

Original Research Article

Services for Manufacturing Electronic Identity Cards for the Manokwari Community

Senarius Derebi^{1*}, Bonaventura Ngarawula¹, Sri Hartini Jatmikowati¹¹University of Merdeka Malang, Indonesia**Article History**

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Abstract: This research aims to determine and analyze the quality of public services in making electronic identity cards at the Manokwari regency population and civil registration service and to find out and analyze the inhibiting and supporting factors for the quality of public services in making electronic identity cards at the Manokwari Regency population and civil registration service. This research uses a qualitative approach. Data analysis in qualitative research is carried out throughout the data collection process, both during the interview and after completing data collection within a certain period. Data analysis techniques through an interactive analysis process. The service for making electronic identity cards has been running smoothly and efficiently. Then, the speed of service is determined by the stipulated time, and the employees are also responsive, sensitive, and motivated to support the process of implementing the electronic identity card service. Several elements support the smoothness and quality of service, as well as several obstacles that become obstacles in the process. Supporting factors such as the availability of trained human data sources, supporting regulations, adequate budget allocation, and supporting facilities and infrastructure positively contribute to maintaining the smoothness and efficiency of making electronic identity cards. The existence of skilled human data sources, transparent regulations, adequate budget support, and technological infrastructure enable the population and civil registration services to provide optimal public services. However, inhibiting factors also need to be overcome, such as a lack of employee work ethic, limited human data sources, and a need for more public awareness about the importance of electronic identity cards. Employee indiscipline, lack of adequate quantity and quality of human data sources, and low public awareness can slow down the service process and reduce the effectiveness of implementing the electronic identity card policy.

Keywords: Electronic Identity Card, Public Services, Policy Implementation.

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1. INTRODUCTION

Information and communication technology development has positively impacted human life and provided various conveniences, such as easy access to information and ease of transactions. Apart from that, this development also supports humans in carrying out daily activities more efficiently because all activities can be carried out quickly, cost-effectively and accurately, increasing productivity. This development has also given rise to various types of technology-based initiatives, such as e-government in the government sector, e-education in the education sector, and e-medicine in the health sector, all electronic-based. The Indonesian central government is taking innovative steps in public services by implementing an information system-based electronic

identity card or KTP. The implementation of e-government aims to improve public services and, in its implementation, builds four related aspects: system use, information, services, and follow-up.

The importance of electronic identity cards is increasingly felt considering several challenges in population administration in Indonesia. Problems such as having multiple ID cards, misuse of identity, and the potential for fraud in elections are significant concerns. Implementing an electronic identity card is not easy because it involves hundreds of millions of Indonesians. This system's success depends on the population identification number in the Population Administration Information System. Several obstacles or problems in

electronic identity card services cover various aspects. First, system problems related to a poor internet network connection can cause data not to be input properly. Second, there needs to be more information among the public about making electronic identity cards and the importance of electronic identity cards, especially in highland or mountainous areas. Third, related to service, the need for more service infrastructure, such as seating and limited parking space, can hamper the service process. Fourth, the feedback problem with the electronic identity card service is that it is not yet effective and efficient because there are still people who have yet to receive an electronic identity card after the process has been carried out (Sarwinda, 2018).

In the Manokwari area, these obstacles are related to delays in electronic identity card equipment, lack of socialization, lack of electricity supply, lack of data recording equipment, and technical obstacles such as errors in recording equipment. In addition, there is still the problem of possessing multiple electronic identity cards by residents, which is likely caused by a need for more data monitoring and validation. Other obstacles include geographical conditions that are difficult to access and a need for more resources for outreach. In this context, research on electronic identity card services at the Manokwari Regency Population and Civil Registry Service is essential to identify existing problems and improve the overall quality of service. It is hoped that this effort can help the community get more optimal services and ensure the effectiveness of the electronic identity card program in the area.

