Implementation The Indonesian Electronic Identity Card Policy in The Office of Population's Civil Registration Minahasa regency

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Implementation The Indonesian Electronic Identity Card Policy in The Office of Population's Civil Registration Minahasa regency

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Abstract. The implementation of e-Government in public services using technology and information currently being implemented in the government sector is an electronic identity card. Implementing the electronic identity card policy is a program to implement the Single Identify Number. Every resident who meets the age requirements only has one identity called the Population Identification Number (NIK) until death. The purpose of this study is to focus on the description process related to the implementation of the Electronic Identity Card Policy at the Minahasa Regency Population and Civil Registration Office, namely How the Mechanism of the Electronic Identity Card Activity Program at the Minahasa Regency Population and Civil Registration Office. The research used is a qualitative descriptive research type. The data collection technique used is a combination of documentation studies. Interviews and observations. The data analysis technique uses an interactive model developed by Miles & Huberman; during the data collection process, three activities are carried out: data reduction, data presentation, and verification. The implementation of the electronic identity card encountered several problems related to service to the community. These problems can be seen in the mechanism for issuing electronic identity cards that do not run optimally as expected by the community. Communication and socialization that has not been appropriately implemented. The ability of employee resources in handling electronic identity cards is not optimal.

Keywords. Implementation, The Indonesian Electronic Identity Card, Minahasa

A. Introduction

E-Government aims to create a democratic, transparent, clean, fair, accountable, responsible, responsive, effective, and efficient government. E-Government utilizes technological advances in various aspects of life to increase competitiveness with other countries. Implementation of e-Government in the public service with the use of technology and information that is currently being implemented in the field of governance is the card marks a resident of electronic d Natural Law 24 of 2013 concerning Population Administration in Article 1 Paragraph 14 stipulates policies including programs electronic identity card to create administrative order, prevent and preclude their e-KTP card double or e-KTP false. The Ministry of Home Affairs implements a technology-based population information system, namely the Indonesian electronic identity card or *Kartu Tanda Penduduk Elektronik* (e-KTP).

The Ministry of Home Affairs establishes a policy whereby the State Revenue and Expenditure Budget bear all population administration activities in the regions. The regional government does not allocate a budget for e-KTP or Family Cards. Therefore, it is necessary to make an e-KTP become the official identity of residents who have security and can be accessed nationally throughout the territory of the Unitary State of the Republic of Indonesia.

Implementation of the e-KTP card is an implementation program Single Identify Number (SIN). Every resident who already meets the age requirement has only one identity called Population Identification Number (VIN) to dead. NIK is a resident identity number that is unique or distinctive, single and attached to a person who is registered as a resident of Indonesia. The NIK contained in the e-KTP becomes the basis for issuing other essential documents such as Land Rights Certificates, Taxpayer Identification Numbers (knows as NPWP), Driving Licenses (knows as SIM), Insurance Policies, Passports, opening bank accounts and other identities. as Article 13 of Law no. 23 of 2006 concerning Population Administration. e-KTP contains a security control system, both in administration and information technology, based on the national population database. The Indonesian occupation is only allowed to have 1 (one) e-KTP that lists the NIK as a single identity valid for life, to prevent counterfeiting the e-KTP sign that often occurs in Indonesia. This policy builds on the creation of accurate education data to support development programs. Program e-KTP card background by making e-KTP Conventional in Indonesia allows a person to have more than one e-KTP card. This is due to the unavailability of an integrated database that collects population data from all over Indonesia. These facts provide opportunities for people who want to cheat by duplicating e-KTP. Some of them are used to avoid taxes, secure corruption, hide identity, and falsify and duplicate e-KTP.

The Ministry of Home Affairs of the Republic of Indonesia implements a technology-based population information system, namely the Electronic Identity Card (e-KTP). The Government, through the Ministry of the Interior, established a policy that "all the administrative activities of the population in the area will be covered by the state budget so that the regional government will no longer allocate budgets for the manufacture of e-KTP, family card, birth certificate, a death certificate, deed of marriage, the Deed of Divorce and Deed Child Confession. The prohibition of charging fees which were initially only for the issuance of e-KTP has now become applicable to all population documents, such as KK, Birth Certificates, Marriage Certificates, Death Certificates, Divorce Certificates and Child Recognition Deeds, so that districts and cities are currently still charging fees for service, must immediately adjust. In the Civil Registry, National Working Meeting tears 2013, enforcement of the use of the state budget in the activities Adminduk will come into effect when the state budget approved by the 2014 Amendment House of Representatives and then to be disbursed by the Ministry of Finance. Therefore, it is necessary to make an e-KTP become the official identity of residents who have security and can be accessed nationally throughout the Unitary State of the Republic of Indonesia.

