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## **Quality of Public Services in the Making of e-KTP at the Population and Civil Registration Office of Langkat Regency**

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### **Abstract**

This study aims to analyze the quality of public services in creating e-KTP at the Population and Civil Registration Office (Disdukcapil) of Lalat Regency. The analysis was carried out based on Zeithaml's theory, which includes five service quality dimensions: tangible, reliability, responsiveness, empathy, and assurance. This study uses a qualitative descriptive method with data collection techniques through interviews, observations, and documentation of Disdukcapil officers and the community as service recipients. The study results show that the e-KTP-making service in Langkat Regency still faces obstacles, such as limited facilities and technological infrastructure, system disruptions that affect service reliability, long waiting times, and suboptimal responsiveness. In addition, attention to vulnerable groups is still inadequate. However, data security guarantees and transparent procedures have increased public trust. To improve the quality of service, it is recommended that infrastructure be improved, the number and training of officers increased, information technology systems optimized, and wider procedures socialized. This effort is expected to increase the efficiency and transparency of population administration in Lalat Regency.

**Keywords:** Quality of Public Services, E-KTP, Zeithaml, Population and Civil Registration Office, Langkat Regency

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## INTRODUCTION

Public services are fundamental to implementing government, which aims to meet the community's needs effectively and efficiently (Hardiyansyah, 2018; Mulyadi, 2016; Nurdin, 2019). In the context of regional autonomy, local governments have the authority to regulate and manage their government affairs by the principle of autonomy and assistance duties, as stipulated in Law Number 23 of 2014 concerning Regional Government (Mardiasmo, 2021; Riyadi & Supriady, 2004; Suryono, 2000). Local governments have three main functions: development agents, community empowerment, and community servants. (Havianto & others, 2013; Prasetyo & Widodo, 2020; Rahmadana et al., 2020) One of the leading indicators in realizing good governance is that the government must provide fast, transparent, and accountable services. In providing public services, including population administration, the government ensures citizens can enjoy their rights fairly and equitably (Kaban et al., 2017; Okot-Uma & London, 2000; Setyaningrum et al., 2017).

One main challenge in making e-KTP in Langkat Regency is the low public awareness of the importance of owning population documents. Many residents are still reluctant to record population data due to limited information and accessibility constraints. In addition, the limitation of mobile recording equipment for pick-up services is an obstacle in reaching remote areas that are difficult for people to get (Putria, 2021; Septiana & Nawangsari, 2022). The Langkat Regency Disdukcapil also faces challenges in terms of socialization that still need to be improved to increase public understanding of the importance of e-KTP in various aspects of life.

Quality public services must be based on several essential indicators, including tangible evidence, reliability, responsiveness, assurance, and empathy

(Afrizal & Sahuri, 2013; Arumawati & Aulia, 2024; Sapri et al., 2022). Based on these indicators, several problems related to the quality of public services in the Langkat Regency Disdukcapil still need to be fixed, including inadequate service facilities, such as damaged chairs and computers, as well as service processes that are still not entirely based on digital technology.

The government has issued various policies to improve the quality of public services, one of which is the implementation of electronic Identity Cards (e-KTP), which is regulated in Law Number 24 of 2013 concerning Population Administration (Dwiyanto, 2014; Kurniawan, 2016; Miliyah & Kusuma, 2021). The e-KTP is an essential instrument in the population administration system that has a strategic role in ensuring the accuracy of population data and supporting various other aspects of public services, such as health, education, and security. The implementation of e-KTP aims to create an integrated and nationally integrated population database to prevent duplication and misuse of identity (Afandi, 2023; Putria et al., 2023; Syahniar, 2021). However, implementing this policy at the regional level still faces various obstacles, ranging from inadequate technological infrastructure and limited human resources (HR) to a lack of public awareness in fulfilling population documents.

This study aims to analyze the quality of services carried out by employees and other devices in making e-KTP in the Langkat Regency Disdukcapil. In addition, this study also aims to identify factors that are obstacles in the implementation of the e-KTP policy in Langkat Regency. This research is hoped to provide constructive recommendations for local governments to improve the quality of public services in population administration.

As the agency responsible for population administration

, the Population and Civil Registration Office (Disdukcapil) of Langkat Regency has a vital role in implementing the e-KTP policy. Lalat Regency, with a population of 1,098,660 people in 2023, faces challenges in meeting the needs of quality population administration services. Based on data from the Ombudsman in July 2023, the Langkat Regency Disdukcapil obtained the title of the yellow zone with a score of 75.00%, an increase from the red zone with a score of 25% in the previous year. This increase reflects efforts to improve service quality, but various obstacles still need to be overcome so that public services can run more optimally.

Along with the increasingly complex needs of the community for population administration services, local governments must continue to innovate in improving the quality of services provided. Improvement efforts that can be made include improving human resource competence, optimizing the use of information technology, and strengthening coordination with various related parties to implement e-KTP services. In addition, increasing transparency and accountability in the service process is also a key factor in building public trust in the services provided.