Starting from the thoughts above, the author feels that research regarding how electronic identity card services have been implemented in Manokwari Regency, especially at the Population and Civil Registry Office, is vital to realize optimal online services to the public. This research aims to find out and analyze the quality of public services and the inhibiting and supporting factors in making electronic identity cards at the Manokwari Regency population and civil registration service. The benefit of this research is that it will increase understanding of electronic identity card services at the Manokwari Regency population and civil registration service. The practical benefits of this research are expected to be additional information in administrative science, especially in the context of electronic identity card services at the Manokwari Regency population and civil registration service.

2. LITERATURE REVIEW

According to Van Meter and Van Horn (quoted by Leo Agustino, 2012: 139), policy implementation is actions carried out by individuals, officials, or government or private groups aimed at achieving stated goals. have been determined in policy decisions. According to Sinambela (2011), public service provides services to individuals or communities interested in the organization per the rules and procedures determined.

According to Dwiyanto (2005), public services are defined as a series of activities carried out by the public bureaucracy to meet the needs of citizen users. These users need public services such as making birth certificates, marriage certificates, death certificates and certificates.

The concept of an electronic identity card (electronic Population Identity Card) is the process of making an identity card that uses the population identification number as a basis, valid throughout the national territory using computer technology and an integrated database. Implementing electronic identity cards aims to ensure legal certainty, prevent duplication, reduce the risk of forgery, maintain data security, and increase efficiency in the population administration process.

The electronic identity card program has the potential to overcome several problems related to weaknesses in conventional identity cards that apply in Indonesia. With the implementation of electronic identity cards based on more sophisticated information technology and data security, it is hoped that it can reduce or even eliminate cases of fake identity cards. Electronic identity card systems can provide greater security and validity through chips and fingerprint identification. However, the success of the electronic identity card program in overcoming this problem also depends on several factors. Commitment and cooperation between various sectors at the central and regional levels is needed. At the central level, cooperation between institutions such as the Ministry of Home Affairs, the National Development Planning Agency, the police, and other institutions is essential to implementing electronic identity cards effectively. At the regional level, integration between institutions such as district/city governments, the Civil Registry Population Service, and other related agencies is also the key to success.

3. METHODOLOGY

3.1 Research design

This research uses a qualitative approach with a case study method. This approach was chosen because the researcher aims to explore information that can be learned or obtained from a specific case related to electronic identity card services at the Manokwari regency population and civil registry office. Using the case study method, researchers hope to understand better the implementation of electronic identity card services at the institution.

3.2 Population and Research Sample

Determining informants in this study used a purposive sampling technique. The purpose of purposive sampling is to ensure that the data obtained reflects a good representation of the population studied, allowing for a more accurate analysis. The informants in this

research came from dukcapil service employees and the community, totaling six people.

3.3 Scope and Location of Research

The scope of this research is a study of Policy Implementation Based on Regional Regulation Number 8 of 2017 concerning Population Registration and Civil Registration in Yoom II Saukori Village, District. North Manokwari, Manokwari Regency.

This research is located at the Manokwari Regency Population and Civil Registry Service. The selection of this location was based on researchers' interest in the problem of suboptimal electronic identity card services in Manokwari Regency, as well as because the department of population and civil registration is a government agency responsible for Population Administration, including the issuance of electronic identity cards.

3.4 Data Analysis Techniques

The analysis technique used in this research uses the approach from Miles *et al.*, (2014:14), who classify interactive analysis into 3 (three) components of data analysis (interactive model), namely reduction, data presentation, and conclusion.

4. RESULTS AND DISCUSSION

4.1 Results

The quality of public services, especially in making electronic identity cards, is a crucial aspect that influences public satisfaction and trust in the government. Making an electronic identity card is a vital document that is needed for various purposes, so smoothness and ease in the process of processing this document are highly expected.