In Form F-1.01, more than 50 items of population data will be recorded along with the ten fingerprints and irises in great detail. The critical issue is whether the government can manage valid data so that it does not leak to other parties by building an accurate population database storage at the Regency or City, Provincial and Central levels by using electronic records in the form of biodata, signatures, photographs and fingerprints of the residents concerned. Population data through NIK will be consolidated into various documents to be more transparent and detailed. Policy implementation is a series of planned and gradual activities carried out by implementing agencies based on policies that the competent authority has set. At the same time, the e-KTP is one of the national programs that the government must implement

in each region because the implementation of the e-KTP is seen as very relevant to the government's plan to create quality and technology-based public services to obtain more precise and accurate population data results. e-KTP is a program made by the government through the Ministry of Home Affairs since 2006 but was only established and implemented in 2009.

Based on Law no. 24 of 2013 concerning amendments to Law no. 23 of 2006 Article 1 paragraph 10, The government makes policies on the e-KTP program to create an orderly administration. They expected to avoid the things that are not desirable. Such as to prevent and preclude their e-KTP card double or e-KTP false, which has been much abused by the people and causing losses to the state. To support the realization of an accurate population database, especially about the mandatory e-KTP population data, which is identical to the population data of potential election voters (DP4), the election DPT, which has often been problematic, will not happen again. In the Regulation of the Minister of Home Affairs of the Republic of Indonesia No. 8 of 2016 concerning Guidelines for Issuing National Identity Cards Based on National Population Registration Numbers in Article 1 Paragraph 2, it is stated that residents who are required to have a resident card, after this referred to as mandatory residents of e-KTP, are Indonesian citizens and foreigners who have permanent residence permits who are 17 years old. seventeen) years or have been married or have been legally married. The issuance of Electronic Identity Cards is carried out by the Regency/City Population and Civil Registration Office [1].

Implementing the e-KTP policy has advantages and disadvantages in implementing policies that have been regulated in the government. These advantages and disadvantages affect the course of the e-KTP policy in Indonesia. Their e-KTP card will undoubtedly support the state's security by closing the opportunities their e-KTP card double or e-KTP false misused by criminals, including terrorists, workers working illegally, and trafficking to falsify her identity in order not identified by authorities. Several e-KTP card fake very large can be assured that by using the e-KTP manual, governments often have conceded in overseeing the use of e-KTP manual because the e-KTP humans can be made with ease were only. Thus, irresponsible people can freely commit fraud and irregularities by using a manual e-KTP. To prevent these opportunities, the government set several steps to ensure the accuracy of the personal data of each resident so that the e-KTP card can not be duplicated, starting from reading your bio, photos, recordings, signatures, scan fingerprints and scan the iris of the eye.

The results of observations related to the implementation of the e-KTP Policy in Minahasa Regency include: data obtained from the total population of Minahasa Regency in 2020 as many as 343,564 people and categorized by gender as many as 175,610 people (male) and 167,954 people (female), which are mandatory e-KTP is 252,291, and 91,273 are not required for e-KTP Of the total population of mandatory e-KTP who have recorded as many as 242,646 while those who have not recorded are 9,645. This is presumably due to the unavailability of blank e-KTP based on the need for making e-KTP; thus, residents who should already have e-KTP have to wait sometime to get e-KTP services. In addition, there are public complaints related to the negative behaviour of ASN. They take care of e-KTP at the Office of Population and Civil Registration of Minahasa Regency, which is still convoluted. Not to mention the facilities and infrastructure available to issue e-KTP that have been used since 2011 have never been replaced with more sophisticated technology and even equipment that cannot function optimally. From the background of the problem above, the authors are interested in researching the problem of "Implementation of the Electronic Identity Card Policy at the Office of Population and Civil Registration of Minahasa Regency".

1. Public policy Implementaion

Public policy in international literature is called Public Policy. With the goals to be realized and the public problems that must be overcome, the government needs to make a public

policy [2]. The policy is a set of k e decision-making set, which aims to protect and restrict the behaviour in society [3]. Because policymakers need to find out and review first what issues are happening in the community [4]. The community is the primary source in the preparation of the public policy. This policy for its success is based not only on economic principles, efficiency in administrative matters but also on ethical and moral considerations [5]. Public Policy is the strategic use of existing resources to solve public or government problems. Public policy is a form of continuous intervention by the government for those who are powerless in society to live and participate in government. Public policy, in general, views government action in the face of the problem by directing attention to " who gets what, when and how "[6]. Public policy can create one and can also be created by the situation. Public policy is a set of government measures designed to achieve specific results. In addition, Hogwood and Gunn mention ten uses of the term "policy" in its modern sense, namely as a state label for a field of activity, as an expression of general goals or expected state activities, as a specific proposal, as a government decision, as a formal authority, as a program, as an output; as a result, a theory or model and also as a process [7]. Based on the opinion of experts at the top, thus it can be concluded that public policy is a policy made by a government institution, both officers and government agencies, as a guideline handle or manual for every business and government officials to reach fluency and coherence in achieving policy objectives [8].

