

## Assessing the Quality of Electronic Indonesian Identity Card (E-KTP) Services in Semarang City: A Community Satisfaction Survey Approach

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### Abstract

This study uses the Community Satisfaction Survey (SKM) technique to assess the effectiveness of Electronic Indonesian Identity Card (E-KTP) services in the city of Semarang in 2023. 325 service users who had varied origins in terms of gender, age, and educational attainment participated in this study. The bulk of responders have completed their secondary education and range in age from 26 to 35. Both primary and secondary data were employed in the research process for this study. According to indicators of requirements, processes, service times, fees/tariffs, and product service standards, guidelines for completing a Community Satisfaction Survey (SKM) on the quality of public service delivery are provided. The study's findings demonstrate that the general people can readily fulfill and comprehend the requirements and steps necessary to receive an E-KTP. The majority of respondents were satisfied with how quickly the E-KTP service processed their requests. Although the service unit already has information on service delivery timeframes, there is definitely space for improvement in terms of public information and communication. For the community, it is crucial to have transparency regarding fees or service rates, and the majority of respondents are satisfied that the Civil Registration and Administration Service does not charge for its services. The majority of respondents are aware that product specifications are offered for each service, and it is thought that there is good compliance between the service products supplied and the service requirements. The quality of service items must be maintained and improved on a regular basis, nevertheless.

**Keyword:** Community Satisfaction Survey, Electronic Indonesian Identity Card (E-KTP), Civil Registration, Administration Service, Quality of service.

### Introduction

The standard of public services is an indication of effective government. Synergy between government and non-government actors and institutions, principles that are successful in achieving shared prosperity, and freedom from corruption, collusion, nepotism practices and a focus on the public interest are the three fundamental features of good governance (Criado & Gil-Garcia, 2019; Reis, Santo, & Melao, 2019). Creating public services that uphold these ideals is a crucial step toward establishing good governance in Indonesia. A quick way to deliver the greatest service to the community is made available by Law 25 of

2009 about public services. The interaction between government and non-government, the ease with which various aspects of good governance can be articulated, and the fact that public service involves the interests of all elements of governance are the three main reasons why public service is a strategic point to start the development of good governance in Indonesia. As a result, communication between public service providers and their clients is crucial, and public satisfaction is the key indicator of how well a public service is performing (Cagigas et al., 2021).

According to Law Number 25 of 2009 Concerning Public Services, public services

must adhere to certain standards. These values include convenience, civility, and friendliness. They also include simplicity, clarity, time certainty, correctness, security, responsibility, completeness of facilities and infrastructure, ease of access, and discipline (Fletcher et al., 2016; Garlatti et al., 2020). Service Standards must also be met, which include unambiguous service policies, set turnaround times, open service pricing, suitable facilities and infrastructure, and qualified service employees (Okoroafor & Bernard, 2019; Reiter & Klenk, 2019). According to Minister of State Apparatus Empowerment and Bureaucratic Reform Regulation Number 14 of 2017, an evaluation must be conducted through the creation of a Community Satisfaction Survey in order to evaluate the performance of government apparatus services (Boselie et al., 2021; Dunlop et al., 2020; Fletcher et al., 2020).

Assessing the quality of Electronic Indonesian Identity Card (E-KTP) services is an important topic that has been widely studied in various cities in Indonesia. In recent years, there has been a growing interest in improving the quality of public services, including E-KTP services, to meet the needs and expectations of the community (Mulvale et al., 2019). The use of community satisfaction survey (SKM) approach is increasingly becoming popular as a tool to assess the quality of public services, including E-KTP services (Fusco et al., 2020; Henman, 2020).

Previous studies have identified various factors that influence the quality of E-KTP services, such as requirements and procedures for obtaining E-KTP, service delivery time, communication and information with the public, fees or tariffs, and product service specifications (de Geus et al., 2020; Engin & Treleaven, 2019; Klein et al., 2020). Many studies have also highlighted the importance of improving staff communication skills, service delivery, and socialization to enhance public understanding of the service (Criado et al., 2021).