Clear regulations are needed to simplify the process of providing electronic identity cards; of course, in this case, they are contained in the procedures applicable to the Population and Civil Registration Service of Manokwari Regency. The electronic identity card service procedure, which is short and easy, makes it very easy for service users, who in this case are mainly the public. Regarding the procedures and requirements for electronic identity card services, the results of an interview with one of the informants: "The procedures and requirements that apply here are quite easy, by the type of service needed, especially electronic identity card services, namely by bringing a family card, a cover letter. From the neighborhood unit (RT)/community unit (RW), ensure the person is 17 years old, and then queue to record the electronic identity card. After the recording, the relevant electronic identity card will be printed." This description shows that the procedures and requirements for electronic identity card service that the public has established are considered normal and must be adhered to because this ensures a smooth service process.

By having high levels of accountability for their work, it is hoped that Manokwari Regency population and civil registration service employees can provide the best service for the community, and this must be kept from the ability of these employees to complete their work. In its application, punctuality is one of the most critical things essential in serving the community. Because of the hope that time constraints can be used as the most essential thing in providing the best possible service to the community.

One of the people's hopes in getting electronic identity card services is the speed of service time. Regarding the time required to complete the electronic identity card service, this is as per the results of an interview with one of the informants as follows: "Electronic identity card services are carried out and attempted as quickly as possible to avoid a backlog of work while still paying attention to applicable regulations so that every member of the public who comes to request the service can be served immediately by first examining the requirements for orderly administration. If it can be accelerated, why should it be slowed down?" As comparative material, the results of the researcher's interviews with community informants are presented, which stated that "the time required to process an electronic identity card at the Population and Civil Registration Service of Manokwari Regency is not too long in the sense that it takes me to process an electronic identity card."

Based on this explanation, the services provided are relatively short-lived. Apart from that, speed in providing services to the community can be achieved as expected if the required documents are complete and meet applicable regulations. Other support for the service process comes from employees' determination, seriousness, and ability to carry out their duties according to their title as state and public servants.

The cost of making an electronic identity card is currently free throughout Indonesia. The government has waived administration fees for making electronic identity cards since January 1, 2014, through Minister of Home Affairs Regulation Number 15 of 2014 concerning Population Registration. This is based on the results of an interview with one of the community informants, who said, "There is no charge at all for making an electronic identity card. We get electronic identity cards for free, both for new and replacement for damaged or lost electronic identity cards. The public feels very helped by this free electronic identity card service. This eases our economic burden, especially for underprivileged people. We hope this policy can continue in the future."

The principles of ease of work, effectiveness and efficiency are all oriented towards optimal results. Facilities and infrastructure are adequate if the conditions are good so that they can be utilized optimally. Likewise, with the Population and Civil

Registration Service of Manokwari Regency as an agency that operates in the public service sector, work facilities and infrastructure are very much needed to support the smooth running of services to the community. Therefore, adequate support of facilities and infrastructure is needed to achieve the goals to succeed. Where means and office infrastructure in this research includes office equipment and supplies, office facilities, office conditions and layout.

The location of the office also supports the implementation of services to the community provided by employees of the Manokwari Regency population and civil registration service because the more accessible the location of the office is to reach people who want to apply for electronic identity cards, the faster they will get service. The location of the Manokwari Regency population and civil registration service is quite strategic and easy to reach. Service facilities are also supporting facilities that receive attention, especially in the context of providing services to the community, such as employees of the Manokwari Regency population and civil registration service, bearing in mind that with the more complete the existing facilities, it is hoped that the services provided will be smoother.

At Manokwari Regency population and civil registration service, existing officials have their rooms based on existing fields or sections. Service rooms are explicitly made for the community, so there is no tension in working according to their respective fields and rooms. The air management arrangements at the Population and Civil Registration Service of Manokwari Regency are supported by adequate windows and ventilation so that enough air comes in and does not cause the air temperature to be too hot, which will disturb the concentration of the officers in serving the community. Meanwhile, the sound system is relatively standard and calm even though it is on the side of the main road, so the room is not too noisy. The workspace for Manokwari Regency population and civil registration service employees is supported by lighting from sunlight and electric lights so that if they work late at night or the weather is not good, they stay energized. Bother or hinder work and services because the light entering the room is bright enough to support Manokwari Regency population and civil registration service officers in carrying out their duties and work.