## RESEARCH METHODS

This study uses a qualitative descriptive method to describe the quality of e-KTP-making services at the Langkat Regency Population and Civil Registration Office. The research subjects consist of service employees involved in services and the community as service recipients. Data was collected through in-depth interviews with key, main, and additional informants, direct observation of the service process, and documentation of related data such as service reports and SOPs. The sampling technique used is purposive sampling, with the selection of informants based on their involvement and relevance in the e-KTP service process.

## RESULTS AND DISCUSSION

Quality of Public Services in Making E-KTP at the Population and Civil Registration Office of Langkat Regency

The quality of public services in making E-KTP at the Population and Civil Registration Office (Disdukcapil) of Langkat Regency is one of the critical indicators to increase community satisfaction. Fast, transparent, and accurate services must support E-KTP as an official identity used in various public administrations. Different aspects related to the quality of public services in the manufacture of E-KTP need to be analyzed to understand the effectiveness of the service implementation and the obstacles faced.

Human resources (HR) in the Disdukcapil are also key to improving service quality. Officers with adequate skills and knowledge can provide professional and responsive services to the community's needs. Based on the results of the interviews, routine training has been carried out to improve the competence of officers in handling various public requests. However, there is still a need to improve soft skills, such as communication and empathy, to provide a better service experience to the community. On the other hand, the community appreciates the friendliness and professional attitude of the officers, although there are still some complaints related to service delays during peak hours.

One of the critical aspects of service evaluation is the registration process. This process should be designed to be easily accessible to the public with clear information about document requirements and the registration stages that must be followed. The results of interviews with the community show that information on document requirements is readily available, but further socialization is still needed to ensure equitable understanding at all levels of society. Service time is also an essential factor in determining community

satisfaction. Although Disdukcapil has tried to reduce waiting time using technology, there are still several obstacles related to efficiency in data processing and E-KTP collection. Therefore, time management and service scheduling improvements are needed to be more flexible and meet the community's needs.

Facilities and infrastructure are also essential to supporting the smooth operation of E-KTP-making services. The Langkat Regency Disdukcapil has provided a relatively comfortable waiting room, but there is still a need to improve the capacity and comfort of facilities to accommodate the surge of applicants at certain times. Information technology in the registration process has helped speed up services, but hardware and network connectivity limitations are still obstacles in daily operations. Therefore, a more modern and reliable technological infrastructure is needed to support faster and more accurate services.

Transparency and accountability in implementing public services must also be considered. The public has the right to know the status of their E-KTP application clearly and accurately. An information system that allows online monitoring of application status has been implemented, but its use still needs to be widely disseminated so that the public can make good use of it. In addition, the available complaint channels allow the public to submit complaints and feedback about services. The interviews show that the public is quite satisfied with this complaint channel, although there is a need to improve the speed of response to complaints submitted.

In the analysis of service quality based on the Zeithaml model, five main dimensions are indicators of service success: tangible, reliability, responsiveness, assurance, and empathy. In terms of tangible, physical facilities such as waiting rooms are considered quite good, but there is still a need to increase seat

capacity and improve other supporting facilities. The equipment used in the service process has also been modernized, supporting work efficiency and minimizing errors in data recording. Regarding reliability, Disdukcapil has consistently provided services with uniform procedures for each applicant. However, there is still a need for increased flexibility in handling exceptional cases.

Public education is also essential in increasing awareness and understanding of the importance of E-KTP and its manufacturing procedures. Disdukcapil has conducted socialization through various media, but many people still do not understand the procedures they must follow. More intensive counseling in local communities can be an effective strategy to increase public awareness about the importance of E-KTP ownership and the process that must be passed.

Responsiveness or responsiveness in services at Disdukcapil is quite good, with officers who are quick to answer questions and assist the community. However, when there is a surge in applications, there are sometimes delays in the response that lead to public dissatisfaction. In terms of assurance, the public feels confident in the services provided because the officers have been equipped with adequate training. Established procedures also carry out the service process to ensure data security and validity. Finally, in terms of empathy, the officers show a friendly attitude and care for the community's needs, which makes the community feel appreciated and comfortable in the service process.

Based on the results of this study, the quality of public services in the manufacture of E-KTP in the Langkat Regency Disdukcapil has shown positive developments, but there are still several challenges that need to be overcome. Improvements in human resources, technological infrastructure, transparency, and public education are the primary keys to increasing community satisfaction and

service effectiveness. With continuous improvement efforts, it is hoped that public services in the Langkat Regency Disdukcapil can be better and support the achievement of government goals based on accurate and reliable population data.

### **Inhibiting Factors in the Quality of Public Services in Making E-KTP at the Population and Civil Registration Office of Langkat Regency**

Public services in making e-KTP at the Population and Civil Registration Office (Disdukcapil) of Langkat Regency face various challenges that are an inhibiting factor in efforts to improve service quality. These factors include limited technological infrastructure, limited number of officers, lack of socialization to the public, disruptions to administrative and data systems, limited service accessibility, and minimal budget support. These inhibiting factors are interrelated and directly impact the efficiency and effectiveness of services, which ultimately affects public satisfaction with public services.