In Semarang City, previous studies have assessed the quality of various public services, including health services, education services, and transportation services (Fatmawaty et al., 2020). However, there is still a need to evaluate the quality of E-KTP services

in Semarang City using the community satisfaction survey (SKM) approach.

The purpose of this study was to use the Community Satisfaction Survey (SKM) method to assess the quality of E-KTP services in Semarang City in 2023. This investigation will highlight the benefits and drawbacks of E-KTP services in Semarang City and point up opportunities for development. The results of this study can be utilized as a reference by service providers and policy makers to raise the standard of E-KTP services in Semarang City and other Indonesian cities.

## Method

Both primary and secondary data are used in this study. While primary data were collected from direct respondents using instruments specifically designed for this study, secondary data were gathered from various data sources like official agency data and other data that have not yet been publicly published. The Semarang City Population and Civil Registration Service users and the implementing machinery for managing public services at the service are the research subjects. This study employed the purposive sampling method, in which a total sample of 342 people was chosen without deviating from the intended sample characteristics based on certain criteria and for a particular purpose.

Several primary data collection methods are employed in this investigation. Initially, employing a questionnaire composed of a series of particular questions to gauge how people see public services. A second method is to assess the adequacy of service delivery by conducting in-depth interviews with the aid of an interview guide tool. Third, conduct in-person observations at the research site to evaluate the state of the regional apparatus's provision of public services. Finally, employ a checklist to verify data accuracy and service quality. To provide accurate and trustworthy research findings, the outcomes of the data collection process were examined.

## Result and Discussion

By distributing questionnaires to 325 respondents who had used the service, the effectiveness of the city of Semarang's population administration and civil registration services was assessed. This questionnaire was

completed by individuals with various origins in terms of gender, age, and educational attainment.

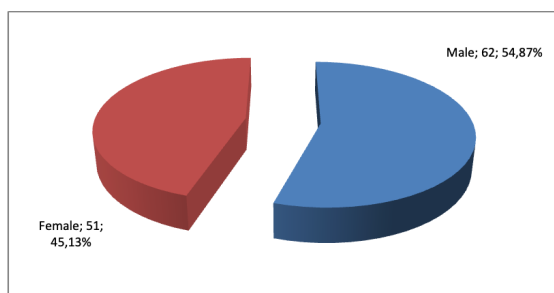
One of the most popular techniques in service quality research is the use of a questionnaire as the means for measuring service quality (Twizeyimana & Andersson, 2019). Researchers can gather information from respondents about their perceptions of the caliber of service got by using a questionnaire.

One benefit of using a questionnaire is that it can cover a lot of respondents in a short amount of time, allowing for the quick gathering of data that is fairly representative (Lindgren et al., 2019). This approach can give a fair representation of the caliber of services rendered by a facility or group, including the city of Semarang's population management and civil registration services. In order to raise the caliber of services offered by these institutions, concerned parties can use the study's findings as a reference.

The findings of this study can be viewed as being quite representative of how the general public views the quality of services provided by the Population Administration and Civil Registration for the City of Semarang in this instance because the respondents came from a variety of backgrounds.

### Respondent Identification

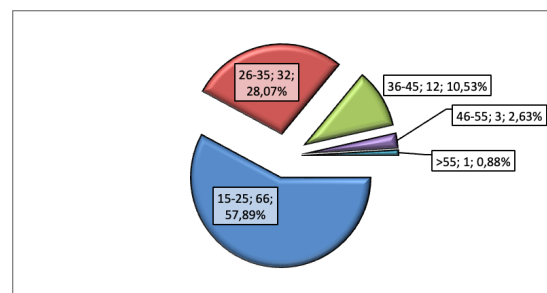
Figure 1 shown gender of respondents, demonstrates that this age group uses the Population Administration and Civil Registration services in Semarang City the most frequently. Additionally, the gender comparisons between the male and female respondents are nearly identical, indicating that both sexes use the civil registration and population management services equally.