Education plays a vital role in employee competency. It is recognized that the level of education and length of service will increase the quality of Manokwari Regency population and civil registration service employees who provide services to the community. The higher their education and length of service, the more they can support the smooth implementation of the provision of administrative services to the community. However, to balance community demands for service quality for increasing human resources, it is essential for implement officials

who can understand, study and answer every problem that arises in society because employees as a service element play a vital role in determining success in the Population and Civil Registration Service of Manokwari Regency, especially in providing identity card services. Electronic population to society.

In addition to formal education, there is also non-formal education, which generally supports professionalism in carrying out their duties. In this case, non-formal education can be in the form of training and courses, which can be used as additional capital in improving a person's abilities or skills to carry out the tasks they have become. His responsibility. Thus, the more often someone takes part in training or courses, the more likely they will carry out their duties more quickly and skillfully than those who rarely take part in work training.

Furthermore, regarding work discipline, Manokwari Regency population and civil registration service employees need to be supervised so as not to hamper the service process because employee work discipline is something that is highly desired by all parties, both those who are obliged to serve and those who have the right to receive service. Meanwhile, for discipline time, recording data was 91.5% realized in September 2023; in October 2023, the realization increased to 91.82%. This shows that the recording completion time is quite effective. These two disciplines unite in the realization of work. There is time discipline, but results will only be with action discipline. On the other hand, being disciplined in actions but not being disciplined in time will be disappointing.

The attitude and behavior of the Manokwari Regency population and civil registration service in serving the community is critical because a series of actions to achieve the desired goals need to be complemented by attitudes and behavior so that the service effort can be successful by the goals that satisfy the community as users. They are polite and friendly and provide good service regarding attitudes and behavior. They are sincere. The appearance, speech, and body language reflect politeness and friendliness when providing service.

Results Research on supporting factors for service quality can include available human data sources, supporting regulations, available budget and facilities and infrastructure supporters, which positively influence success. A human data source has undergone intensive training in using the latest technology related to electronic identity cards. In this case, support from the local government for developing human data and source skills, supports the smooth process of making electronic identity cards. Availability of clear and supportive regulations from regional and central governments. Regulations governing data privacy, information security and administrative procedures help ensure the

legality and security of producing electronic identity cards. There is an adequate budget allocation from the regional government to support the implementation of electronic identity cards. Sufficient funding allows procurement of hardware and software, training of human data sources, and overall system maintenance. Adequate technological infrastructure, including reliable communications networks and data centers. Regular updates to hardware and software to maintain the smooth and efficient process of making electronic identity cards.

The inhibiting factor is a need for more motivation or a sense of responsibility in providing optimal services to the community. Inconsistent employee presence or low work discipline can slow down the service process and reduce efficiency in the operations of the Population and Civil Registration Service. The Manokwari Regency population and civil registration service has always tried to be disciplined. However, there are still activities outside working hours until the evening, which means they often come late to the office, affecting the officers' discipline

Human data sources' limited number and quality can also be an obstacle. A lack of ongoing training or skills development can also hinder employees' ability to meet the challenges of new technology. Lack of public awareness about the importance of electronic identity cards or lack of understanding about the benefits and procedures for using them can be a significant obstacle. People who must be aware of the importance of an electronic identity card may reduce service requests. However, those who come may need more clarification procedures or requirements required fully. Low levels of public participation in obtaining electronic identity cards can hinder the achievement of government targets related to the use of technology in population administration.

