

2006 concerning Population Administration and has been replaced by Law Number 24 of 2013. In this regulation there is article 18 paragraph 1 which stipulates that the Regent/Mayor carries out activities population management in the regions/cities. every city. Thus, the Regent/Mayor can carry out an orderly population administration so that problems related to population can be minimized.

To achieve public satisfaction in public services, the DPR together with the President drafted Law Number 32 of 2004 with the aim of giving some of the authority of central government affairs to local governments (districts/municipalities) and one of the objectives is to provide easy and fast public services in accordance with society's expectations. In the development of the service era, public service providers continue to strive to achieve community satisfaction in the form of the Community Satisfaction Index (IKM).

The Lawang District Office is one form of government organization that is obliged and in charge of providing the best service to the community. One of the services provided is in the management of the E-KTP. However, in its implementation, there are still obstacles that reduce community satisfaction in making the E-KTP. One of them is the delay in the form of the E-KTP from the center so that the printing process is hampered. In the procedure, making an E-KTP only cuts down on 2 weeks, but in reality the E-KTP can be printed within one month after the application process. Thus, the problem becomes a barrier or reduced number in determining the Community Satisfaction Index (IKM).

Lawang District has a fairly dense population. This makes Lawang District always strive to create flexible service quality and cut time to a minimum so that it is able to develop better services to the community.

In essence, those concerning public services must comply with the Decree of the Minister of Administrative Reform (KEPMENPAN) Number: 63/KEP/M.PAN/7/2003 concerning General Guidelines for the Implementation of Public Services. However, based on the phenomenon that has been obtained by the author, the existing services in Lawang District are not in accordance with the decision because the service is considered not participatory between the rights and obligations obtained by users of public services. This can be seen from the lack of certainty in the completion time set from the time the application is submitted until the completion of services, including complaints in making an E-KTP and the competence of service providers based on attitudes that are still discriminatory.

Some administrative services of a population nature require accuracy in the preparation and checking of documents, therefore it takes a relatively long time. The long service time in the sub-district can also be due to the nature of the service itself which is a follow-up service from the kelurahan so that it needs to be checked first from the kelurahan. There are many uses of technology in administration and service. Malang Regency Government Services have also used an online system. With the use of this system, administrative services, although related to several parts, can be accelerated. If the community represented by respondents in this survey that has been conducted still states the length of time required for some services, it means that it is necessary to evaluate where or what factors are still making the service not run as desired.

The purpose of this study is to describe and analyze the implementation of services in making the E-KTP and analyze the supporting factors and inhibiting factors in the implementation of services in making the E-KTP in Lawang District.

2. Literature Review

The implementation of a policy does not always run smoothly. Many factors can affect the success of a policy implementation. In order to clearly describe the variables or factors that have an important influence on the implementation of public policies, as well as for simplification of understanding, policy implementation models are used. According to Edward III (1984) in Widodo (2010: 96) there are 4 factors that influence the success or failure of policy implementation, including (1) communication, (2) resources, (3) disposition and (4) bureaucratic structure.

3. Methods

This study uses a descriptive type of research using a qualitative approach. Qualitative research methods are research methods used to examine the condition of natural objects, where the researcher is the key instrument (Sugiono, 2017). This qualitative approach method is expected to be able to fully and complexly describe the subject in the research. In addition, this research is able to describe the actual conditions based on facts that are in accordance with the conditions of reality, and can provide solutions or solutions to problems that occur in the field.

Descriptive research is a method in which a researcher collects data and then analyzes it critically according to conditions in the field at the time of the research. This descriptive study aims to provide an

overview of cause and effect in a problem so that conclusions can be drawn that emphasize the meaning of generalization. So that this research can be carried out systematically, factually and accurately (Wardiyanta, 2010). The purpose of this study is to describe, analyze and understand related to the service of making E-KTP in Lawang District.

4. Results

Service Procedures in Lawang District

The following are the results of research in public service procedures at the Lawang District Office: Simplicity of Service: Based on the results of an interview with the Lawang sub-district head that "the flow of application starts from the RT level, the applicant is asked to fill out a form to be signed by the RT, the RW then goes to the village to be registered then after being signed by the Village Head and registered, the applicant takes it to the village head. The sub-district office will then be processed in the sub-district to become an ID card," he said. Except for those who will extend and the applicant has already gone to the sub-district office, the sub-district also provides relief on the condition that it shows an ID card whose validity period will be extended, later it will be registered with the village concerned by the sub-district," this is a form of speeding up service to the community. add family members.

Clarity and Certainty of Services: Procedures for clarity and certainty of services have been socialized and known to the entire community of Lawang District. According to Dita, a resident of Lawang Sub-district said that "The service procedures in Lawang District have been known to all levels of society. Even the local community in terms of managing ID cards, family cards or other things must first go to the RT to pick up a cover letter and then submit it to the Village and District Offices".

Security in Service: People basically want to get maximum service, in which case every community wants to get their rights by getting recognition from the area where they live. The management of KTP and KK is very important, therefore the community expects the local government to pay more attention to certainty in terms of managing KTP and KK for the community. Abdul revealed that "I hope the services provided are in accordance with the formal rules that are applied. The provision of services that have referred to formal rules and is considered to fulfill the service joints is highly expected by the community so that service officers can be consistent in applying the service law rules without any obstacles.

Openness in Services: The results of an interview with the Lawang Sub-district Head said that "public services must be carried out transparently and accountably by every service unit of government agencies because the quality of the performance of the public service bureaucracy has broad implications in achieving public welfare..."