**Figure 1.** Gender of Respondents  
Source: Processed primary data

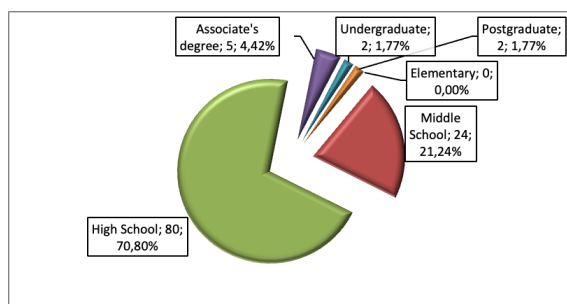
Data on the proportion of male and female respondents, as well as the average age of the respondents, can be helpful in developing better community service programs. The organizers can tailor their service program to the needs and preferences of this age group, for instance, by understanding that people between the ages of 26 and 35 are the group that uses the service the most frequently. Additionally, service programs can be created to reach and address the needs of individuals of both sexes equally since it is known that the ratio of male and female respondents is about equal (Reis, Santo, & Melão, 2019).

Figure 2 indicate that people between the ages of 26 and 35 make up the bulk of users of the Semarang City Population Administration and Civil Registration services. This demonstrates that, whether for job, school, or other personal purposes, this age group has more needs in terms of population management and civil registration.



**Figure 2.** Age Level of Respondents  
Source: Processed primary data

The amount of respondents who are under 25 is also extremely substantial, which may be a result of population management requirements related to the lectures or work they conduct. Even though there aren't many responses over 45, it's possible it's because they already have Electronic Indonesian Identity Card (E-KTP) and other population administration records that are fairly comprehensive.



**Figure 3.** Respondents' Education Level  
Source: Processed primary data

Most people who use the Semarang City Population Administration and Civil Registration services are fairly well educated, particularly those that have completed high school shown in Figure 3. This suggests that those with higher levels of education use the services more frequently.

There were also some individuals who had only finished lesser levels of schooling, like junior high and elementary school. Therefore, efforts are required to raise public awareness of the value of education and enhance the quality of services so that those with less formal education can more easily access them. The Semarang City Population Administration and Civil Registration services are anticipated to see an increase in community usage as a result, which will ultimately lead to higher service quality.

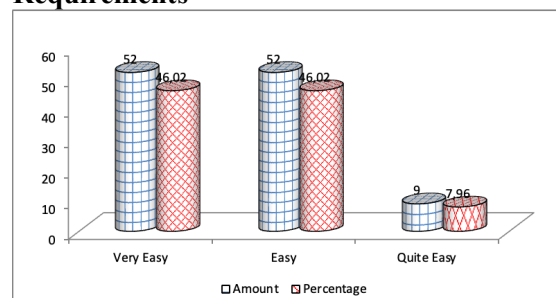
### Service Quality in Semarang City's Population Administration and Civil Registration

The Regulation of the Minister of State Apparatus Empowerment and Bureaucratic Reform PERMENPAN-RB Number 16 of 2014 concerning Guidelines for Compiling a Community Satisfaction Survey (SKM) for the quality of Public Service Delivery refers to 5 indicators, namely requirements, procedures, service time, fees/tariff, and produce service specification. These five indicators can be used as benchmarks for assessing or evaluating public service delivery (Sicilia et al., 2019). The PERMENPAN-RB recommends using the SKM approach for evaluation of public service delivery.

The SKM Study was conducted for E-KTP services with a total sample of 342 respondents in order to assess community satisfaction with the delivery of public services for the Population and Registration

Administration for the City of Semarang in 2023. The outcomes of gathering and processing data pertaining to the five indicators might be displayed in the discussion that follows.

### E-KTP service Requirements



**Figure 4.** Ease of administration requirements for E-KTP services

Source: Processed primary data

The prerequisites for the E-KTP service's simplicity of administration are shown in Figure 4 Based on information gathered from 113 respondents, 52 said the requirements were very simple, 52 said they were simple, and 9 said they were fairly simple. It may be inferred from the data collected in this study that every responder thought the administrative requirements for the E-KTP service were simple.

