinder their implementation at the Department of Population and Civil Registration of South Labuhanbatu Regency. This study employed a descriptive qualitative research method. Data were collected through observation, interviews, and documentation. The results show that the e-KTP issuance service has been implemented in accordance with the Standard Operating Procedures (SOP). Service officers provide courteous, responsive, and responsible services, supported by adequate facilities and infrastructure. However, the service has not been fully optimal due to several obstacles, including limited public understanding of service procedures, shortages of e-KTP card blanks, network disruptions, and the persistence of brokerage practices. Therefore, greater efforts are needed to improve public outreach, strengthen coordination regarding the provision of e-KTP card blanks, enhance network reliability, and strengthen supervision to prevent brokerage practices in order to improve the implementation of e-KTP issuance services.

Keywords: Electronic Identity Card (e-KTP), Population Administration, Public Service.

INTRODUCTION

Based on Law Number 25 of 2009 concerning Public Services, it is stated that public services are a series of activities carried out with the aim of fulfilling service needs in accordance with legal provisions for every citizen and resident, whether in the form of goods, services, or administrative services provided by public service providers. Public services are one indicator of the success of government administration and every policy program implemented by the government will be in vain if the public services provided are still very poor, therefore to realize good and quality public services, it is necessary to have competent ASN in their fields, adequate supporting facilities and infrastructure to support the implementation of services and the application of good governance principles in running the government system (Law No. 25 of 2009).

Hayat (2017) states that public service is a government effort to meet the needs related to the interests of the general public. Public service also means providing all basic services required by the community to be fulfilled in accordance with applicable regulations. The quality of public service in a government agency can be assessed by comparing various differences in arguments from the education that receives the service, where one form of service provided by the government is services in the field of population administration. Law Number 24 of 2013 concerning Population Administration, in Article 1 states that population administration is a series of activities for arranging and organizing population documents and data through population registration, civil registration and population data and the use of the results to support public services and development in various other sectors. The Regency/City Government is obliged and responsible for organizing Population Administration affairs carried out by the regent/mayor which aims to improve professional Population Administration services, meet information technology

standards, are dynamic, orderly, and non-discriminatory in achieving minimum service standards towards comprehensive prime services to address population problems. One form of population administration service is the e-KTP service implemented by the Population and Civil Registration Service. Presidential Regulation of the Republic of Indonesia Number 112 of 2013 Concerning the Fourth Amendment to the Regulation of the National Population Identification Number-Based Resident Identity Card explains that e-KTP or Electronic KTP is a Resident Identity Card equipped with a chip which is the official identity of the population as proof of identity of the population for managing interests related to government administration, managing public service interests in Government Agencies, Regional Governments, Regional Institutions, Banking Institutions, and the private sector related to and not limited to licensing, Business, Trade, Banking Services, Insurance, Taxation and Land issued by the Implementing Agency. The purpose of e-KTP is as a valid identifier or proof. This prevents duplicate data and KTP forgery so that accurate population data is created so that it supports Development programs, makes it easier to get services from government or private institutions.

The South Labuhanbatu Regency Government stipulates the Regional Regulation (Perda) of South Labuhanbatu Regency Number 7 of 2014 concerning the Implementation of Population Administration, in article 1 it is stated that the Electronic Population Identity Card, hereinafter abbreviated as e-KTP, is a Population Identity Card equipped with an electronic chip and functions as an official resident identity, issued by an authorized agency as valid proof of identity. e-KTP is a population document that must be owned by every citizen to realize orderly population administration and the provision of accurate and up-to-date national population data. Population administration services, particularly the issuance of Electronic Identity Cards (e-KTP), are a public service widely utilized by the public because e-KTPs serve as official identification documents for various administrative purposes. The high demand for e-KTP services can be seen from the number of people applying for e-KTPs at the Population and Civil Registration Office of South Labuhanbatu Regency from May 2025 to June 2026.

Table 1. Number of e-KTP Making Services for the Period May 2025–June 2026

Month	Amount	Month	Amount
May 2025	290 people (6.8%)	December 2025	310 people (7.3%)
June 2025	305 People (7.2%)	January 2026	295 People (7.0%)
July 2025	298 People (7.0%)	February 2026	300 people (7.1%)
August 2025	315 People (7.4%)	March 2026	308 people (7.3%)
September 2025	302 people (7.1%)	April 2026	285 people (6.7%)
October 2025	288 people (6.8%)	May 2026	325 people (7.7%)
November 2025	296 People (7.0%)	June 2026	323 people (7.6%)
Total Community		4,240 People (100%)	

Based on data from the Population and Civil Registration Service of South Labuhanbatu Regency, the number of people who used e-KTP services during the period May 2025–June 2026 reached 4,240 people. The number of services each month shows fluctuations, namely in May 2025 as many as 290 people (6.8%), June 2025 305 people (7.2%), July 2025 298 people (7.0%), August 2025 315 people (7.4%), September 2025 302 people (7.1%), October 2025 288 people (6.8%), November 2025 296 people (7.0%), December 2025 310 people (7.3%), January 2026 295 people (7.0%), February 2026 300 people (7.1%), March 2026 308 people (7.3%), April 2026 285 people (6.7%), May 2026 325 people (7.7%), and June 2026 323 people (7.6%).

