

THE EFFECTIVENESS OF GODIGI SERVICES IN FACILITATING THE ISSUANCE OF E-KTP (STUDY AT THE POPULATION AND CIVIL REGISTRATION OFFICE OF PROBOLINGGO REGENCY)

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ABSTRACT

This study examines the effectiveness of services provided by the Probolinggo Regency Population and Civil Registration Office in the E-KTP making service. The focus of this study is based on P Sondang Siagian's effectiveness theory which consists of 3 indicators and to identify internal and external inhibiting factors in Probolinggo Regency through the GoDigital (GODIGI) online service. With this service, the public is given convenience in the process of submitting and making E-KTP online and can cut time and reduce long queues. With GODIGI, the public is given convenience in the process of making E-KTP, they can apply anywhere and anytime through online services with delivery via the post office. However, in practice in the field there are still inhibiting factors in the process of making E-KTP through the GODIGI online service. This study uses a qualitative approach with a purposive sampling data collection technique to select informants who truly understand and know about the GODIGI online service. Data were obtained through observation, interviews, and documentation in obtaining data in the field and analyzed through data reduction, data presentation, and conclusion drawing. The results of the study indicate that GODIGI online services using 3 indicators of effectiveness according to P Sondang Siagian have been running effectively through time factors, accuracy factors, and style factors. From the informant's response who has said that the presence of GODIGI is very helpful in the process of making E-KTP especially in cutting time and not having to queue at the office and the level of accuracy in obtaining input data and providing services in the form of online and responsive in receiving incoming data. Behind this there are also inhibiting factors in the process of GODIGI's effective services such as, technical systems in the form of service instability or the system cannot be accessed, full bandwidth capacity, and lack of socialization from the agency to the people of Probolinggo Regency. With the lack of socialization of this GODIGI innovation service, it greatly influences the lack of users of this GODIGI service. From the conclusion of this study, GODIGI online services can simplify the service process of making E-KTP.

Keywords: effectiveness; Service; GODIGI; E-KTP.

INTRODUCTION

Public service is a form of government responsibility to meet the needs of the community through the provision of effective and efficient services. Various forms of public service exist to address these needs, one of which is public administration services, which are directly related to the community's basic interests. As a concrete manifestation of public service, population administration services play a strategic role because they are related to the recognition and legal certainty of residents' identities. Therefore, the provision of population administration services must be implemented optimally and based on clear regulations.

The implementation of population administration services in Indonesia is regulated by Law Number 24 of 2013 concerning Amendments to Law Number 23 of 2006 concerning Population Administration. This regulation serves as the legal basis for the implementation of various population services, including the recording of important events for citizens from birth to death. In general, public service practices in Indonesia also refer to Law Number 25 of 2009 concerning Public Services, which defines public services as a series of activities to meet citizens' needs for goods, services, and administrative services in accordance with laws and regulations.

As a policy framework for the provision of public services at the provincial level, the East Java Provincial Government established East Java Provincial Regulation Number 14 of 2016 concerning the Provision of Public Services which encourages district or city governments to innovate and modernize public services in order to improve service quality and meet community needs in an adaptive and sustainable manner. In line with these provisions, the Probolinggo Regency Government is guided by Probolinggo Regency Regulation Number 2 of 2020 concerning Public Services which emphasizes the importance of providing quality, transparent, and accountable services, and is supported by the use of information technology in order to increase service effectiveness and efficiency.

In line with these practices, the Probolinggo Regency Government is also committed to realizing responsive, open, and easily accessible public services through the use of digital technology. In this regard, the Population and Civil Registration Office of Probolinggo Regency plays a role in implementing population administration service policies by launching the GoDigi (Go Digital) portal service. This service represents a concrete implementation of the regional government's strategy to improve the quality and productivity of public services while supporting the national program, the Indonesian Population Administration Awareness Movement (GISA).

The GoDigi portal was developed as a breakthrough in digital-based population administration services, aiming to provide faster, more efficient, and more adaptive services, particularly in the KTP (ID card) issuance process. Through this portal, the public can submit population document applications online without having to visit the Population and Civil Registration Office (Disdukcapil) office, thus saving time, money, and effort. The GoDigi portal also features features for uploading requirements, monitoring application status, and document completion notifications, making it easier for the public to access services.