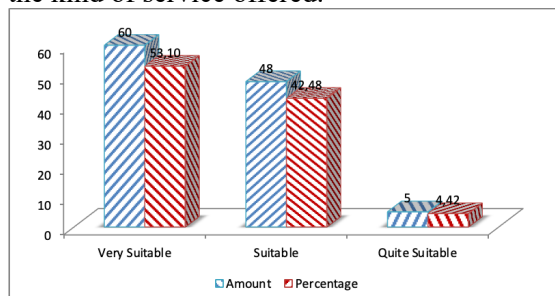
The convenience of administrative requirements as perceived by respondents may depend on a number of variables, including their own experience dealing with identity documents, their level of education, their language proficiency, and others. Yet, this outcome might be viewed as a sign that Semarang City's E-KTP service has made its customers' administrative obligations simple. This can show that Semarang's civil registration and population administration services are fairly good, at least in terms of meeting administrative standards.

Figure 5 shows how closely administrative requirements adhere to the different kinds of services offered. Based on information gathered from 113 respondents, 60 respondents said the standards were appropriate for the type of service, 48 respondents said they were appropriate for the type of service, and 5 respondents said the requirements were adequate for the type of service.

According to these findings, the majority of respondents (76%) believed that the



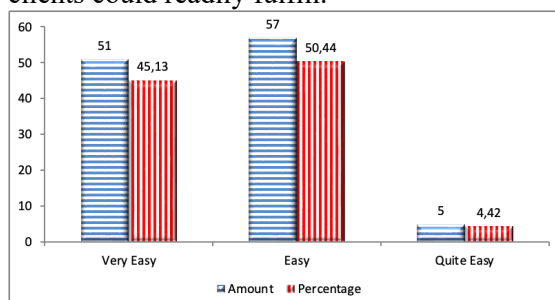
administrative procedures needed to manage the E-KTP were appropriate for the kind of service being offered. This demonstrates that the service provider was successful in assembling administrative needs in line with the kind of service offered.



**Figure 5.** Level of Conformity of Requirements with Types of E-KTP Services  
Source: Processed primary data

Figure 6 shows how simple it is to meet administrative criteria to use E-KTP services. According to data from 113 respondents used in this study, 51 said it was very simple to meet the requirements, 57 said it was simple to meet the requirements, and 5 said it was pretty simple to meet the requirements.

These findings indicate that the majority of respondents (93%) thought it was simple to meet the administrative requirements to use E-KTP services. This demonstrates that the service provider was successful in putting together administrative requirements that clients could readily fulfill.



**Figure 6.** Level of Ease of fulfilling the E-KTP requirements  
Source: Processed primary data

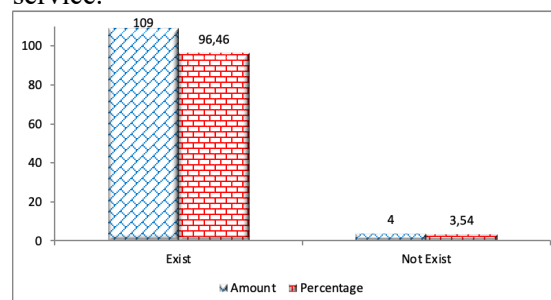
### Procedure

The public can better comprehend each stage of service that must be completed in order to apply for an E-KTP by viewing images (flowcharts) provided online or in brochures. According to Figure 7, as many as 109 respondents claimed to be aware of the presence of the service procedures that were shown in the brochure or the flowchart that was attached. Yet, as many as

4 responders were unaware that this technique even existed.

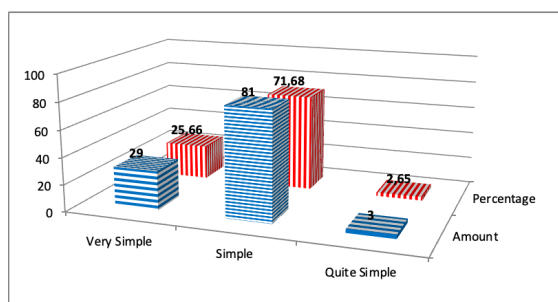
To assist those who are having trouble managing E-KTP, measures can be made, such as training officers to be available to assist those who require information or assistance. The official website, social media, pamphlets, and leaflets are just a few examples of the several mediums via which information regarding service procedures can be shared. It is intended that providing information that the general public can easily access and understand will improve customer satisfaction with managing e-KTP and lessen any challenges or confusion that may arise during the service process.