The data shows that applications for e-KTP (electronic ID card) are relatively stable, averaging around 300 applications per month. In fact, in May and June 2026, the number of applications increased to over 320, indicating a high public demand for population administration services. This situation requires the Population and Civil Registration Office of South Labuhanbatu Regency to provide fast, accurate, and high-quality services to ensure that all community needs are optimally met. Despite the high number of e-KTP (e-KTP) applications, various obstacles still exist in their implementation that impact service quality. Based on initial observations and interviews, the South Labuhanbatu Regency Population and Civil Registration Office identified several problems with the e-KTP service process.

First, based on direct observation, researchers found a problem in the form of a lack of public awareness of the standard operating procedures (SOP) for e-KTP issuance. Many people in South Labuhanbatu Regency, especially in remote areas, do not yet know and clearly understand the official procedures applicable to e-KTP issuance. The

lack of information conveyed through social media or directly causes the public to be unfamiliar with the official mechanisms that should be followed, resulting in confusion in the e-KTP application process. This condition indicates that public awareness is a crucial factor that is still weak in the implementation of the e-KTP program at the South Labuhanbatu Regency DUKCapil Office (Observation, April 28, 2025).

Second, the public's lack of understanding regarding official procedures is exploited by brokers who offer e-KTP processing services under the pretext of being faster and easier. This phenomenon was discovered through direct field observations, where many residents ended up paying brokers because they were unaware that e-KTP services were supposed to be free. As stipulated in the Regulation of the Head of the Population and Civil Registration Office of South Labuhanbatu Regency No. 470 of 2021 concerning Public Service Standards, Article 6 Paragraph 2 explains that all types of services to the public in the field of population and civil registration in South Labuhanbatu Regency are free of charge. This brokering practice not only harms the public financially but also creates the misperception that e-KTP processing does require additional costs. Thus, the weak socialization of official procedures is directly related to the rampant brokering practices in the field, which ultimately hinders the achievement of transparent and extortion-free public services (Observation, April 28, 2025).

This phenomenon creates a gap between rural and urban communities. In urban areas, access to information about e-KTP (electronic ID card) application procedures is relatively easy to obtain through social media, bulletin boards, and direct government outreach. A study by Hindi (2023) in Polewali Mandar Regency showed that in urban areas, people are more aware that e-KTP application is a free service due to adequate outreach. Conversely, rural communities with limited access to information and low digital literacy tend to be more easily influenced by brokers who exploit their ignorance. This phenomenon indicates that although the digitalization of public services has been implemented, its benefits have not been felt equally by all levels of society. This gap poses a major challenge in efforts to equalize public services, particularly in terms of the fair distribution of information between rural and urban areas.

Third, from the results of a direct interview with Mrs. Citra Nurhasanah, S.Pd as the Head of the Population Registration Service Division, it was discovered that there was a phenomenon related to the lack of availability of e-KTP forms at the South Labuhanbatu Regency DUKCapil Office, she said 'as a result of this phenomenon, people have to wait more than the specified completion time limit to get the e-KTP. The e-KTP form is the main material in printing the e-KTP. Therefore, if there is no form, the e-KTP cannot be printed. As a result of this problem, the Disdukcapil issues population document receipts every day (150-200 sheets) as a temporary replacement while waiting for the forms sent from the center (Ministry of Home Affairs)'. This situation has caused many residents to have not received the physical e-KTP even though the recording process has been carried out (Interview & Observation, August 25, 2025).

This problem has had serious consequences, with many people complaining about not knowing and understanding the standard operating procedures (SOP) for e-KTP (electronic ID card) issuance, particularly those living in remote areas. Furthermore, the limited availability of e-KTP forms has sparked public opposition. This has impacted access to various public services in South Labuhanbatu Regency, such as opening bank accounts, obtaining healthcare, and even voting. Based on the description above, the researcher is interested in conducting a study entitled "E-KTP Services at the Population and Civil Registration Office of South Labuhanbatu Regency." This study is expected to provide stronger theoretical and practical contributions compared to previous studies, as well as produce recommendations for improving applicable public services in the South Labuhanbatu Regency area.

Research Questions and Objectives

Based on the problem background above, the problem in this research can be formulated as follows:

1. How is the e-KTP service at the Population and Civil Registration Office of South Labuhanbatu Regency?
2. What are the obstacles in making an E-KTP at the Population and Civil Registration Office of South Labuhanbatu Regency?

The objectives of conducting this research are:

1. To find out about the e-KTP services provided by the Population and Civil Registration Service of South Labuhanbatu Regency.
2. To find out what obstacles there are in making e-KTP at the Population and Civil Registration Office of South Labuhanbatu Regency.

LITERATURE REVIEW

Previous Studies

Previous research is a researcher's attempt to find comparisons and subsequently inspire further research. It can also help position the research and demonstrate its originality. The following are some previous studies related to the current study:

1. Rahma Alhasni, Jurnal Administro (2023). Electronic ID Card (E-KTP) Services at the Manado City Population and Civil Registration Office. Based on research at the Manado City Population and Civil Registration Office, especially in Tuminting District, the E-KTP service process in terms of procedures is in accordance with standards, starting from taking a queue number, data verification, recording, to data backup. In terms of capability, E-KTP recording officers have been trained and are able to operate each component. However, in terms of speed, the service is still hampered by the distribution of E-KTPs because the availability of E-KTP forms is insufficient for the number of E-KTPs required.
2. Bahtiar, Jurnal Kyberman (2021). Evaluation of Electronic Resident Identity Card Services in Ulu Rawas District, North Musi Rawas Regency. The results of the study indicate that e-KTP services in Ulu Rawas District, North Musi Rawas Regency are considered quite good in terms of procedures and service quality. However, there are still shortcomings in the facilities and infrastructure aspects, such as recording equipment that is sometimes damaged, limited waiting room facilities, and the absence of written SOPs, so that services are not running optimally and the public is not fully satisfied.
3. Fadilla S. Huntua, Journal of Social Sciences Research (2024). Digitalization of E-KTP Services at the Population and Civil Registration Office of Bone Bolango Regency. The results of the study indicate that the digitalization of E-KTP services through the SI DIA application at the Population and Civil Registration Office of Bone Bolango Regency has been running well, characterized by a structured system, clear and easy-to-understand information delivery for the public, responsive and friendly service from employees, and effective and timely follow-up to public feedback, although there are still several obstacles such as limited networks and digital literacy in some areas.
4. St. Asmarani Hindia, Jurnal Registratie (2023). Evaluation of the Implementation of Electronic ID Card Services at the Population and Civil Registration Office of Polewali Mandar Regency, West Sulawesi Province. The results of the study indicate that the E-KTP service at the Population and Civil Registration Office has been running quite well, but there are still obstacles such as lack of information to the public, suboptimal citizen participation, and limited facilities and infrastructure. The supporting factor is solid teamwork, while improvement efforts are carried out through socialization and maximizing existing facilities so that services are more comfortable and efficient for the public.
5. Nur Fitrah, Karmila, Journal of Governmental and Communication Sciences (2021). Effectiveness of Employee Performance in E-KTP Issuance Services at the Population and Civil Registration Office of Polewali Mandar Regency. Based on the results of research at the Population and Civil Registration Office of Polewali Mandar Regency, the effectiveness of employee performance in E-KTP issuance services is still considered less than optimal. Of the 65 respondents (30 employees and 35 members of the public), the average employee performance effectiveness was 61.0 and the average E-KTP service was 38.1. Several indicators such as work performance, adaptability, and comfort of the service location are still considered less effective, while employee discipline and assessment are considered quite good. The main factors inhibiting service are the pandemic situation and limited resources, but employees have made various improvement efforts to make services more effective than before.

Public Service and Service Quality

Denhardt's new public service perspective requires public administrators to involve the public in government and serve the public. In carrying out their duties, public administrators recognize the complex layers of responsibility, ethics, and accountability within the public service system and democracy. Responsible administrators must involve the public not only in planning but also in implementing programs to achieve societal goals. This must be done not only to create a better government but also in accordance with democratic values. Thus, the public administrator's job is no longer to direct or manipulate incentives, but rather to provide services to the public.

According to (Hayat, 2017), public service is serving needs related to the public interest. Public service is the provision of comprehensive services to meet the basic needs of the community in accordance with applicable regulations. Public service is established as a system within the government to meet the interests of the people. Public service is the provision of services to citizens in a good and professional manner, whether services, goods, or

administrative as part of the community's needs. Quality public service will result in satisfaction for the people who receive the service. In providing services, it is the government's duty and responsibility to provide them professionally, accountably, and optimally. Optimal service is the hope of all citizens to create better quality services.

Service recipient satisfaction is achieved when they receive services that meet their needs and expectations. According to Zeithaml (1990), there are five important steps for measuring service quality, namely:

1. Reliability, namely the ability to provide services in accordance with the promises offered.
2. Responsiveness (responsiveness), namely a willingness to help and provide fast and accurate service to customers by conveying clear information.
3. Assurance, which is the knowledge, courtesy, and ability of company employees to foster customer trust in the company. Its components include communication, credibility, security, competence, and courtesy.
4. Empathy, which is providing sincere, individualized or personal attention to customers by striving to understand their desires. For example, companies need to understand the specifics of customer desires, from the physical design of the product or service to the proper distribution method to ensure the product reaches consumers safely.
5. Tangibles (physical evidence), namely the Company's ability to demonstrate its existence to external parties, meaning that the appearance and capabilities of the company's physical facilities and infrastructure and the condition of the surrounding environment are real evidence of the services provided.

Public Service Standards

Every public service provider must establish and announce service standards to ensure certainty for service recipients. Service standards are the benchmarks used in the provision of public services that must be adhered to by both service providers and recipients.

According to Ratminto and Atik (2005:24) public service standards include several main elements that must be fulfilled by every public service provider, namely as follows.

1. Service procedures are standardized procedures or service flows for service providers and recipients, including the stages that must be followed. Ministerial Decree No. 63 of 2003 emphasizes that service procedures must be simple, clear, easy to understand, and easy to implement, so that the public does not experience difficulty or confusion in obtaining services. These procedures must be communicated openly to ensure transparency and certainty of service.
2. The completion time is the time period determined from the time a service request is submitted until the service is completed. The Minister of Administrative and Bureaucratic Reform's Decree emphasizes that the completion time must be definite, measurable, and consistent, and tailored to the type of service provided. Determining the completion time aims to provide certainty to the public and prevent unexplained service delays.
3. Service fees are the fees or rates charged to the public for the service process. Based on Ministerial Decree No. 63 of 2003, service fees must be clear, reasonable, and officially determined, as well as announced to the public. If a service is free of charge, this must be explicitly stated. This provision aims to prevent illegal levies and ensure the accountability of public service providers.
4. Service facilities and infrastructure are all supporting facilities used in the process of providing public services. According to Ministerial Decree No. 63 of 2003, facilities and infrastructure must be adequate, suitable, and support the smooth running of services, including attention to comfort, security, and accessibility for the public, especially vulnerable groups. The availability of good facilities and infrastructure will improve the quality and effectiveness of public services.
5. Service officer competence refers to the ability of officers to carry out service duties, including knowledge, skills, attitudes, and behavior. The Ministerial Decree on Administrative and Bureaucratic Reform emphasizes that service officers must be professional, friendly, responsible, and possess integrity. These competencies are crucial for ensuring quality service and building public trust in government officials.

