



Review State Administrative Law On The Duties And Authority Of The Lurah In The Matter Of The Making Of E-KTP (Study In Padang Matinggi Lestari Village, Padang Sidempuan City)

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ABSTRACT

In an effort to realize good village governance, the application of the principles contained in Good Governance is very important. Through the main tasks and authority of the lurah in coordinating and being responsible for the administration of government, implementation of development and community development in the context of administering general government and regional government affairs in his working area and is obliged to organize his own household in the field of village administration. The problems studied in writing this thesis are, How is the general overview of the Village Government and E-KTP, How is the E-KTP made as a form of public service, what are the obstacles faced in making E-KTP in Padang Matinggi Lestari Village, Padangsidempuan City. The method used in this legal research is normative juridical based on related books, which are then analyzed qualitatively and described in words. The implementation of the E-KTP or electronic identity card in the Padang Matinggi Village, Padang sidempuan City, is part of the principle of good governance in public services. The village head is more dominant in running the government in his working area. The population document is for administrative control in terms of an information security system based on integrated database technology that collects population data on a national scale. because there will only be one resident identification number in each electronic identity card (E-KTP). The obstacles faced in making the E-KTP in the Padang Matinggi Sustainable Village, Padang sidempuan City, among others: There are still many residents of the Padang Matinggi Sustainable Village who have not been registered and the community does not understand the procedure for making E-KTP. Human resources are not yet ready. Especially the Padangsidempuan Village Government area in the implementation of making E-KTP so that people wait too long and lack the facilities needed when the policy is implemented.

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1. INTRODUCTION

Services in the form of providing services (serving) in accordance with the basic rules and procedures that have been set. Basically, every human being needs service, it cannot be separated from each individual, regardless of whether the person is rich or poor and old or young. Services can be divided into two parts, services intended for the benefit of a person or group of people are referred to as individual services, while services intended for the benefit of the people and the common welfare are referred to as public services.

Moving on from these problems, it was deemed necessary to obtain comprehensive attention and resolution and enable the realization of Public Service Standards, within the framework of implementing state administrative law that regulates public services, which are more responsive and participatory and which are specifically in accordance with the conditions developing in society.¹ On the other hand, Thoha stated that public service is an effort carried out by a person and or group of people or certain agencies to provide assistance and convenience to the community in order to achieve a certain goal.

In line with the times, it has given new nuances in the modern state system in constructing State Administrative Law, which must meet the expectations of the community. Today's society is getting smarter in understanding how public services are good and bad. because in practice the community is still positioned as a powerless and marginalized party in the service framework that regulates public services.

In an effort to improve the quality of service to the community, the Ministry of Home Affairs of the Republic of Indonesia implements a technology-based population information system, namely the electronic Identity Card or E-KTP. E-KTP or electronic identity card is a population document that contains a security / control system both from the administration side or information technology based on the national population database. The determination of the implementation of the national E-KTP program has been launched since 2009 based on Presidential Regulation No. 26 of 2009.⁴

The issuance of Presidential Regulation Number 35 of 2010 concerning the application of national ID-based ID cards which later became the basis for the formation of e-ID cards. In the amendment based on this provision, residents through the government must immediately adjust the old ID cards owned by residents with a NIK-based ID card system based on Presidential Regulation No. 35 of 2010.

Kelurahan is the lowest level in the government structure. The affairs of the public interest in it are intended for the process of simplifying the administrative bureaucracy of the government. Padang Matinggi Lestari Village in Padangsimpuan City is one of the implementers of public services that are in direct contact with the wider community. In the provision of public services, the concept of good governance should also be applied maximally.

Kelurahan as a regional apparatus is a leading organization in providing public services. The village head and his staff have operational activities, namely directly providing services to the community. In carrying out the task of population administration services, because the service tasks carried out are logical, efforts must be made to improve service quality through performance measurement so as to create a system where the community is the king who must be served. Therefore, basically research on the quality of population administration services is important to do, because people are not satisfied both in terms of time, cost and quality of services that have been provided, and do not know what their rights and obligations are transparently.

2. RESEARCH METHOD

The writing method used by the author is by way of normative legal research which refers to the legal norms contained in the legislation. Research conducted by examining library materials or secondary data.

The method used to analyze the data is qualitative analysis, namely the data obtained and then arranged systematically and analyzed qualitatively in order to achieve clarity of the problems to be discussed and the results are written in the form of a thesis.

3. RESULTS AND DISCUSSIONS

3.1 Obstacles In Manufacturing E-Ktp In Padang Matinggi Lestari Kelurahan, Padang sidimpuan City And Effort To Overcome Obstacles

In practice, the use of E-KTP proved to still have weaknesses. For example, the owner's signature does not appear on the surface of the ID card. The absence of the signature in the E-KTP has created a separate case for some people. For example, when making transactions with banking institutions, the E-KTP is not recognized because there is no signature display.

Various problems often arise in government services to the community that reflect public dissatisfaction with government public services, including expensive, rigid and convoluted services, attitudes and actions of officials, services that like to demand compensation, less friendly, arrogant, slow and service facilities.