For the effectiveness of policy implementation, Nugroho advocate needs to be done first is: first, identification issued if public policy is appropriate both in terms of goals, objectives, sources of funding and resources. The accuracy of public policy is judged by the formulation of public policy to solve the problem in the community: the second, the accuracy of the implementer. Implementers must understand correctly and precisely the background of the issuance of the policy. Or the meaning of the issuance of policies. Furthermore, the implementor must have a solid commitment to implement it. Third, the targeting accuracy is pleased with the implementation of the objectives by the plan. In many cases, there is sometimes overlap between national and regional policies [9]. An example of social welfare for the community, such as Indonesia, has been an overlap between one policy and another, such as rice for the poor and families of hope. Overlapping the policy makes people become spoiled and did not seek to so Warp on poverty issues. The problem of social welfare has many policy models with the same goal but with different policy names. The complexity of this program indeed triggers chaos in policy implementation, especially if the regulations do not complement each other or even overlap [10].

Fourth, whether the policy implementation environment is appropriate to ensure the target environment implementation should be based on valid, reliable data for avoiding corrupt practices in policy implementation. In Indonesia, the seeds have been ground in the New Order era. The cultures of corruption are extreme when the policy of public alone -eyes are made to protect its interests in practices like this. Fifth, the accuracy of the process in terms of whether the public understands, accepts and is ready to implement the policy [2]. There is a policy in Indonesia improper implementation process but tend to hurry because of the connection between the implementation of policy (popular) with suction voters to win a particular group in the subsequent leadership election. Alternatively, it can be said that the implementation of policies as a shield to gather the sympathy of the voters through voting in the general election. H al is often the case in Indonesia because the consequences of democracy is a must carry out elections as a form of public participation in government, because the people concerned, leaders seek to draw on a variety of strategies for how to reach the public option [11].

Van Meter and Van Horn suggested six aspects that influence the implementation of policies, namely: First, standards and policy goals. Second, resources. Third, communication

between organizations and strengthening activities. Fourth, the characteristics of implementing agents [6]. Fifth, the disposition of the implementor. Sixth, the socio-economic and political. For smooth policy implementation, dissemination needs to be carried out with four conditions for managing policy dissemination as follows: (a) public respect for government authorities to comply with policies, (b) awareness to accept policies, (c) public belief about the validity of policies, (d) preconditions public perception [6]. Hogwood and Gunn split understanding of policy failure into two categories: (a) no implementation or not implemented as planned, (b) unsuccessful implementation or implementations are not successful due to external factors. Policy failure first category is the policy failures caused by the implementation of which is not according to the plan that has been set in the implementation guide policy error caused by the formulation of policies regarding the source of funds used as a source of budget activity. However, the availability of implementation competent as which are specified by the policy, or obstacles that arise beyond the reach of policy formulation such as natural disasters, fluctuations in the value of money at home and abroad, domestic and foreign socio-political conditions that are beyond the reach of the implementer [10]. This failure makes it very difficult for policies to adapt when implemented; policies at the formulation stage must use a futuristic vision or a view of the future, forecasting techniques must apply there. However, the disadvantages can not be ignored because the name predicts fitting is hard to achieve the conditions expected [9].

The failure of the second category of policy is that the policy is implemented but fails in meeting the goals and objectives formulated in the policy. This means that the plan has implemented the policy. However, the implementation of the policy has not had an impact on the target group due to external conditions outside the implementer. Including replacement of position or power or other obstacles such as natural disasters, fluctuations in the value of money at home and abroad, socio-political conditions at home and abroad. These external conditions interfere with policy implementation because, in general, policies always intersect with external conditions, as referred to earlier, both related to structural conditions and natural disasters and certainly significantly affect the policy ecosystem [12]. The contents of the policy include the goals to be achieved, how to achieve them, who the implementers are, who is the target group, what benefits are felt by the target group, the desired changes both the target group and outside the target group. The contents of this policy are set out in the form of general guidelines and specific guidelines for policy implementation [12]. The diversity of character or behaviour of the target group of policies can support and save on implementation. Before implementing the policy, the diversity of target behaviour must be identified first and then analyzed to anticipate it. The percentage of the target group should be proportional ratio so that the target group is not too small and large compared with the total population [10].