Service Inhibiting Factors

In addition to supporting service factors, there are several inhibiting factors that affect service quality. Siagian (2002) emphasized that an unsupportive work environment and weak leadership can reduce employee performance, which in turn impacts service quality. Furthermore, a lack of effective communication between management and staff can lead to misunderstandings and dissatisfaction among service recipients. According to Sofyan Effendi (1995), the factors that hinder the quality of service or cause low quality of public service are as follows:

1. Monopolistic context, in this case due to the lack of competence from non-government service providers, there is no strong incentive to increase the number, quality or equality of these services by the government.
2. Pressure from the environment, where environmental factors greatly influence the performance of service organizations in transactions and interactions between the environment and public organizations.
3. Patrimonial culture, where the organizational culture of public service organizations in Indonesia is still linked to the political and cultural traditions of the local community which are often not conducive and violate established regulations.

Inhibiting factors in this case can slow down the process of providing services to the public. It can be concluded that these three factors contribute to the low quality of services received by the public. Therefore, it is crucial for the government to identify and address these barriers to provide better services and meet public expectations.

Electronic Identity Card (e-KTP)

2.3.1 Definition of Electronic Resident Identity Card

e-KTP is a population document that contains a security/control system from both the administration and information technology side based on the national population database. In accordance with Law Number 24 of 2013 concerning Amendments to Law Number 23 of 2006 concerning population administration, the Resident Identity Card, hereinafter known as e-KTP, is a Resident Identity Card equipped with a chip which is the official identity of the population as proof of identity issued by the implementing agency. NIK-based KTP, hereinafter referred to as Electronic KTP is a KTP that has the specifications and format of the National KTP with a special security system that applies as an official identity issued by the implementing agency. Electronic KTP is valid nationally throughout the territory of the Republic of Indonesia. Electronic KTP is an official identity proof of domicile of a resident: proof of identity of a resident for managing public service interests in government agencies, regional governments, banking institutions and the private sector related to and not limited to licensing, business, trade, banking services, insurance, taxation and land.

2.3.2 Functions and Uses of e-KTP

With the e-KTP, the government has more detailed control over population data and minimizes the opportunity for citizens to cheat the government. The functions of the e-KTP are as follows:

1. As a self-identity
2. Valid nationally, so there is no need to make a local KTP to obtain permits and open bank accounts
3. Prevent double ID cards and ID card forgery
4. The existence of clear population data, this creates accurate population data to support the Development program.

METHOD

Research Location and Approach

According to Miles and Huberman (2020), the research location is the social setting used in descriptive qualitative research that influences the application of methods, information, and data obtained from the field. This research was conducted at the Population and Civil Registration Office of South Labuhanbatu Regency, North Sumatra Province. This location was chosen because it is an agency with strategic duties and functions in providing population administration services, including the issuance of electronic Resident Identity Cards (e-KTP).

The researchers chose this location based on the problematic phenomenon found in the field, namely the lack of public awareness of the standard operating procedures for e-KTP applications by the local government. Consequently, many people still lack knowledge and understanding of the official procedures for e-KTP applications. This has led to several negative perceptions, necessitating further review of e-KTP services at the Civil Registration and Civil Registration Office (DUKCapil). Furthermore, the researchers also found illegal levies imposed by brokers, claiming to expedite the process.

In this study, the researcher used a qualitative approach with a descriptive analysis research type. Descriptive analysis according to Miles and Huberman is a type of research that aims to provide a clear and systematic, factual, and accurate picture of a particular phenomenon, event, or situation without manipulating the data. A qualitative approach is a research method that produces data in descriptive form, in the form of written words. Qualitative research methods according to Miles and Huberman (2020) are innovative and flexible processes with the aim of understanding the processes, meanings, and social structures that underlie human action. In qualitative research, it is necessary to adjust techniques and approaches appropriate to the social context being studied. Meanwhile, according to Sugiyono (2023), the research approach used to observe natural or real conditions, in order to understand social

phenomena based on the facts that occur. The researcher's reason for using a qualitative research methodology approach in this study was to understand the social phenomenon in depth regarding e-KTP services at the Population and Civil Registration Office of South Labuhanbatu Regency. The problems studied, such as the lack of socialization of official procedures, limited availability of forms, and the practice of extortion, are social realities that cannot be measured solely through numbers, but require detailed explanations based on experiences, as well as community interactions with civil servants at the South Labuhanbatu Population and Civil Registration Office.

Research Informants

According to Miles and Huberman (2020), an informant in research is someone used as a source of information related to the situation and conditions that form the background of the research. In qualitative research, informants are selected using purposive sampling and accidental sampling, as stated by Miles and Huberman (2020). Purposive sampling, which means they are considered capable of providing in-depth and relevant information related to the phenomenon being studied, is considered to have the data source or the person who is considered to have the most knowledge about what is expected. The sample of informants selected using purposive sampling techniques is a target individual who fits the characteristics desired by the researcher. Researchers use purposive sampling because it facilitates the collection of real or tangible data through interviews and information gathering with informants who are considered to understand, know, and master knowledge related to the problem phenomenon being studied.