The limited number of officers in the Disdukcapil is also a significant challenge in implementing public services. With the increasing number of e-KTP applicants every year, the number of available officers is not comparable, resulting in long queues and service delays. The limited number of officers also has an impact on the ability to provide personalized and quality services, especially for community groups that need special attention, such as older people and people with disabilities. In addition, the high workload makes officers vulnerable to fatigue, which results in a decrease in service quality and a lack of accuracy in data input. To overcome this obstacle, increasing the workforce and capacity through continuous training is necessary.

One of the main obstacles faced is the limitation of technological infrastructure. The e-KTP service relies heavily on hardware and software that supports fast and accurate data processing. However, the

Langkat Regency Disdukcapil still faces various obstacles, such as outdated computer devices and recording devices, unstable internet connections, and application system disruptions that often cause data processing delays. As a result, people have to wait longer to get their e-KTP, impacting their satisfaction level with the services provided. Therefore, strengthening technological infrastructure is an urgent need to increase the speed and accuracy of population data processing.

The lack of socialization regarding the procedures and requirements for making an e-KTP is also an inhibiting factor that often causes people to face difficulties in the application process. Many people do not know what documents are needed, what online registration procedures are, and the importance of having an e-KTP for various administrative purposes. This ignorance resulted in them having to go back and forth to the Disdukcapil to complete the missing requirements, which slowed down the management process and increased the officers' workload. To overcome this problem, Disdukcapil needs to increase socialization through various communication channels, such as social media and official websites, and through collaboration with village and sub-district officials to provide direct counseling to the community.

In addition to internal problems, limited service accessibility is an obstacle to implementing e-KTP in the Langkat Regency. Many people living in remote areas must travel long distances to get services at the Disdukcapil office, which is often an obstacle for those with mobility limitations. In addition, services only available during specific working hours make it difficult for people who work and do not have free time to take care of their e-KTP. To overcome this problem, it is necessary to consider a pick-up service strategy, where officers come directly to remote areas to serve the community and

expand service operating hours to be more flexible.

Disruptions in the administration and data systems are also a big challenge in e-KTP services in Langkat Regency. Errors in data input, overlapping data, and difficulties in verifying and validating data are the leading causes of the slow process of making e-KTP. The systems used often experience technical problems, such as crashes or system failures that cause the loss of data that has been inputted. This hinders the efficiency of services and increases the risk of errors in creating residents' identities, which can impact other public services. Therefore, improvements in the data management system and increasing the capacity of human resources in the use of information systems are solutions that need to be implemented immediately.

Another factor that is no less important is the limited budget in the implementation of e-KTP services. The limited budget causes Disdukcapil difficulties in carrying out maintenance and updating of the hardware used, as well as in improving the competence of officers through periodic training. The lack of budget also limits the procurement of new equipment that can speed up the service process and narrow the space for developing more efficient digital-based services. Therefore, adequate budget allocation from the local government is needed to support improving the quality of public services in the Langkat Regency Disdukcapil.

To overcome these various inhibiting factors, strategic measures are needed that can be implemented in the short and long term. Improving technological infrastructure is a top priority to ensure the smooth process of e-KTP services, including hardware updates, improving internet connectivity, and improving the information system used. In addition, increasing the number of officers and continuous training will help improve the

quality of services provided to the community. More massive socialization of the procedures and requirements of the e-KTP also needs to be carried out to increase public understanding and smooth the application process.

In addition, improvements in the administrative and data management systems must be a primary concern to ensure the accuracy and validity of the population data processed. Other efforts that can be made are to expand the accessibility of services by providing mobile services in remote areas and extending operational hours to accommodate working people. Finally, adequate budget support is essential to ensure the sustainability of various efforts to improve the quality of services that have been planned.

By improving these inhibiting factors, it is hoped that the Population and Civil Registration Office of Langkat Regency can improve the quality of service in making e-KTP, so that people can receive faster, more efficient, and satisfactory services. This will increase public trust in local governments and contribute to realizing a better and integrated population administration system.

## CONCLUSION

The services provided have generally met the community's expectations based on research on the quality of public services in making e-KTP at the Population and Civil Registration Office (Disdukcapil) of Langkat Regency. The registration process runs quite efficiently thanks to modern equipment and an organized system. From the tangible aspect, clean waiting room facilities and adequate equipment support the smooth running of services, although additional seats are still needed to accommodate the surge in applicants during peak hours. In terms of reliability, implementing uniform procedures for each applicant has increased the consistency and accuracy of service. The responsiveness

aspect shows that officers are quite responsive in serving the community quickly and are friendly, although resource limitations lead to longer response times when queues increase, or system disruptions occur.

Meanwhile, in the aspect of empathy, officers have shown reasonable concern for vulnerable groups such as older people and people with disabilities, but the limited number of officers sometimes makes attention to individuals less optimal. As for the assurance aspect, the level of public trust in services is relatively high, supported by adequate knowledge and skills of officers and periodic training to ensure that the set standards run service procedures. To further improve the quality of service, it is necessary to enhance efforts in providing facilities, strengthen human resources, and optimize a service system that is more responsive and accommodating to the community's needs.

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