
**THE QUALITY OF PUBLIC SERVICES IN THE CONTEXT OF MANAGING
IDENTITY CARDS (KTP) AND FAMILY CARDS (KK) IN AMPELDENTO
VILLAGE, KARANGPLOSO DISTRICT, MALANG REGENCY**

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ABSTRACT

Keywords:	Public service; administrative service; population.	Ampeldento Village is one of the hamlets in Karangploso District, Malang Regency which provides public services in the aspect of population administration. Public services for aspects of population administration in Ampeldento Hamlet, Karangploso District include making Family Cards (KK), Electronic Community Characteristics Cards (e-KTP), Temporary Resident Messages (SKTS) and There are recommended services including making birth certificates, marriage certificates, certificates land, business permit (HO), introduction to SKCK and SIM. Based on the results of research and reviews that have been tested regarding the quality of public services in terms of population administration in Ampeldento Hamlet, it can be concluded that Ampeldento Hamlet has a large area of 8x6m ² for a capacity of 5 service personnel. The service room has service tables, activity tables, 2 sets of Electronic Community Identity Card recording equipment, and remote benches intended for residents waiting for services. The Ampeldento Hamlet office does not yet have sufficient service facilities to provide services to residents such as at least a chair in the waiting room, there is no table for writing in the waiting room, and data tools do not yet exist. Facilities such as generators are not maximized, so when the electricity goes out, the service process will also stop everything, which means residents cannot get services. Hamlet Ampeldento in terms of reliability (reliability) in terms of reliability.
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Introduction

The quality of mass services always precipitates the will of legal citizens such as customers, but so far citizens connote the services provided by the ruling apparatus to citizens aim at less good and not good (Cahyadi, 2016). The expenditure of mass services attempted by the ruler again is confronted with services that have not been reasonable and educated for and the quality of the base of people's resources that have not been fulfilled (Purwanti, Mahfud, Widjaningsih, & Setiawan, 2021). This can be seen from the many matches from citizens either by direct or indirect procedures, such as through mass tools that demand an escalation of the quality of mass services (Gustiawan, 2018).

The escalation of the quality of mass services is one of the most significant rumors. This is explained because in one part the citizens' insistence on the quality of services then becomes the opposite of the practice of service executives do not face significant changes (Hasibuan, 2022). Each citizen has long demanded the services of a good audience, although the insistence is often not by wishful thinking because the

services of the audience that have been involved so far are environmental, slow, expensive, and tiring (Sudiby, 2004).

Legal authorities such as facilitators of public services needed by citizens must be responsible and thereafter strive to share the best services for the escalation of community services (Hadi, 2020). On the other hand, the sanctity of citizens is the measure of the success of public services provided by audience service facilitators, therefore mass services must be focused on liberating the wishes of citizens with maximum procedures both in terms of quality and quantity. To be able to speculate on the quality of public services, a description is needed that can help master how this public service body should be tasked with creating good output that matches the content of the sanctity of citizens. The service of making an ID card is one of the scribbles of the form of public services submitted by the ruling apparatus (Karim, 2017). In the atlas of creating an orderly population administration and the continuity of providing population information nationally, the ruler is responsible for presenting careful and up-to-date population information. Starting from the Ampeldento Hamlet Zone Regulation Number 9 of 2009 concerning Population Administration Expenditure in the general description, it explains that the Community Character Card, from now on abbreviated as KTP, is the reality of the legal community as a kind of reality issued by the Legal Administrator Body throughout the Unitary State of the Republic of Indonesia. It is expected that the ruling officers in all of Indonesia will perform public services well by what is expected by the people. Again, many must be recommended from public services in Indonesia and do not close, it could be in the Population Bureau and Memo Lazim to be one of the ruling bodies that become administrators of making E-KTP. It seems that making this E-KTP is legal for all people who are legally recorded, such as the natural community of Ampeldento Hamlet, Karangploso District, and Apes Regency. In the Bureau of Population and Memo Lazim in E-KTP manufacturing services, there are some cases (Sudrajat, 2021).

Starting from the data above, the application for making e-KTP has not matched the wishes of residents or the Population Bureau and the Common Memo of Ampeldento Hamlet, Karangploso District, Sial Regency. There are several cases in e-KTP-making services including the management of e-KTP eating for a long time, environmental method rules, and low-order behavior of employees such as employees who are not in place during activity hours (Rahman, Cikusin, & Sekarsari, 2021).