4.2 Discussion

The procedures and requirements for electronic identity card services implemented by the Manokwari Regency population and civil registration service are to ensure orderly office and population administration. The procedure is a series of sequential work procedures, step by step, that must be taken by people who want electronic identity card services. The electronic identity card service standard makes it clear to the public in carrying out the service process. Meanwhile, the procedures the public expects are easy, simple and not complicated. The public already understands the ease of service procedures provided by Manokwari Regency population and civil registration service employees. The procedures and requirements for an electronic identity card that must be met are straightforward, namely a photocopy of the family card and an original family card that is still valid for verification and a letter of introduction from the neighborhood association/resident association. Every procedure that has been determined is considered by the public to be reasonable and easy because, apart from

being a valid provision, it also ensures that the service process is orderly and orderly so that it can be completed more quickly. Compliance with the requirements and clarity provided by service officers dramatically facilitates the ease of electronic identity card service procedures carried out by the public.

The public views that the procedures and requirements implemented are by electronic identity card service standards. The service process is reasonable and straightforward, per community expectations for ease and uncomplicated procedures. The requirements that must be met, such as a photocopy of the family card, an original family card that is still valid, and a letter of introduction from the neighborhood association (RT) / community association (RW), are considered relatively easy and by applicable regulations. Public understanding of the ease of this procedure is supported by the clarity of requirements provided by service officers. Thus, conformity to the requirements and clarity in the procedures provided by the Manokwari Regency population and civil registration service are considered key factors that help ensure the public's smooth and easy implementation of electronic identity card services.

The public's assessment of the services provided shows the capabilities of the Manokwari Regency population and civil registration service employees. The faster the service is provided, the better the employees' abilities will be. Implementing timeliness is one of the most essential things in providing services to the community because one of the community's expectations in getting services is the speed of service times. The completion time for electronic identity card services at the Manokwari Regency population and civil registration service is essential to the public's service quality assessment. Public perception of the efficiency and speed of service completion reflects the agency's employees' ability. The shorter the time required to complete the service, the better the employee's ability and effectiveness in providing the service.

Time constraints are an integral part of the service process and are considered essential by the community. Speed in completing services is one of the community's hopes for obtaining adequate services. In the context of electronic identity card services, timeliness is the leading indicator in assessing the extent to which the agency can provide efficient services. The deadlines upheld by the Manokwari Regency population and civil registration service illustrate that this agency is committed to providing fast and efficient services to the community. The speed of completion of electronic identity card services creates satisfaction for the public and reflects employees' level of efficiency and professionalism in carrying out their duties. Therefore, the completion time for electronic identity card services is crucial in improving the quality of public services at the district level.

Regarding the time required to make an electronic identity card, it takes 1 to 3 hours. Based on the presentation of public opinion data, the electronic identity card service provided by Manokwari Regency population and civil registration service employees is fast, and the implementation schedule is based on the predetermined service schedule. Making an electronic identity card is free or free. This shows the commitment of Manokwari Regency population and civil registration service employees in providing timely services. In addition, in the case of making an electronic identity card, this service is free of charge or provided free of charge. This decision has received positive support from the public, who see it as a benefit and convenience. The decision not to charge a fee can help facilitate public access to electronic identity card services, making this service more inclusive and accessible to various levels of society.

Thus, an evaluation of the cost of electronic identity card services at the Manokwari Regency population and civil registration service shows that this aspect can positively contribute to public perception and satisfaction with the quality of public services at the district level.

Office facilities and infrastructure are vital tools in office operations: adequate facilities and infrastructure guarantee smooth and orderly administrative services to the community. The existing facilities and infrastructure are still adequate. However, some existing office facilities and infrastructure still need to be improved, even though their function is vital in supporting the smooth process of providing services to the public, such as computers. Adding 1 unit or two more computers will complete services to the community more quickly, thereby saving time. In line with this, public service officers stated that they had tried to provide the best service to the community with the available equipment.