Meanwhile, accidental sampling is an information gathering technique based on anyone the researcher happens to encounter in the field and who is relevant to the research focus, such as the community. Accidental sampling is considered appropriate because the community, as recipients of public services, can provide factual, natural information that aligns with their actual experiences. Thus, the combination of purposive and accidental sampling techniques allows researchers to obtain more comprehensive data. To collect accurate data, researchers obtain information by involving several informants needed for the study, such as:

Table 3. Research Informants

No	Informant Name	Position	Sampling Techniques
1	Lahamid Nasution, SE	Head of the Labusel Population and Civil Registration Service	Purposive Sampling
2	Citra Nurhasanah Monasty, S.Pd	Head of Population Registration Services Division	Purposive Sampling
3	Binaria Samosir, SE, MM	Population Administration Information Management Function	Purposive Sampling
4	Hinsa Heriani Sianipar, SKM	Head of Population Administration Information Management Division	Purposive Sampling
5	Praise Tri Pratiwi	e-KTP Recording/Printing Operator	Purposive Sampling
6	Sudarto	Non-governmental organization	Purposive Sampling
7	Ferry Indrawan, S.Kom	Academics	Purposive Sampling
8	Sutrisno	Public	Accidental Sampling
9	Fitriani	Public	Accidental Sampling
10	Sumarni	Public	Accidental Sampling
11	Siti Fatimah	Public	Accidental Sampling

Data Sources and Collection Techniques

According to Miles and Huberman (2020), data sources in qualitative research include various types of information obtained from interview transcripts, documents, and written field notes. According to Sugiyono (2023), there are two types of data sources: Primary data is data obtained directly from the source and provided to the data collector or researcher. Primary data is data obtained through interviews with research subjects, either through observation or direct observation. For example, the results of interviews with research sources. Secondary data is data not obtained directly by the data collector, but rather through intermediaries such as other people or documents. This data is used to supplement information obtained from primary data and comes from library materials, literature,

previous research, and books. Secondary data serves as support for the primary data in research. According to Sugiyono (2023: 217), data are raw facts about people, places, events, and important things that are organized. Data collections consist of facts or figures that can be processed to produce useful information. According to Miles and Huberman (2020), data collection techniques in qualitative research include observation, interviews, and documentation, which are combined triangulated to obtain valid and accountable data.

According to Miles and Huberman (2020), observation is the systematic observation and recording of symptoms apparent in a research object, conducted directly. The observation method aims to obtain an overview of the research location and generate data to support preliminary conclusions. Observations were conducted directly at the research location to gain a deeper understanding of the evaluation of e-KTP services at the Labusel DUKCapil. According to Miles and Huberman (2020), interviews are the second stage in research after observation, which involves collecting data to be studied. The goal is to gain a deeper understanding of the social phenomena occurring. Interviews are conducted verbally with informants to obtain clear information related to the research being conducted. In this study, the authors used unstructured interviews to facilitate data analysis and minimize awkwardness for the informants.

Data Analysis

Miles and Huberman (2020) state that data analysis is an interactive and continuous process that occurs until data saturation is reached, meaning no new information is obtained. This process involves data condensation, data presentation, and simultaneous drawing of conclusions or verification to identify themes, patterns, and relationships between concepts that emerge from the data. The data analysis technique used by researchers in this study was the interactive data analysis model developed by Miles, Huberman, & Saldana. The Miles, Huberman, & Saldana data analysis model utilizes a process of simplifying data into a more understandable form. According to Miles, Huberman, & Saldana (2020), qualitative data analysis is conducted through an interactive model consisting of three main components:

RESULTS AND DISCUSSION

Research Location Overview

The Population and Civil Registration Service of South Labuhanbatu Regency is an implementing element of the Regional Government tasked with assisting the Regent in carrying out government affairs in the field of population administration and civil registration. The establishment of this Service is based on Government Regulation Number 41 of 2007 concerning the Organization of Regional Apparatus and stipulated through Regional Regulation of South Labuhanbatu Regency Number 6 of 2016 concerning the Formation and Composition of Regional Apparatus of South Labuhanbatu Regency.

As a regional apparatus with a strategic function, the Population and Civil Registration Service of South Labuhanbatu provides public services in the population sector which include the issuance of Family Cards (KK), Electronic Identity Cards (KTP-el), Child Identity Cards (KIA), Birth Certificates, Death Certificates, Marriage Certificates, and other population documents. The implementation of these duties is guided by Law Number 24 of 2013 concerning Amendments to Law Number 23 of 2006 concerning Population Administration and various derivative regulations.

South Labuhanbatu Regency covers an area of 3,596.00 km², with its capital in Kota Pinang. It comprises five sub-districts: Kota Pinang, Torgamba, Sungai Kanan, Silangkitang, and Kampung Rakyat. According to data from the South Labuhanbatu Population and Civil Registration Office (Disdukcapil) in 2023, the population was recorded at 327,048, with an average annual population growth rate of around 1.8%.

To improve service quality, the Population and Civil Registration Office of South Labuhanbatu Regency has implemented various service innovations, including a mobile service for e-KTP recording in villages, the implementation of Digital Population Identity (IKD), and the SICANTIK (Husband and Wife Marriage Registration Complete Population Identity) program. These innovations align with the vision and mission of the South Labuhanbatu Population Registration Office, namely:

E-KTP Service at the Department of Population and Civil Registration of South Labuhanbatu Regency

The e-KTP service at the Population and Civil Registration Office of South Labuhanbatu Regency is a fundamental government function that directly impacts the lives of citizens. By law, this service is designed to run smoothly, be fast, and offer minimal costs to the public. This ideal goal sets the standard that district-level officials should strive to achieve in carrying out their public service functions. The e-KTP (electronic ID card) is a population document equipped with a security system and based on a national population database. According to Law Number 24 of 2013 concerning Population Administration, the e-KTP is an official citizen identification card equipped with

a chip and issued by the implementing agency. The e-KTP is based on the Population Identification Number (NIK) and is valid nationally throughout the Republic of Indonesia.