Another case is Regarding the unresolved target of recording Electronic ID Cards to date. So far, the latest one has recorded close to 45 thousand people in 3 weeks. Make the number with totality procedures again there are close to 200 thousand who have not entered who have ID cards 2 times, go home nature, and change the place of residence but again printed. With the number of people, Apes reached more than 1.3 million people. This ensures that many residents have not recorded their ID cards (Nim, 2015). This in an indirect way affects the quality of services provided by the Population Bureau and the Common Memo of Ampeldento Hamlet to residents. (Apes. antaranews.com) Another obstacle is the adrift of tools and infrastructure that has not been fulfilled by good operational tools, body equipment, and other supporting infrastructure. Such as

bandwidth or limited internet parts, blanks that are lacking as a result of e-KTP being slow to print, and inadequate waiting places for residents who will perform services. Starting from the explanation of the reverse framework above, until the observer was fascinated to learn about, "The Quality of Public Services in the Atlas of Management of Community Character Cards (KTP) and Family Cards (KK) in Ampeldento Hamlet, Karangploso District, Apes Regency".

For Joseph Juran, the interpretation of quality is fitness for use. In other words, a product (object or service) should match what is needed or expected by its client. For Philip B. Crosby, quality is conformity with requirements or standards that have been set. In other words, a product is considered good if the specifications match the quality standards that have been set. For Vincent Gaspersz, quality is the thing that paints the direct character of a product. This includes appearance, reliability, ease of consumption, and others (Andithapuri, 2016).

Definition of Service

Community services must always shift to the assumption of citizen progress because citizens are actively educated. In this case, the ruler is obliged to carry out negotiations and collaborate with various wishes of citizens. As a result, the services of the audience have a quality that matches what is expected by residents. Community services are carried out in an orderly activity structure that is generally educated, open, easy, appropriate, complete, natural, and affordable. For (Indahingwati, Yazid B, & Nuzlal MR, 2017) services are each legal or activity that can be offered by one party to another party, which is formless and does not give rise to any ownership.

Public Understanding

The definition of citizens is a compel of people (people) who each have desires in the fabric accompanied by people (sociological). For Herbert Blumer, a person who is faced with a problem with various views on the way to go of the problem, and participates in the discussion about the problem is the audience. In contrast, Emery Bogardus defines an audience as several people who are united in one relationship and have a uniform stance on a social problem. Frank Jefkins (1995: 71): The public is a sedompol or many people who dialogue with a body either by internal or external methods.

Research Methods

This study uses a qualitative descriptive approach, which is an approach that views social reality in its natural framework, without rotten ideas on the part of observers. Different from studies that try to make assumptions, this study means to identify and analyze the quality of public service in the management plan of Citizen Characteristic Cards (KTP) and Family Cards (KK) in Ampeldento Village, Karangploso District, Malang Regency. Observers compare phenomena that act like a comparison or act like a data triangulation method as a result of obtaining data that can be accounted for. Observers also group phenomena by ending standards or norms (normative surveys), investigating the position (status) of events or views, and looking at the relationship between one view and another (in this regard, the rules of the descriptive method are also

said status study). Therefore tools (instruments) mean that this study is the observer himself.

Results and Discussion

Observed from the aspects of development that are related in Ampeldento Village, from year to year there are many escalations both in the economic, social, or zone views. In the past, Ampeldento Village was dominated by dirt roads that remained problematic during the rainy era. Buildings and ordinary houses, as well as tools, are very limited. Similarly, from an economic aspect, income is usually quite small with perfunctory human resources. Slowly through the hard activities of all parties and the desire of the people of Ampeldento Village to crave the emendation of the quality of life, until now the results of development in various views can be felt positive impacts. the origin of the idea of Ampeldento Village development either financed by self-help methods, Village Calculations, Regional Budget, Private Sector or free development programs available.

From the information, it appears that productive aged residents at the age of 20-49 years old in Ampeldenro Village are close to 2120 people, or almost 48%. Regarding this, it is a valuable capital for productive energy equipment and human resources. The level of shortage in Ampeldento Village is large. Of the total 1410 families above, some 159 families are listed as valid as Pre Comfortable, 866 families are listed as Comfortable Family I, 380 families are listed as Comfortable Family II, 3 families are listed as Comfortable Family III, and 2 families are listed as Comfortable Family III Plus. When Pre-safe KK and KK group I are classified as poor KK, up to more than 50% of Ampeldento Village Kks are poor families.