Yet, it is important to understand that the flowchart or brosur depicting the layanan process is only one indicator of the quality of the administration service. Other factors like service speed, data security for customers, and officer availability must also be taken into consideration in order to offer customers good service.



**Figure 7.** The Existence of E-KTP Service Procedures As Described In The Flowchart Affixed Or In Brochures  
Source: Processed primary data

Based on the survey results presented in Figure 8, it can be concluded that the majority of the respondents found the procedure for obtaining E-KTP to be simple. However, there is still room for improvement in terms of providing clearer information and guidance to the public. This can be achieved by providing training to the staff responsible for explaining the procedures and improving their communication skills. Additionally, it is important for staff to be attentive to the needs of individuals who require extra assistance in understanding the process (Criado & Gil-Garcia, 2019). Overall, the findings suggest that efforts to improve the simplicity and clarity of the procedures for obtaining E-KTP could contribute to a better experience for the public.

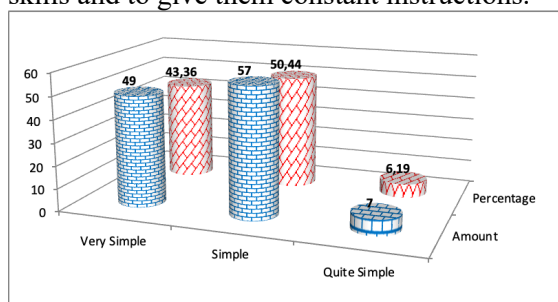


**Figure 8.** The Simplicity of the Presented E-KTP Service Procedures

Source: Processed primary data

Figure 9 from the survey results displays the level of ease of understanding service procedures in administrative setups in government institutions. As many as 49 respondents indicated that this was very easy, 57 respondents indicated that this was easy, and 7 respondents indicated that this was quite easy. The majority of respondents believed that the public could easily understand the E-KTP service's method (flow chart).

The flow of service processes should be explained by existing officers to those who need assistance comprehending procedures. It is necessary to enhance the officers' ability to communicate the flow as well as the necessity for socialization through the use of banners and pamphlets. In order for police to offer particular services to persons who require explanation, it is also vital to train them in communication skills and to give them constant instructions.

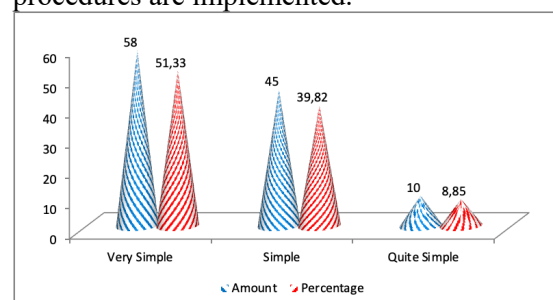


**Figure 9.** Level of Ease of Understanding E-KTP Service Procedures

Source: Processed primary data

As many as 58 respondents said it was very easy to implement service procedures, 45 said it was easy, and 10 said it was quite easy, according to the survey results shown in Figure 10 of the level of ease of implementation of service procedures in administrative arrangements in government institutions. By training officers who are prepared to assist those in need, efforts can be made to increase

the simplicity with which E-KTP service procedures are implemented.

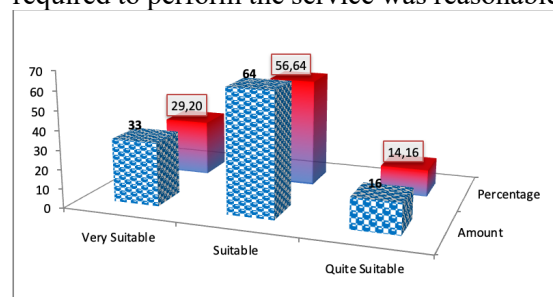


**Figure 10.** The Ease of Implementation of the E-KTP Service Procedure

Source: Processed primary data

### Service Time

A user poll was done to assess whether the time needed to finish the E-KTP service was appropriate. The findings are shown in Figure 11 Service Speed, which represents the target time for services to be completed within the period determined by the service delivery unit. Along with the simplicity of managing administrative procedures, the appropriateness of the time required to handle an administration also contributes to people's comfort in doing so. The replies from respondents will significantly aid in the enhancement of administrative services provided to the general public, both in terms of system upgrades and the accuracy and speed of service delivery needed. The majority of respondents said that the amount of time required to perform the service was reasonable.