Every service, whether good or bad, depends on the quality of the service itself. Service quality is the level of excellence expected and the control of that level of excellence to meet customer expectations. Service quality is determined by the desires generated by comparing benefits and customer satisfaction. Service quality is the comparison of consumer desires and satisfaction after purchasing a service, and the degree of excellence a person perceives in order to obtain the desired service. The quality of service at the Population and Civil Registry Office of South Labuhanbatu Regency is as follows:

Reliability

The quality of service in the e-KTP issuance process at the Dukcapil of South Labuhanbatu Regency is seen as reliability, which is the ability to carry out promised services convincingly and accurately. Reliability can be seen from the timeliness of the e-KTP issuance process. Based on observations, researchers saw that people applying for e-KTPs at the Dukcapil of South Labuhanbatu Regency experienced a longer issuance process. Although information from officers stated that e-KTP issuance could be ready in 1-5 business days, in reality, people who had already applied for their e-KTPs were not ready within 1-5 business days. This led some people to visit the office more than once to inquire about the process of their e-KTP issuance. If the process was ready, the officers would issue a Resident Identity Card. However, if the process was not ready, the officers would ask the community to come back the next day (Observation, February 17, 2024).

Based on the results of the interview with Mrs. Binaria Samosir, SE, MM as the Population Administration Information Management Functional, she stated that:

"The e-KTP (e-ID card) issuance service at the South Labuhanbatu Regency Population and Civil Registration Office has been implemented in accordance with applicable SOPs, from file verification and data recording to the e-KTP printing process. Service staff are also directed to work in accordance with service regulations so that the service process can proceed in an orderly manner and according to established procedures." (Interview, December 15, 2025).

Based on the interview results, it can be seen that the e-KTP service at the Population and Civil Registration Office of South Labuhanbatu Regency has been implemented in accordance with applicable standard operating procedures. The service process is carried out in stages, starting with document verification, population data recording, and finally, e-KTP printing. This demonstrates that the agency has a structured service system in place to serve the public.

Thus, it can be concluded that in terms of reliability, the e-KTP service at the Population and Civil Registration Office of South Labuhanbatu Regency has demonstrated quite good performance because its implementation has referred to the applicable SOP. However, service reliability is not fully optimal due to external factors, such as limited forms and network disruptions, which still affect the smooth completion of services to the public.

Responsiveness

"We always strive to provide fast service and assist the public in every aspect of the population administration process. Employees are also directed to provide excellent service, provide clear explanations, and assist those experiencing difficulties when processing their e-KTP or other population administration matters." (Interview, April 28, 2025).

The findings of this study align with Zeithaml's (1990) theory on the Responsiveness dimension, which refers to the willingness and ability of employees to assist the public and provide prompt and accurate services accompanied by clear information. Employee responsiveness is reflected in their willingness to assist those experiencing difficulties and to explain service procedures. Thus, the public not only receives administrative services but also information that can simplify the e-KTP application process.

The findings of this study are supported by research by Fadilla S. Huntua (2024), who concluded that e-KTP services at the Population and Civil Registration Office of Bone Bolango Regency have been running well because employees provide responsive, friendly service and are able to convey information that is easy for the public to understand. Furthermore, research by St. Asmarani Hindia (2023) also shows that e-KTP services will be of higher quality if employees have a responsive attitude in helping the public and are supported by the delivery of clear information regarding service procedures. The similarity of these research results indicates that employee responsiveness is an important factor in improving the quality of public services. Based on the interview results, it was found that the staff at the Population and Civil Registration Office of South Labuhanbatu Regency are willing

to assist residents experiencing difficulties in processing their e-KTP (electronic ID card) applications. Staff not only perform administrative tasks but also provide guidance and explanations regarding service procedures and requirements. These efforts demonstrate that staff strive to provide responsive service to the community's needs, ensuring a smoother process.

Tangibles (Physical Evidence)

"I think the service facilities at the South Labuhanbatu Regency Population and Civil Registration Office are quite good. There's a waiting room, and people are given a place to wait in line. Furthermore, the office is quite clean, so people feel comfortable when processing their e-KTP (electronic ID card) applications." (Interview, April 28, 2025).

The findings of this study align with Zeithaml's (1990) theory on the tangible dimension, which explains that service quality can be seen from the condition of facilities and infrastructure, service facilities, equipment used, and the appearance of the service environment. The presence of adequate waiting rooms and clean office conditions are forms of physical evidence that support the provision of public services. Comfortable facilities can increase public comfort during service delivery and create a positive impression of the quality of service provided.

This research finding is supported by research by Rahma Alhasni (2023), which showed that service facilities such as waiting rooms, service counters, and a clean office environment provide comfort for the public while processing their e-KTP. Furthermore, research by Fadilla S. Huntua (2024) also concluded that adequate facilities and infrastructure are a factor supporting the creation of quality public services. The similarity of these research results indicates that physical evidence plays a significant role in increasing public satisfaction with the services received.

Based on the interview results, it was discovered that the service facilities at the Population and Civil Registration Office of South Labuhanbatu Regency are generally adequate to support public services. However, the waiting room capacity is still insufficient to accommodate the increasing number of visitors. As a result, some residents have to stand and wait in line for considerable periods, reducing the comfort of receiving service.