Ampeldento Hamlet, Karangploso District, is legal, a kind of ruling body that continues to distribute services and improve the quality of services for its special residents in Ampeldento Hamlet, Karangploso District. The quality of public service of population administration thinking is known from 5 forms consisting of body reality (tangible), reliability (reliability), understanding (responsiveness), collateral (assurance), and empathy (empathy). With these service dimensions, Ampeldento Hamlet, Karangploso District, seeks to distribute services through legal steps such as the following:

1. Reality Body (tangibles)

The quality of service will immediately feel good if this direct reality is observed because this is related to early evaluation from residents. Residents who arrive at the sub-district office will be immediately faced with an evaluation of the equipment contained and the cleanliness of the office, as a result, the comfort of residents will be immediately felt. Overcome the shortcomings in the form of tangibles (direct reality) requires hoarding equipment tables and benches, better classification of waiting rooms, avoiding office cleanliness, trying air conditioning equipment (air conditioner), providing dirty places, distributing taboos not to smoke in the room, especially exclusively to district office officers, classification or data address equipment or circulars or leaflets that can help residents in administrative management at the subdistrict office.

2. Kehandalan (reliability)

The obstacles or shortcomings encountered at the Ampeldento Hamlet Office, Karangploso District, are slow administrative management. This is due to the limited number of employees. At least the number of employees makes administrative management enforcement slow because one employee handles or manages more than one type of profession. In the section of the number of employees who are lacking, the quality of the employees there is also small. Facing this problem, it is necessary to hoard the number of employees and increase the quality of employees such as science or knowledge and energy to make employees through the escalation of training or upgrading of fertilization nurseries, both legal and non-formal, which refers to laws and regulations that have been formalized and observes the accuracy of targets.

3. Daya Paham (responsiveness)

The view of understanding that must be submitted by a service office to residents is to share good reactions, lightning, and understanding in answering each citizen's complaints and distributing maximum services, especially in each service in Ampeldento Hamlet, Karangploso District. This is to create a sense of satisfaction in legal citizens such as service users

4. Jaminan (assurance)

The form of collateral is a manifestation of the quality of services related to the insight and friendliness of service donor officers and their expertise to inspire religion and comfort for service clients. This view is one that residents expect. Friendly officers will be one of the supporting thoughts for service clients to share a good evaluation of the services served. General service requirements should not be limited to situations that are directly related to the target service income because they have not paid attention to the requirements and the general service products submitted, again there is a cliché of exemption from all requirements in terms of service procedures requiring all requirements from the basis of activity or other related ruling bodies. This atmosphere makes residents assume that environmental officers and often immoral because it makes residents obliged to go back and forth to fulfill their files. It is hoped that the ruling officer can be more unchanged in performing services with no special citizens who are served as a result of residents being satisfied with the services of the audience received. It is hoped that there will be a standard of service inaugurated by the ruler who regulates the hospitality and morals of officers as long as they serve citizens who want public services

5. Empati (empathy)

Public service procedures must be informed openly so that they are easily known and understood by citizens, whether requested or unsolicited. The will of the citizens is to be served honestly. Therefore, the working apparatus must share the description honestly, of what is contained in the regulations or norms, not scare the nakuti, do not feel meritorious in distributing services so as not to raise the will to want a reply from citizens. It is hoped that the officers will instruct the special Ampeldento Hamlet, Karangploso District, to improve further the friendliness and quality in serving residents in various managements, as a result, they can establish a good relationship between the administrator of public services and residents who carry out the management of

population administration services. This research is descriptive educated research on the quality of public service expenditure for population administration thinking in Ampeldento Hamlet, Karangploso District, as a result, observers try to dig, uncover, and then describe it. The results of this research are in the form of data obtained through questions of answer, determination, and control.

Conclusion

Based on the results of research and observations on the quality of population administration services in Ampeldento Hamlet, Karangploso District, it can be concluded as follows:

1. Dusun Ampeldento's service room facilities are not fully adequate with a shortage of chairs and tables in the waiting room, as well as incomplete data equipment. The use of generators also needs to be optimized to overcome interference when the power goes out.
2. The reliability of the services offered by the Public Services Section of Ampeldento Hamlet is considered good, especially in handling citizen complaints, professionalism, and accuracy of service.
3. The responsiveness of employees in helping residents, especially those who need special services, is seen well with good communication between officials and residents who have problems with services.
4. The security guarantee in the parking area has increased the comfort of residents, and the handling of abandoned belongings is also well-regulated
5. There is empathy in service with the attitude of officers who provide clear explanations of service procedures and accept criticism and suggestions well for service improvement.
6. There are obstacles in budget management for public services in Ampeldento Hamlet.

Overall, Ampeldento Hamlet, Karangploso District, has tried to improve the quality of population administration services well, but there are still several aspects that need to be improved to provide better services to the community.

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