There are several cases where the E-KTP holder cannot transact with the bank because there is no signature. The signature printed on the chip cannot be read by the bank because it does not have a card reader. In the end, the E-KTP holder was forced to ask for a recommendation from the head of the Population and Civil Registry to convince the bank. The Minister of Home Affairs, Gamawan Fauzi, has conveyed through an official circular letter number: No. 471.13/1826/SJ that E-KTP is not allowed to be photocopied to avoid fatal errors related to reading using a card reader.

Population administration information has strategic value for government administrators, builders and services to the community so that it is necessary to manage population administration information in a coordinated and sustainable manner, so as to ensure the stability of services to the community in the field of population so that the government establishes policies on population administration information systems and civil registration deeds. The formation of a government, in essence, is to provide services to the community. Government is not formed to serve oneself but to serve the community, creating conditions that allow each individual to develop his abilities and creativity for a common goal. The government is a manifestation of the will of the people, because it must pay attention to the interests of the people and carry out the functions of the people through government processes and mechanisms. The government has a role to carry out the function of service and regulation of citizens. To implement this function, the government carries out service, regulation, guidance, coordination and development activities in various fields. The service itself is provided to various government agencies or institutions with the apparatus as the service provider directly to the community.

In the field of government, the issue of service is no less important, its role is greater because it involves the public interest, even the interests of the people as a whole. The services provided by the government are increasingly felt with the awareness of the state and society, so that the service has increased its position in the eyes of the community into a right, namely the right to service.

Attention to the existence of services is also growing along with the emergence of various problems in government services to the people, such as making ID cards, deeds, licensing to the provision of public and social facilities and infrastructure. Information found directly and through various mass media (print and electronic) often reveals various weaknesses in government services that reflect public dissatisfaction with these services.

Based on the research background that has been described, it can be identified several problems encountered in the public service process in the Padang Matinggi Lestari Village, Padangsidimpuan City as follows:

- a. Residents are reluctant to apply for identity cards because the service is too far
- b. Costs are too high due to transportation from villages, sub-districts to district capitals
- c. The rise of brokering practices in the management of ID cards and civil registration deeds
- d. Community affairs/needs are sometimes hampered by ID cards and civil registration certificates, because they do not have ID cards and certificates birth
- e. Regional income from levies on ID cards and civil registration deeds is not optimal
- f. There are still many residents of Padang Matinggi Lestari Village who have not been registered for E-KTP recording and do not understand the public about the procedure for making E-KTP
- g. People are very busy, so they can't attend at the appointed time.

- h. The resident was not found at the address listed on the E-KTP because the resident had moved to another area but did not report his move to the local Head of the Neighborhood / Kelurahan with

The obstacles that exist in carrying out the implementation of public services in the Padang Matinggi Lestari Village government, Padangsidempuan City are technical matters including: Employee awareness is still low to act and be disciplined

- a. Lack of disciplinary regulations, for example the lack of firmness of the leadership in imposing sanctions on every disciplinary violation
- b. Lack of facilities and infrastructure with inadequate equipment can hinder the smooth running of activities or employees in carrying out their work
- c. The lack of a supervisory system, monitoring tools and lack of follow-up efforts will be able to open up opportunities for employees to commit various violations. Some of the things mentioned above which are obstacles that exist in carrying out the implementation of public services in the Kelurahan government environment, this must receive more attention from the superiors of the Kelurahan government and to public service providers so that they can carry out their duties with a full sense of responsibility and carry out their duties. their duties properly and correctly in accordance with procedures.

The contexts that can provide conditions for achieving satisfaction of E-KTP service users which are indicators to determine the role of the apparatus in E-KTP services in East Amurang District will be described as follows:

- a. Human Resources. Human resources are the key to public service. Without adequate human resources, all programs cannot run properly. For this reason, the program to increase the ability of employees to deal with various problems will greatly help the smooth running of public services. As in the implementation of the Citizens' Charter in EKTP services, employees who usually serve service users who are less friendly are required to change their attitude. The indicators for assessing human resources in the Kecamatan are as follows:
 - 1) Formal Education Level
 - 2) Employee Skills
 - 3) Employee Work Experience. Facilities and infrastructure in a public service
- b. The availability of facilities that are directly related to the service process is the main tool in public services. With complete facilities, it is expected to facilitate public services. But in reality not every work organization is able to provide the necessary facilities. The existence of equipment and work equipment is very important to support the implementation of the tasks of an organization. For the East Amurang District office, the existence of equipment and work equipment is very important to support the service activities of the East Amurang District which are very crowded every day. Existing work tools and equipment must be adequate.
- c. Availability of Supporting Facilities for Smooth Service Apart from work equipment and equipment, work facilities can also be seen. What is meant by work facilities in public service activities are all work facilities that function to facilitate public service activities while providing comfort and satisfaction for the parties involved, both for service providers and service recipients.
- d. Maintenance of Existing Facilities Facilities used in public services need maintenance so that they can work properly and do not interfere with public services. The cost of maintaining public service facilities is indeed not small, but this must be done for the smooth running of public services.
- e. Facilities Procurement Capability Much Needed. To be able to expedite services to the community, the District must be able to provide service facilities and infrastructure. Such as the procurement of computers and adequate waiting room facilities. With the policy of one sub-district, one computer plus one sub-district, this is very outdated.