The GoDigi portal serves not only as a means of administrative services but also as a medium of interaction between officers and the public, promoting transparency and accountability in public services. This demonstrates that the Population and Civil Registration Office of Probolinggo Regency has undertaken a digital transformation that is not solely oriented towards administrative efficiency, but also towards improving service quality and public satisfaction. Based on the researcher's initial observations, before GoDigi, e-KTP (e-KTP) issuance services were still faced with long queues, complicated procedures, and relatively long processing times because people had to come directly to the service office. The presence of the GoDigi portal is considered capable of reducing these problems by providing easy access and accelerating the service process.

However, preliminary observations indicate that the implementation of the GoDigi portal still faces several challenges, such as access disruptions due to server errors or downtime, and minimal public outreach. This situation means that not all segments of society are aware of and are utilizing the online e-KTP service, particularly those with limited digital literacy. Therefore, ongoing evaluation and improvement efforts are needed to ensure this service innovation runs optimally.

RESEARCH METHODS

This research uses a qualitative approach with a case study approach. The choice of qualitative research is based on the research objective, which is to examine and describe in depth the effectiveness of GoDigi's service innovation in simplifying the e-KTP (electronic ID card) process at

the Probolinggo Regency Population and Civil Registration Office (Disdukcapil), based on the realities on the ground.

The focus of this research is directed at assessing the effectiveness of GoDigi services in simplifying the process of making E-KTP at the Probolinggo Regency Population and Civil Registration Office and the analysis is carried out using three effectiveness indicators from Siagian, (1996) in Mamonto et al., (2022) namely the time factor, the accuracy factor, and the style factor in determining and measuring its effectiveness.

The data sources consist of primary data through interviews, field observations, as well as secondary data from journal articles and information from the Probolinggo Regency Population and Civil Registration Office and official information from agencies and laws related to this study. The data collection technique and informant selection used purposive sampling techniques. According to Sugiyono (2020) "purposive sampling is a sampling technique with certain considerations. Hereby the selection of informants is based on the criteria of direct involvement with the GODIGI online service, including, Staff of the Population Administration Information Management Service, Staff of the Population and Civil Registration Service (Go Digital Operators), and the community using the GODIGI service (Go Digital)

RESULTS AND DISCUSSION

Time Factor in GODIGI Services to Facilitate the Making of E-KTP at the Population and Civil Registration Office of Probolinggo Regency

The time factor is a crucial aspect in assessing the effectiveness of public services, particularly population administration services. Siagian (1996) in Mamonto et al. (2022) states that the time dimension relates to the speed and accuracy in completing the service process for the public. Therefore, a service can be categorized as effective if it can be completed quickly without compromising the quality of the results provided. In the context of digital-based services such as GODIGI, measuring the time aspect is not only limited to the length of the administrative completion process but also includes the overall time efficiency perceived by the public. This efficiency is reflected in the ease of access to services without having to come directly to the office, as well as reduced waiting times due to queues. Therefore, analyzing the time factor is relevant to assess the extent to which GODIGI's innovation is able to increase service speed while simplifying the process of obtaining an e-KTP (electronic ID card) for the public.

Based on interviews with various informants, both from within the Probolinggo Regency Population and Civil Registration Office and from the public as service users, it can be concluded that the effectiveness of GODIGI services in terms of time is quite good. This is evident in the implementation of standard operating procedures (SOPs) with a service time span of 1 to 3 business days. In fact, in practice, the process is often completed faster, namely around 1 business day. Information from internal parties also shows that the GODIGI service system and mechanisms have been designed to accelerate the process of processing population administration data, particularly in the issuance of E-KTP. Thus, it can be seen that there is a real effort from the service provider to improve time efficiency through the use of digital technology for the community.