**Figure 11.** Conformity of the Time Required With Expectations to Complete the E-KTP Service

Source: Processed primary data

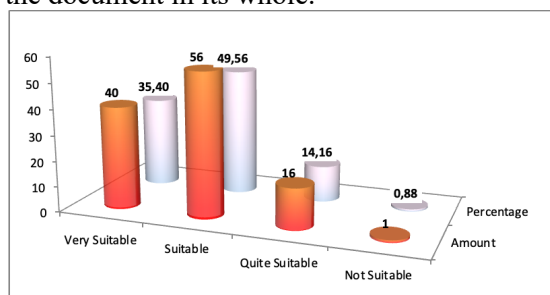
The results of the survey on the suitability of the promised service completion time are presented in Figure 12. Respondents' responses are as follows, as many as 40 respondents stated that the time required for the service was in accordance with what was promised. As many as 56 respondents stated that the time required for service was as

promised, 16 respondents stated that the time required for service was sufficient as promised and as many as 1 respondent stated that the time required for service was not as promised.

The adequacy of the promised service completion time in the course of taking care of an administration, in addition to the simplicity of managing administrative procedures, is another element that eases individuals into managing an administration. The views from respondents will have a significant impact on how administrative services are provided to the public, both in terms of system changes and officer skill. Only one respondent said it wasn't appropriate, and the majority of respondents said they had a very good degree of compliance.

Respondents who said it wasn't acceptable may have been affected by the documents' completeness, processing issues, or incompleteness in some cases. In order to avoid the procedure taking too long, the time needed should be minimal. The community counts the initial submission of the necessary document, whereas the promised service time begins when the officer has fully received the necessary document. In order to avoid misconceptions, information must be provided to the public in a straightforward manner.

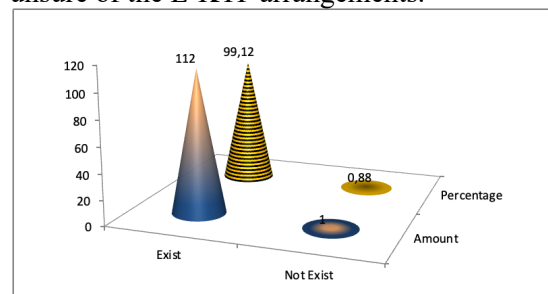
In this instance, an officer should be placed close to the entry to help explain the promised time in service; the time is measured starting from the moment the officer receives the document in its whole.



**Figure 12.** The Promised E-KTP Service Completion Time Conformity Level  
Source: Processed primary data

The audience will find it simpler to comprehend the time of service if there is information available regarding the time of service delivery. 112 of the 113 E-KTP respondents who participated in the poll said that the information about the time of service was posted. One respondent was among the few who could not locate the information about the time of service delivery that was posted, shown

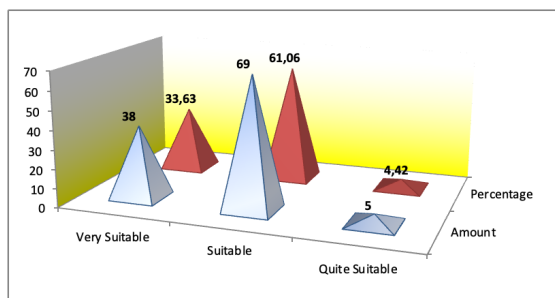
in Figure 13. The establishment of an information corner is necessary to ensure that the general public is aware of the information while services are being provided. Special officers are also required to assist those who are unsure of the E-KTP arrangements.



**Figure 13.** Existence of Information on the Time of Provision of E-KTP Services  
Source: Processed primary data

It will be simpler for the community to receive the finest service if the level of suitability of service hours is combined with knowledge of the time of service delivery. Based on a survey of 113 E-KTP participants, 38 said that the service hours with information on the time of service delivery were very appropriate, 69 said that the service hours with information on the time of service delivery were appropriate, and 5 said that the service hours with information on the time of service delivery were appropriate, shown in Figure 14. The government is currently committed to providing good service to the community as a form of community service, thus the public does not need to be concerned whether the service units in government agencies open and close on time or not.