The location of the office, based on the explanation in the data presentation, shows that the location is quite strategic because the sub-district office is easy to reach by both two-wheeled and four-wheeled vehicles. This will undoubtedly make it easier for people who want to make electronic identity cards. Based on the data presentation, it is explained that even though it does not have a particular parking area, utilizing the existing office yard is sufficient to accommodate several two-wheeled and four-wheeled vehicles. So that people can leave their vehicles safely. Road order can also be maintained because no vehicles are parked on the side of the road. Regarding the waiting room for people who make electronic identity cards, folding chairs have been provided in the waiting room with a spacious, comfortable and clean room so the service can run well.

The office space arrangement is appropriate to support the smooth process of providing services to the community. The Manokwari Regency population and

civil registration service has its rooms based on existing fields or sections, and service rooms are explicitly made for the community. From the existence of this room, there is already a room arrangement according to good spatial planning with reference to the flow of work procedures, which can speed up the process of completing a matter if you have to go through several rooms. With windows and ventilation in the office, sufficient air can be obtained in and out. This creates freshness in the room, which will affect work comfort for officers and the public providing services.

Regarding the sound system, the Manokwari Regency population and civil registration service situation is relatively standard and calm. However, considering its location on the edge of the main road, the sound of vehicles and horns is sometimes quite disturbed when vehicles are busy. The lighting in the workrooms of Manokwari Regency population and civil registration service employees is quite good, apart from being supported by lighting from sunlight, electric lights when the weather is not good, and lighting at night. This way, the room is bright enough to support employees. In carrying out work duties, it is normal for there to be deficiencies. An important step to pay attention to is that these deficiencies can hopefully be anticipated later so that activities can be carried out better and more satisfactorily.

The level of formal education possessed by employees is sufficient; with the provision of formal education, it is hoped that employees can work as optimally as possible in accordance with predetermined goals. With the increasingly complex tasks and responsibilities assigned to employees, increasing formal education has become a significant demand. This is so that they can broaden their horizons of thinking by developments occurring in society. Likewise, the average work experience that these employees have is quite long. With your work experience, you should use it as additional capital that you can rely on to work effectively and efficiently. The work training that the employee has attended should be used as a means of informal education, and with work training, it is hoped that the work skills they will have will be better in carrying out each job.

The level of education and work experience play a role in determining the quality of services employees provide to the community. These two things will largely determine the speed and consistency of services provided to the community. By having work experience in the same field, the employees concerned will become more accustomed to handling the same problems so that the services they provide will run quickly and precisely.

Apart from formal education, non-formal education, such as courses and training related to the tasks to be carried out, is of value for an employee

because there are times when more than the formal education that has been taken is needed to carry out each task. Likewise, the courses and training the Manokwari Regency population and civil registration service employees take to make them more professional in completing their work tasks. Non-formal education/courses and training are essential supports in community service duties because guidelines and instructions are given regarding service activities to the community in the following courses and training.

The community considers the officers' ability to provide electronic identity card services good. Supporting employees' ability to provide services to the community can be seen from their formal and non-formal education and their years of service, where, in general, they are pretty experienced in their respective fields of work.

Discipline can be used to support the abilities of Manokwari Regency population and civil registration service employees. Thus, disciplined officers can carry out their duties and functions well. Regarding work discipline, the level of discipline of Manokwari Regency population and civil registration service employees is generally quite good. This is because the subordinates have been relatively orderly in matters of attendance and can carry out the tasks and work assigned to them. They cannot attend, so they have to leave their duties so other employees can take over the tasks they have to do. This condition avoids a buildup of tasks, resulting in hampered community service.

Meanwhile, according to the results of public opinion regarding officers' responsibility to serve very responsibly where officers complete their work responsibly. The conclusion is that there are Manokwari Regency population and civil registration service employees who are disciplined need to be more disciplined in carrying out their duties and responsibilities serving the community.

Time discipline is straightforward to control through the attendance list, and through the Apple system, it can be monitored quickly and precisely, but it is possible that officers need to carry out their duties immediately. Regarding time discipline at the Manokwari Regency population and civil registration service, there are no standards because employees often carry out official activities late at night, so they arrive late. However, public service officers always arrive at the appointed time. According to the results of respondents regarding time discipline in carrying out tasks and providing services, they are disciplined. This shows the level of discipline when employees have tried to be disciplined, but sometimes obstacles hinder the discipline of Manokwari Regency population and civil registration service employees.