Efficiency in Service: District officials/employees as service providers do not carry out their duties properly. Where often fatal errors occur and can harm the local community. This was expressed by Yuli, one of the residents of Lawang Sub-district: "I am disappointed with the unclear government office services. The District Government promises that by this date the KTP or KK will be ready. traced, he said the file was lost. It was like that, they showed remorse. This is a violation of the law," he added.

5. Discussion

Implementation of E-KTP Service

For government agencies, the provision of services should basically be reflected in the satisfaction of the community with the services provided by the government starting from the time of service, service costs and service procedures. Therefore, in providing services to the community, the factors of infrastructure, quality of human resources and accountability of local officials are important things to consider as instruments in providing satisfactory services. Quality of service will only be obtained if it fulfills all the items/requirements needed to facilitate service activities to the community, such as the infrastructure factor from the government which prepares equipment to support the smooth process of service, then the quality of human resources requires good grasping power to receive the response from the community to the services that have been provided and the high responsibility of the executor of service tasks to provide the best service to the community. One of the most important aspects that has attracted a lot of attention is the effectiveness of the work of the service sectors in providing services to the community, both on timeliness and on cost certainty in these service activities.

One of the government service activities that have a fairly high intensity of service to the community is government and socio-economic services at the District Office. The intensity of this service is related to the position and function of sub-district government management as the foremost basic function in providing public services in the fields of government, development and society. There are many official

documents that must be owned by citizens as proof of being Indonesian citizens in general, such as obtaining an ID card, family card, all of which must be obtained through the sub-district office.

In providing document management services, they are often faced with service mechanisms and procedures that are not synchronized between the availability of data owned by the kelurahan and sub-district offices owned by the community to be served, causing convoluted service conditions and the residents being served feel discrimination at the time. services, even service costs such as administrative costs that are not in accordance with existing procedures.

Service Procedures in Lawang District

The service procedure in Lawang District in terms of taking care of an ID card, family card or other must go through the lowest level, namely RT, in other words, it must comply with the requirements determined by the District office. The procedures for public services at the Lawang District Office include:

Simplicity of Service: With the flow of applications in the management of ID cards, family cards and so on, it is hoped that there will be no more people who do not have ID cards. The simplicity of service in this case is very helpful for the community where the service process is carried out easily to understand and easy to implement without any convoluted impression on the part of the waiter in the sense of local government officials.

Clarity and Certainty of Services: Clarity and certainty in services is one of the most important things for the community. Therefore, service implementers are expected to be responsive and responsible with their duties and responsibilities as service providers. The service implementing party must be able to explain in detail the procedures and requirements that must be completed to take care of ID cards, family cards and so on related to the District Office, whether or not the implementing apparatus is asked to carry out their duties as well as possible.

Security in Service: People basically want to get maximum service, in which case every community wants to get their rights by getting recognition from the area where they live. The management of KTP and KK is very important, therefore the community expects the local government to pay more attention to certainty in terms of managing KTP and KK for the community.

Openness in Services: Openness in services is very influential, where every service that will be provided by the sub-district office must be informed and socialized so that the local community can know the procedures and procedures in the service process. The provision of public services is measured through information disclosure and the extent to which communication interactions exist between the bureaucracy as a service provider and the service user community. The above shows that service users often do not have access to the required service information, as well as the tendency for bureaucratic officials to seem to hide information from the public. In a closed service communication climate like this, it is very difficult to realize the responsiveness of the bureaucratic apparatus in providing services to the public.

Efficiency in Service: Service requirements are only limited to matters directly related to the achievement of service goals while still paying attention to the integration between requirements and service products provided. Preventing the repetition of fulfilling the requirements, in the case of the community service process the completeness of the requirements from other relevant government work units/agencies. But in reality what happened in the field, district officials/employees as service parties did not carry out their duties properly. Where often fatal errors occur and can harm the local community.

6. Conclusion

In general, it can be explained that in order to realize the effectiveness of public services from government officials to community service users, regardless of the influence of the quality of work discipline of local government officials. With adequate quality of work discipline of government officials, bureaucrats at the sub-district level are able to provide services to the community effectively. The process of public service tends to be determined by the level of discipline of the apparatus in serving the interests of the community. The existence of good work discipline will create harmonious interactions, both between the apparatus and fellow bureaucratic apparatus and between the apparatus and the community. The services provided by Lawang District Office officials are generally based on: (1) Service Simplicity; (2) Clarity and Certainty of Service; (3) Security in Service; (4) Openness in Service; (5) Efficiency in Service.

In accordance with the above procedures that have been established, the community wants an improvement in the quality of service delivery. This can be clearly seen from the results of the interviews, which on average provide input so that the service process prioritizes quality and quantity for community satisfaction. Applicable service procedures are always obeyed voluntarily, so as to create order in the process of implementing services to the community at the sub-district level, especially in Lawang District. There are several factors that influence the process of implementing public services at the Lawang District

Office, namely the lack of supporting facilities for service activities to the community, such as computers and other office equipment. Equipment also needs to be adapted to existing technological developments, such as computers must be in every office to expedite and accelerate the service process. Then there are still service officers who do not master the technical aspects of their main tasks, so that sometimes the service becomes less effective. Therefore, the leadership of local government agencies must follow up by holding training such as computer training, bookkeeping and public relations courses. Thus, it is hoped that the quality of the technical capabilities of service officers will increase, so that it can provide satisfaction for the service user community.

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