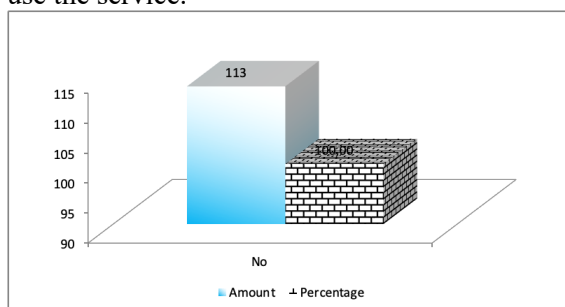
Actually, the service unit has provided information in the form of an operational work board for working hours and returning hours, this is intended so that the public knows the operating hours of the service unit. It is possible that the operating hours of a service unit are not in accordance with many factors, such as traffic jams when leaving for work so that officers arrive late, system setup may also experience problems so that operational working hours are hampered or other reasons. Basically, service units in government institutions are determined to provide excellent service so that people can carry out administrative processes comfortably and on time.



**Figure 14.** Conformity Level of Service Hours with Information on Service Delivery Time  
Source: Processed primary data

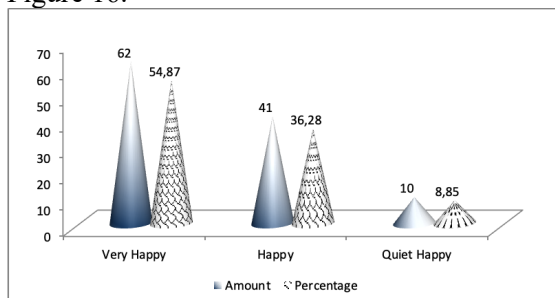
### Fees Or Tariffs

A clear measure of the quality of a service unit is the transparency of prices or charges for services. Communities undoubtedly take into account an activity's expenses or tariffs. The results of this poll will demonstrate how the local population reacts to the knowledge gained about the fees required to use the services provided by the Office of Population and Civil Registration. Figure 15 shows that 113 respondents reported not paying any costs to use the service.



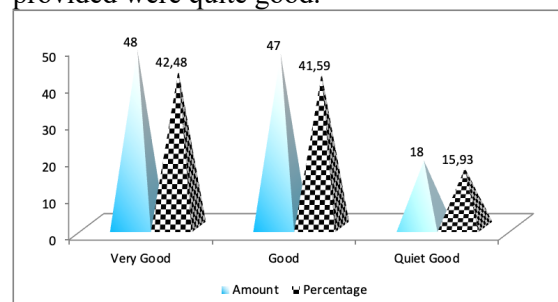
**Figure 15.** Application of fees for services  
Source: Processed primary data

In general, the public's response to free services showed that up to 62 respondents said they were extremely happy, 41 respondents said they were delighted, and up to 10 respondents said they were somewhat satisfied, shown in Figure 16.



**Figure 16.** Response Rate of Free Services Provided  
Source: Processed primary data

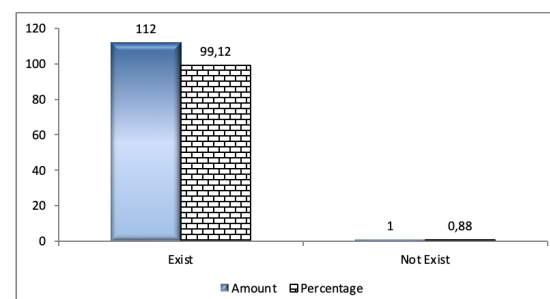
In this case, the community provides an assessment of the free services provided, as shown in Figure 17. Up to 48 respondents indicated that the services provided were very good, up to 47 respondents indicated that the services provided were good, and up to 18 respondents indicated that the services provided were quite good.