In providing services to the community, Manokwari Regency population and civil registration service employees require attitudes and behavior that can be demonstrated through speech, body language, friendliness and sincerity in serving. Manokwari Regency population and civil registration service employees have demonstrated polite and friendly attitudes and behavior in serving.

In implementing the electronic identity card service policy at the Manokwari Regency population and civil registration service, supporting factors influence the quality of public services. These supporting factors include the existence of available human data sources, supporting regulations, adequate budget allocation, and supporting facilities and infrastructure. The first supporting factor is the availability of human data sources who have undergone intensive training in using the latest technology related to electronic identity cards. Support from local governments for the development of human data source skills is an essential factor in the smooth process of making electronic identity cards. Supporting regulations are also a significant supporting factor, including regulations related to data privacy, information security and administrative procedures. In addition, adequate budget allocation from local governments allows for procurement of hardware and software, training human data sources, and overall system maintenance. Adequate facilities and infrastructure, such as reliable technological infrastructure, also support the smooth process of making electronic identity cards.

There are inhibiting factors such as a lack of employee work ethic, limited human data sources, and a need for more public awareness regarding electronic identity cards. There are several inhibiting factors that need to be overcome in implementing the electronic identity card policy. One is a lack of employee work ethic, which can reduce service quality. Lack of motivation, low sense of responsibility, and employee indiscipline can slow down the service process and reduce the operational efficiency of the population and civil registration services. Apart from that, more human data sources are needed, both in quantity and quality. Officers with the necessary technical skills can help operate electronic identity cards. Lastly, the need for more public awareness about the importance of electronic identity cards is also a major inhibiting factor. Participation levels can help achieve government targets regarding the use of technology in population administration.

The Manokwari Regency population and civil registration service must try to overcome these inhibiting factors. For example, improving training and developing employee skills, both in the use of technology and in public services in general. Apart from that, it is necessary to provide outreach and education to the public about the benefits and importance of having an electronic identity

card. In this way, it is hoped that the quality of public services in making electronic identity cards can be improved significantly.

5. CONCLUSIONS

Based on the research results and discussions, the procedures implemented are clear and easy for the public to understand, with simple requirements. Clear procedures and reasonable requirements help the service process run smoothly and in line with community expectations. The public considers the speed of service completion an essential indication of employee capabilities. Completing electronic identity cards within 1 to 3 hours is considered satisfactory and reflects the efficiency and commitment of employees in providing fast and timely service. Electronic identity card services in Manokwari Regency are provided free of charge, which is appreciated by the public because it makes it easier to access services. This policy supports inclusivity and easy access for all levels of society.

Even though the existing facilities and infrastructure are adequate, there is still a need for improvement, especially in adding computer units to speed up service. Strategic office locations and facilities, such as comfortable waiting rooms, contribute to smooth service. Employees' formal and non-formal education levels and work experience are essential in determining service quality. Additional training and courses help employees improve skills and professionalism in providing services. Employee discipline is considered quite good, with attendance monitored and duties taken over if employees are absent. Even though there are obstacles, in general, employees show an attitude of discipline, responsibility and friendliness in serving the community.

In implementing the electronic identity card service policy, several supporting factors include human resources, supporting regulations, allocation budget, and infrastructure. Meanwhile, inhibiting factors include a need for work ethic among employees, limited human resources, and a lack of awareness among the public regarding the importance of electronic identity cards.

From the descriptions above, the researcher provides suggestions for the need for additional facilities and infrastructure, which are considered quite important because they can support the service process in meeting community needs, in this case, the electronic identity card service. As well as enforcing discipline that needs to be improved for employees of the Manokwari Regency population and civil registration service and the division of work in assignments to villages because this will affect the service process to the community.

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