Constraints in E-KTP Issuance

In implementing public services, every government agency inevitably faces various obstacles in providing services to the public. These obstacles can stem from both internal and external factors that influence the service process. Similarly, in the e-KTP (electronic ID card) issuance service at the Population and Civil Registration Office of South Labuhanbatu Regency, several obstacles remain, preventing the service from running optimally. The e-KTP service is a form of population administration service that is very important for the community because the e-KTP is used as an official identity in various administrative matters. Therefore, if the service experiences obstacles, it will have a direct impact on the community. Based on the results of research conducted by researchers in the field, several main obstacles were found in the e-KTP issuance service at the Population and Civil Registration Office of South Labuhanbatu Regency, including a lack of socialization regarding service procedures, limited e-KTP forms, an unstable network system, the presence of brokers, and limited service facilities and infrastructure.

4.3.1 Lack of Socialization Regarding E-KTP Service Procedures

Lack of Socialization Regarding E-KTP Service Procedures

Based on the results of an interview with an NGO named Mr. Sudarto, he said that:

"I think many people still don't understand the e-KTP application procedure, especially those living in villages or areas far from service offices. Sometimes people come to apply for an e-KTP but don't bring all the necessary requirements because they don't understand the service information. As a result, they have to return home to complete the missing requirements." (Interview, April 28, 2025).

The findings of this study align with Siagian's (2002) opinion, which states that one factor hindering the quality of public services is a lack of effective communication between service providers and the public. Inadequately conveyed service information can lead to misunderstandings regarding procedures, requirements, and service mechanisms. In this study, the lack of public awareness regarding e-KTP procedures indicates that information dissemination to the public has not been optimal, resulting in many people still lacking an understanding of the e-KTP application process.

Based on the interview results, it was discovered that some people still experience difficulties in obtaining information regarding the requirements and procedures for obtaining an e-KTP. Some people are unaware of the required documents and therefore have to ask others before visiting the service office. This situation indicates that

information regarding service procedures has not fully reached all members of the public, resulting in some people still lacking an understanding of the population administration service mechanism.

Limitations of E-KTP Forms

The limited availability of e-KTP forms is one of the biggest obstacles in population administration services. E-KTP forms are the primary material in the e-KTP printing process. If they are unavailable, the e-KTP printing process cannot proceed.

Based on the results of the interview with Mrs. Citra Nurhasanah Monasty, S.Pd, it was stated that:

"The biggest obstacle in e-KTP services is the limited availability of forms from the central government, which often delays the e-KTP printing process. Sometimes, people have already recorded their data, but the e-KTP cannot be printed immediately because the forms are out of stock." (Interview, April 28, 2025).

Based on the interview results, it was discovered that the limited availability of e-KTP forms from the central government remains a barrier to e-KTP service delivery at the Population and Civil Registration Office of South Labuhanbatu Regency. Even if residents have completed the data recording process, e-KTP printing cannot be started immediately if the forms are out of stock. Consequently, residents must wait until they are restocked, resulting in longer service times.

Unstable Network System

The e-KTP service is an information technology-based population administration service directly connected to the national population database. Therefore, a smooth internet network significantly impacts the e-KTP service process. If the network experiences disruptions, service processes such as data recording, verification, and e-KTP printing will be hampered. This situation is one of the obstacles facing the e-KTP service at the Population and Civil

Registration Office of South Labuhanbatu Regency.

Based on the results of the interview with Mrs. Puji Tri Pratiwi as the e-KTP recording operator, she stated that:

"The e-KTP service relies heavily on the network system because all public data is directly connected to the central database. Sometimes the network experiences disruptions or slowdowns, which hinders the data recording process. When the network is problematic, public service also takes longer because staff have to wait for the system to return to normal." (Interview, December 15, 2025).

Based on the interview results, it can be seen that the network system is a key component in the implementation of e-KTP services at the Population and Civil Registration Office of South Labuhanbatu Regency. The entire service process, from population data recording to verification, is integrated with the national population database. Therefore, if there is a disruption or decrease in network quality, the service process cannot run properly, resulting in longer service completion times.

The Presence of Brokers in E-KTP Services

The presence of brokers is also a barrier to e-KTP services. The practice of brokering typically arises because some people lack understanding of service procedures and want faster service. Certain parties exploit this situation by offering e-KTP processing services to the public by demanding a fee.

Based on the results of an interview with a member of the public, Mrs. Fitriani stated that:

"Sometimes people feel that if they want the process to be completed quickly, they have to use someone else's services and pay extra. In fact, the e-KTP service is free." (Interview, April 28, 2025).

Based on the interview results, it was discovered that there is still a widespread perception among the public that using brokers can expedite the e-KTP application process. This perception encourages some people to use intermediaries and pay additional fees in the hope of speeding up the process. However, e-KTP issuance services at the Population and Civil Registration Office of South Labuhanbatu Regency are free of charge, as per applicable regulations.

CONCLUSION

1. The e-KTP (e-KTP) issuance service at the Population and Civil Registration Office of South Labuhanbatu Regency has generally been running quite well, but not yet fully optimal. This is evident from the services that have been implemented in accordance with Standard Operating Procedures (SOPs), employees are able to provide friendly service, assist the public in the e-KTP processing process, and are supported by adequate facilities and infrastructure. Based on the Reliability indicator, the service has been implemented according to

procedures and employees are able to carry out their duties well. In the Responsiveness indicator, employees demonstrate a willingness to help the public, provide explanations regarding service procedures, and strive to provide solutions to obstacles faced by the public. Furthermore, in the Tangibles indicator, service facilities such as waiting rooms, e-KTP recording devices, computers, and the office environment are available in good condition to support the service process. However, there are still several aspects that need to be improved, such as the delivery of information to the public and improving service facilities to optimize service quality.