From the perspective of service users, the majority stated that the presence of GODIGI provides significant convenience and time savings compared to the previous system. Prior to this service, people had to come directly to the Population and Civil Registration Office (Disdukcapil) or go through village/sub-district intermediaries, a process that tended to take a long time, even weeks. Furthermore, long queues added to waiting times and the burden felt by the public. However, with GODIGI, service applications can be submitted online anytime and from anywhere. This has resulted in reduced travel time, waiting time, and queue congestion at service offices. In fact, several informants stated that the service process can be completed in a matter of hours on weekdays, indicating a significant increase in speed.

According to Sondang P Siagian's (1996) theory of effectiveness in Mamonto et al., 2022, the GODIGI service significantly impacts the processing time for e-KTP applications. GODIGI service time is not only reflected in the speed of service completion but also in the overall time efficiency perceived by the public. This efficiency includes reducing the time previously spent visiting service locations, waiting in line, and dealing with complicated administrative procedures. Through a digital system, services become more flexible and able to adapt to the needs of the public, especially for those with limited time due to work or other busy activities. This condition aligns with the goal of public service innovation, namely to improve ease of access and service quality effectively and efficiently.

Thus, based on the time factor indicator, GODIGI's service can be said to have improved the effectiveness of public services through accelerated processes, time efficiency, and ease of access for the public. However, improvements are still needed, particularly in addressing external constraints, to ensure comprehensive and sustainable service time effectiveness.

Accuracy Factors in GODIGI Services to Facilitate the Issuance of E-KTPs at the Population and Civil Registration Office of Probolinggo Regency

The accuracy factor is a crucial aspect in assessing or measuring the effectiveness of GODIGI services. This is to minimize data entry errors for users in submitting E-KTP applications through GODIGI. This is to minimize data entry errors for users, both in the document input process and to measure the accuracy of GODIGI services provided by the Probolinggo Regency Population and Civil Registration Office.

The accuracy factor of the ministry is a crucial indicator in assessing the effectiveness of public services because it directly relates to the level of thoroughness and accuracy in the service process. In the context of population administration, this aspect plays a crucial role, considering that the data generated will be used as official identification with legal force. Therefore, accuracy is reflected not only in the minimum number of errors but also in the existence of data control and verification mechanisms that can prevent errors from the initial stages of service.

Based on interviews with informants from the Probolinggo Regency Population and Civil Registration Office (Disdukcapil), it was discovered that the GODIGI service is equipped with a data checking system, both manually and through applications such as SIAK. GODIGI itself detects data that is inconsistent, invalid, or unclear. All incoming data undergoes a verification process to ensure its accuracy and correctness before being processed to the printing stage. If any discrepancies are found, the system will provide a notification as a warning, and can even reject the application if the data is deemed invalid. This demonstrates the existence of a fairly good control mechanism in maintaining data accuracy and precision.

The system's direct guidance makes it easier for the public to make improvements without relying on third-party assistance. In fact, several informants noted that errors are relatively rare because the system is able to detect data discrepancies early on. This demonstrates that the use of digital technology not only improves service efficiency but also contributes to increased accuracy.

Therefore, it can be seen that GODIGI's service effectiveness in terms of accuracy has been quite good. This is indicated by a strict verification system, a mechanism for rejecting invalid data, and support features that assist the public in inputting data accurately. For example, files with incorrect NIKs, unclear or inaccurate data will be rejected by the system and replaced with updated data that needs to be uploaded by GODIGI service users.

Style Factors in GODIGI Services to Facilitate the Making of E-KTP at the Population and Civil Registration Office of Probolinggo Regency

The accuracy factor is a key indicator in assessing the effectiveness of public services because it directly relates to the level of thoroughness and accuracy in the service process. In the context of population administration, accuracy plays a crucial role, given that the data generated will be used as official identification documents with legal force. Therefore, accurate service is demonstrated not only by a minimum of errors but also by the existence of a control and verification system capable of preventing errors from the initial stages of the service process.

Based on interviews with informants from the Probolinggo Regency Population and Civil Registration Office (Disdukcapil), it was discovered that the GODIGI service is supported by a data checking mechanism, both through manual checks and through application systems such as SIAK. All incoming data is first verified to ensure its suitability and accuracy before being processed to the next stage, including printing. If data discrepancies are found, the system will automatically provide a notification as a warning, and can even reject the application if the data is deemed invalid. This demonstrates that the service system has adequate controls in place to maintain data accuracy and precision.