**Figure 17.** Level of satisfaction with free services  
Source: Processed primary data

### Product Service Specifications

For the public to be aware of information on service specifications, information on product specifications for each type of service must exist. According to the survey's findings, 112 respondents were generally aware that product specification data existed for each type of service. According to figure 18, there was only one responder who was unaware that information on the timing of service delivery existed. Prepare officers who can assist people who are puzzled at any time in managing population documents in order to assist those who are unaware of the existence of information on product specifications for each type of service.

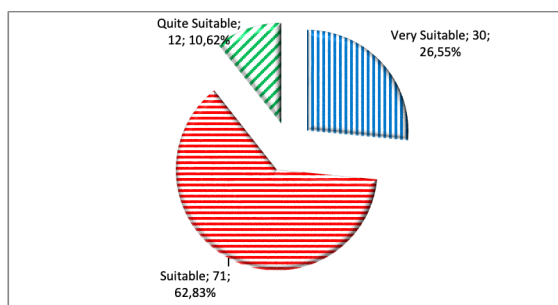


**Figure 18.** Existence of Product Specification Information for Each Type of Service  
Source: Processed primary data

Figure 19 shows 30 respondents said the level of conformity of service products received with those stated in the service specifications was very appropriate, 71 respondents said the level of conformity of



service products received with those stated in the service specifications are appropriate, and 12 respondents said that the level of conformity of service products received with those stated in the service specifications are not appropriate.



**Figure 19.** Conformity Level of Service Products Received With Those Listed In Service Specifications

Source: Processed primary data

## Conclusion

According to research on the quality of the Population Administration and Civil Registration services for the City of Semarang conducted in 2019 using the Community Satisfaction Survey (SKM) method, 325 respondents were service users with a variety of backgrounds in terms of gender, age, and educational attainment. Customers aged 26 to 35 who had completed their high school education made up the majority of respondents.

In general, the public may easily meet and comprehend the requirements and procedures for e-KTP services. A tiny percentage of responders do not agree with the service methods outlined in brochures or flowcharts, nevertheless. As a result, it's important to perform socialization activities and training for officers in areas like communication skills and unique services for the community that need to be explained. This could assist broaden public knowledge and raise the standard of government services.

The survey findings demonstrate that the E-KTP service time meets expectations. Service units provide information on service delivery times, but community information and communication still need to be enhanced. For the community, it is crucial to have clarity on service costs or rates, and the majority of respondents are pleased that the Population and Civil Registration Service offers free services. The majority of respondents were also aware of the availability of information on product

specifications for each sort of service, and they thought well of the degree to which the service goods they received complied with service requirements. To ensure that the caliber of service goods keeps rising, it is vital to frequently assess and enhance.

According to the survey's findings about the amount of time necessary for E-KTP service, most respondents said that the degree of compliance was extremely high and that the amount of time required for service was in line with expectations. There was one more respondent who thought it was inappropriate, which may have been due to difficulties with or incompletions in the documents that were brought in or processed. Also, the service unit contained information about the time of service delivery, albeit some respondents did not find this information. In this situation, it is vital to boost public awareness and communication, for example, by setting up an information corner and assigning specialized police to assist those who are having trouble using E-KTP.

According to the survey, the community considers an activity very carefully and pays close attention to the costs or charges for services. According to the survey findings, 113 respondents claimed that the Office of Population and Civil Registration offered free services, and the majority of respondents were satisfied with this. Despite the fact that the service is free, the general public nevertheless evaluates its quality, and most members of the community give the service a favorable review. Consequently, it may be inferred that services must prioritize community satisfaction even when they are supplied for no charge, and it is crucial to be explicit about fees or rates for services in order to give the community clear information.

To ensure that individuals are aware of service specifications, information on product specifications for each type of service is crucial. A tiny percentage of respondents are still unaware that product specification information exists for each type of service, despite the fact that the majority of respondents are aware of it. Officers who can assist those who are perplexed when processing population documents must therefore be available. The majority of respondents also mentioned that there was good, very good, suitable, or rather suitable conformity between the service products got

and those described in the service standards. This demonstrates that the service parameters offered are adequate to meet the community's expectations for the service goods obtained. It still needs to be reviewed and updated on a regular basis, though, to ensure that the service items' quality keeps rising.

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