2. Obstacles in e-KTP services at the Population and Civil Registration Office of South Labuhanbatu Regency include a lack of public understanding of service procedures, limited e-KTP forms from the central government, network system disruptions that cause the service process to be slower, and the continued existence of brokering practices influenced by a lack of public understanding of service procedures and the provision that e-KTP services are free of charge. These various obstacles have an impact on the length of the service completion process and cause the quality of service to not be implemented optimally. Therefore, it is necessary to increase socialization to the community, better coordination regarding the provision of forms, improve network quality, and supervise brokering practices so that e-KTP services can run more effectively, efficiently, and provide satisfaction to the community.

REFERENCES

- Alhasni, R., Onibala, N., & Rantung, M. (2023). Pelayanan KTP Elektronik (E-KTP) di Dinas Kependudukan dan Pencatatan Sipil Kota Manado. *Jurnal Administro*, 5(1), 7–11.
- Bahtiar, Farhan, E. K., & Hartawan. (2021). Evaluasi Pelayanan Elektronik Kartu Tanda Penduduk Di Kecamatan Ulu Rawas Kabupaten Musi Rawas Utara. *Jurnal Kyberman*, 11(01), 24–32.
- Dinas Kependudukan dan Pencatatan Sipil Kabupaten Labuhanbatu Selatan. (2021). Peraturan Kepala Dinas Nomor 470 Tahun 2021 tentang Standar Pelayanan Publik. Labuhanbatu Selatan: Disdukcapil.
- Dunn, William N. 2003. *Pengantar Analisis Kebijakan Publik*. Yogyakarta: Universitas Gajah Mada.
- Effendi, Sofyan. 1995. *Administrasi Dan Manajemen Pelayanan Publik*. Jakarta: Raja Grafindo Persada.
- Fitrah, N., & Karmila, K. (2021). Efektivitas Kinerja Pegawai Dalam Pelayanan Pembuatan E-Ktp Pada Dinas Kependudukan Dan Catatan Sipil Kabupaten Polewali Mandar. *Jurnal Ilmu Pemerintahan Dan Ilmu Komunikasi*, 5(2).
- Hayat, A. 2017. *Manajemen Pelayanan Publik*. Jakarta: PT. Raja Grafindo Persada.
- Huntua, F. S., Tohopi, R., & Tantu, R. (2024). Digitalisasi Pelayanan E-Ktp di Dinas Kependudukan dan Pencatatan Sipil Kabupaten Bone Bolango. 1(June), 181–189.
- Hindi, S. A. (2023). Evaluasi Pelaksanaan Pelayanan Ktp Elektronik Pada Dinas Kependudukan Dan Catatan Sipil Kabupaten Polewali Mandar Provinsi Sulawesi Barat. *Jurnal Registratie*, 5(1), 38–52.
- Kepmen PAN nomor 58 Tahun 2009 tentang jenis pelayanan dari instansi pemerintah serta BUMN/BUMD
- Maulidiah, Sri. 2014. *Pelayanan Publik (Pelayanan Administrasi Kecamatan)*. Bandung: CV. Indra Prahasta.
- Miles, Huberman, & Saldana. 2020. *Qualitative Data Analysis. Research and Evaluation for Busy Student and Practitioners*.
- Moenir. 2002. *Manajemen Pelayanan Umum Di Indonesia*. Jakarta: Bumi Aksara.
- Nugroho, Riant. 2008. *Public Policy: Teori Kebijakan – Analisis Kebijakan – Proses*. Jakarta: Elex Media Komputindo.
- Parsons, Wayne. 2008. *Public Policy: An Introduction to the Theory and Practice of Policy Analysis*. 3rd ed. Edward Elgar Publishing.
- Ratminto AU2 - Winarsih, Atik Septi. 2005. *Manajemen Pelayanan*. Yogyakarta: Pustaka Belajar.
- Republik Indonesia. (2009). Undang-Undang Nomor 25 Tahun 2009 tentang Pelayanan Publik. Lembaran Negara Republik Indonesia Tahun 2009 Nomor 112.
- Sedarmayanti. 2009. *Reformasi Administrasi Publik, Reformasi Birokrasi, Dan Kepemimpinan Masa Depan*. Bandung: Refika Aditama.
- Siagian, S P. 2002. *Manajemen Sumber Daya Manusia*. Jakarta: Bumi Aksara.
- Sinambela, Poltak. 2010. *Reformasi Pelayanan Publik*. Jakarta: Bumi Aksara.
- Subarsono. 2010. *Analisis Kebijakan Publik*. Yogyakarta: Pustaka Belajar.
- Suekanto, Soerjono. 2011. *Sosial Suatu Pengantar*. Jakarta: Rajawali Press.
- Sugiyono. 2023. *Metode Penelitian Kuantitatif Kualitatif Dan R&D*. Edited by S.Pd M. Dr. Ir. Sutopo. 2nd ed.

Supriyanto, Budi. 2009. Manajemen Pemerintahan (Plus Dua Belas Langkah Strategis). Tangerang: CV. Media Berlian.

Undang-undang Nomor 4 Tahun 2013 tentang perubahan atas Undang undang Nomor 23 Tahun 2006 tentang Administasi Kependudukan

Yusuf Tayibnapis, Farida. 2000. Evaluasi Program. Jakarta: Rineka Cipta.