In line with Sondang P. Siagian's theory (1996) in Mamonto et al., 2022, most respondents believe the GODIGI system has helped reduce the potential for errors through red marks that clearly indicate the location of errors in data input. The system's instructions make it easier for people to make corrections independently without relying on assistance from others. In fact, several informants

stated that data errors are relatively rare because the system is able to detect discrepancies early in the process.

It is clear that GODIGI's service effectiveness in terms of accuracy has been quite good. This is indicated by a strict verification system, a mechanism for rejecting invalid data, and features that assist the public in inputting data correctly. However, external factors remain, particularly the public's lack of accuracy in data input. Therefore, ongoing education and outreach efforts are needed to optimally improve service accuracy.

Internal and External Inhibiting Factors

Inhibiting factors are a crucial element in assessing the effectiveness of public services, as their presence can determine the extent to which services can operate optimally. In digital services like GODIGI, obstacles originate not only within the organization (internal) but also from outside the organization (external). These two aspects are interrelated and influence the smoothness and quality of services received by the public. Therefore, identifying inhibiting factors is a crucial step in understanding the various obstacles in GODIGI's service implementation.

Based on interviews with informants, it is clear that GODIGI service challenges arise from two main perspectives: internal and external. Internally, the most prominent challenges relate to the technical aspects of the system, such as network disruptions, application instability, and limited bandwidth capacity. Dependence on networks managed by other agencies prevents the Civil Registration and Civil Registration Office (Disdukcapil) from directly addressing disruptions, requiring the service process to wait until the system returns to normal. This situation results in service disruptions, and in certain situations, the service cannot be accessed simultaneously by the public. Furthermore, the intensity of the disruptions indicates that the system still requires improvement, particularly in terms of stability and reliability.

On the other hand, external barriers relate to the conditions of the community as service users. Interviews indicate that digital literacy levels remain uneven, resulting in not everyone being able to understand and utilize GODIGI services to their full potential. Certain groups, such as schoolchildren and university students, tend to adapt more easily, while others still experience difficulties using technology. This situation is exacerbated by a lack of outreach, resulting in information about GODIGI services not being widely disseminated throughout society.

Furthermore, limited internet access in some areas is also a significant obstacle. Differences in network quality mean that not everyone can access services smoothly, particularly when uploading documents, which requires a stable connection. In fact, when the system experiences disruptions, all users cannot access services simultaneously. Furthermore, the public's readiness to fulfill administrative requirements also impacts the smoothness of services. Data entry errors and incomplete documents are still common, slowing down the service completion process.

It is clear that the inhibiting factors in GODIGI services are complex and interconnected, encompassing both internal and external factors. Therefore, comprehensive improvement efforts are needed, both through enhancing the quality of service systems and infrastructure, as well as strengthening digital literacy and intensifying public outreach, to ensure GODIGI services run more effectively.

CONCLUSIONS

Based on the results of the study on "The Effectiveness of GODIGI Services in Facilitating the Making of E-KTP Studies at the Population and Civil Registration Office of Probolinggo Regency" which refers to the effectiveness theory of Sondang P Siagian (1996) in Mamonto et al., (2022), it can be concluded that the three indicators including the time factor, the accuracy factor, and the style factor are considered effective in the implementation of the online service. The public is given convenience in the process of making E-KTP through the GODIGI (GoDigital) online service. With a different service model and the accuracy of the system in inputting data to be entered by the public which is automatically rejected or marked in red indicating that the file input is incorrect. and GODIGI's response in processing incoming data for making E-KTP is considered responsive. However, in its implementation, the GODIGI service still faces several obstacles originating from both internal and external factors. From the internal side, obstacles that arise include network disruptions, system instability, and limited supporting infrastructure that impact the smoothness of the service process. Meanwhile, from the external side, problems faced include limited internet access, low levels of digital literacy in the community, and a lack of socialization regarding the use of the GODIGI service. It can be concluded that the GODIGI service has contributed to increasing the effectiveness of public

services, particularly in the process of issuing e-KTP. However, improvements and development efforts are still needed so that its implementation can run more optimally and reach all levels of society evenly.

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