3.2 Efforts to Overcome Barriers by Improving Public Services in Making E-KTPs in Padang Matinggi Lestari Village, Padangsidimpuan City

For the community, an ID card is the most vital document because it is generally a required document to take care of various needs, such as making family cards, passports, permits, taking care of a certificate of incapacity, taking care of marriage documents, continuing education, applying for jobs, and others. The development of the last few years, the role of the KTP has also become more vital because it is needed if you want to get assistance from various crisis/poverty reduction programs, such as Raskin (Rice for the Poor) or BLT (Direct Cash Assistance).

In recent years, KTP has also entered the political realm because it is considered evidence of support for a regional head candidate from the independent (non-party) path in the Regional Head Election (Pilkada) or candidacy as a member of the Regional Representatives Council (DPD) in the General Election. This population administration can be considered as one of the basic public services (such as health and education services) that must be fulfilled by the government as the provider of these services.

The efforts of the Padangsidimpuan city government, especially in the Padang Matinggi Lestari village, in improving the quality of public services. Some of the efforts made in improving good public services for the community, including:

- a. Provide complete and adequate facilities and infrastructure to be able to support good implementation of the community, by providing complete and adequate equipment to provide smooth running of Padangsidimpuan City employees in carrying out their duties.
- b. Providing a disciplinary device, namely the Padangsidimpuan City government using electronic attendance (finger Print) this is intended so that no Padangsidimpuan City employees are late to carry out their duties at the Padangsidimpuan City office.
- c. Receive public complaints against any violations in terms of the attitude of the apparatus in providing services to the community.
- d. The professionalism of employees' work, including, Proficiency in using existing equipment to support work, namely the process of making E-KTP.
- e. Readiness in the implementation of E-KTP management services, namely discipline in starting and completing services.
- f. Diligent and diligent in doing the work that is his responsibility.
- g. Comply with all regulations that underlie the field of work.

3.3 Service Standards

Service standards have a very important meaning in public services. Service standard is a commitment of service providers to provide services with a certain quality which is determined on the basis of a combination of community expectations and the ability of service providers. The determination of service standards is carried out through a process of identifying the type of service, customer identification, identification of customer expectations, formulation of service vision and mission, analysis of processes and procedures, facilities and infrastructure, service time and cost.

3.4 Development of Standard Operating Procedures (SOP)

To ensure that the service process can run consistently, standard operating procedures are required. With the SOP, the processing process carried out internally in the service unit can run according to clear references, so that it can run consistently. Besides that, SOP is also useful in terms of:

- a. To ensure that the process can run uninterrupted. If certain things happen, for example, an officer assigned to handle a certain process is unable to attend, then another officer can replace him. Therefore the service process can continue;
- b. To ensure that licensing services can run in accordance with applicable regulations;
- c. Provide accurate information when searching for procedural errors in the event of deviations in service;
- d. Provide accurate information when certain changes will be made in service procedures;
- e. Provide accurate information in the context of service control;
- f. Provide clear information about the duties and authorities that will be delegated to certain

officers who will handle a particular service process. Or in other words, that all officers involved in the service process have clear job descriptions and responsibilities.

3.5 Customer Satisfaction Survey Development.

To maintain community satisfaction, it is necessary to develop a mechanism for assessing community satisfaction with the services provided by public service providers. In the concept of service management, customer satisfaction can be achieved if the service products provided by service providers meet the quality expected by the community. Therefore, customer satisfaction surveys have an important meaning in efforts to improve public services.

3.6 Complaint Management System Development.

Public complaints are a source of information for the efforts of service providers to consistently maintain the services they produce in accordance with established standards. Therefore, it is necessary to design a complaint management system that can effectively and efficiently process various public complaints into input for improving service quality;

4. CONCLUSION

The implementation of public services in the Padang Matinggi Lestari Village, Padang sidimpuan City, in particular the service for identity cards (KTP/E-KTP), birth certificates for family cards (KK) at the sub-district office, in general the quality or needs to be improved. In terms of management time, it is relatively good, because it does not take too long. Likewise, if we talk about costs that the community no longer has to spend.

The main task of the Lurah is to be responsible for coordinating the administration, implementation of development and community development in general government affairs for the administration of general government, and regional government affairs in his working area. While the authority of the lurah has the authority and obligation to run his own household and is the main organizer and person in charge in the fields of government, development and society in the context of administering kelurahan government affairs.

Making an E-KTP in the Padang Matinggi Lestari village, Padang sidimpuan City, the implementation of the E-KTP in the Padang Matinggi Lestari village is carried out on Fridays, Saturdays and Sundays every month.

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