2. Population Administration

In government regulations on Law Number, 24 the Year 2013 concerning the administration of residence is the population administration is planning activities and publishing documents and demographic data through population registration of civil registration, information management population administration and utilization of the results for public services and the construction sector others [13] [14]. a system of administration is a subsystem of the system of state administration with an essential role in the governance and development of the population administration [15]. According to Law Number 24 of 2013 Article 1, it is stated that "Population Administration is a series of structuring and controlling activities in the issuance of population documents and data through population registration, civil registration, management of population administration information and the utilization of the results for public services and other sector development".

Thus, the Population Administration is an essential thing for held ranging from the minor government units such as villages and villages up on a national scale [16]. Management population administration has a strategic function as a support for the preparation of information on population policies in the context of public service and the interests of citizens to access information on the results of the population administration [17]. Population administration services is population services provided by the government and non-government from the main level to the village level or headman. For example, permit marriage, e-KTP, Family card and certificate. Based on Law Number 24 of 2013, the district or city government is obliged and responsible for carrying out population administration, including the management and presentation of district or city population data by the regent or mayor. The Population and Civil Registration Office of the district or city are obliged, among others, to provide population registration and civil registration services and issue population documents [18] [19].

3. The Indonesian Electronic Identity Cards knows as e-KTP

According to the Regulation of the Minister of Home Affairs of the Republic of Indonesia Number 8 of 2016 concerning Guidelines for Issuing National Identity Cards Based on National Population Identification Numbers Article 1 Paragraph 7 Electronic Identity Cards, after this abbreviated as e-KTP, are Resident Identity Cards equipped with a chip which is the official identity of the resident as proof of self-issued by the Implementing Agency [20]. In simple terms, e-KTP comes from the word electronic e-KTP or Electronic Identity Card or often abbreviated as e-KTP. In more detail, according to the official website, e-KTP is a population document that contains a security or control system, both in terms of administration or information technology based on the national population database [21].

The objectives of the implementation of the e-KTP are: (1) providing identity validity and legal certainty over overpopulation documents, (2) protecting the civil rights status of each resident, (3) being a form of state recognition for every resident. Benefits of implementing e-KTP with biometrics and NIK-based chips including (1) identity identification; the data in the e-KTP shows the identity of the e-KTP holder [22]. Preventing falsification of documents and duplicate documents and having reliable data security, (2) supports the realization of an accurate population database [23]. Especially relating to population data, mandatory e-KTP card that is synonymous with DPT elections have often problematic not happen again, so that all Indonesian citizens who are eligible to vote guaranteed voting rights, (3) to support the increased security of the state as the positive impact of the closing of the opportunities for double e-KTP and fake e-KTP, (4) that the e-KTP is a national e-KTP that has fulfilled all the provisions stipulated in Law No. 24 of 2013, Permendagri No. 8 of 2016. Thus, it makes it easier for the public to get government and private institutions [24]. Referring to the above description of the e-KTP, it is concluded that the application of the e-KTP is a national program that must begin with updating the data to obtain valid population data and already have an Electronic e-KTP Population Number as identity and proof of residents for managing the interests of public services. In government and non-government institutions [1].

B. Research Method

The research used by the researcher is a type of qualitative research which is a research method used to examine the condition of natural objects where the researcher is the key instrument. While the form using qualitative descriptive research is a method that focuses on solving problems that exist in the present. This research is focused on the Mechanism of the e-KTP Activity Program at the Department of Population and Civil Registration of Minahasa Regency. The data collection technique used is a combination of documentation studies—w interviews and observations. Documents are one source of secondary data needed in a study.

Interviews in qualitative research are in-depth (in-depth interviews). The type of interview used is an unstructured interview. Observation is based on direct experience. The data analysis technique starts when the researcher conducts pre-survey activities until the completion of the research. Data analysis is carried out continuously without stopping until the data is saturated. In the process, data analysis in this study uses an interactive model developed by Miles & Huberman; data reduction, data presentation, and verification. In the process, the researcher will carry out activities over and over again. Data validity test or validity test has a relationship between description and explanation. Validity test using triangulation technique. A technique to check credibility is done by checking data to the same source with different techniques, namely interviews, observation and documentation studies.

C. Results and Discussion

1. Implementation of the e-KTP Policy at the Department of Population and Civil Registration of Minahasa Regency

The mechanism of the issuance of e-KTP card to follow the stages: the obligatory citizens e-KTP come to the Office of the Department of Citizenship and Registration of Civil District Mihasa to bring Cards Kaluarga then enrol yourself to the clerk. The officer gives the queue number to the residents according to the arrival time. Residents wait for calls in an orderly manner according to the queue number. Future pandemic Covid 19 people are waiting for service in the tent provided in the outer office. After that, the residents were called and submitted the application file to the operator employee [22]. The employee operator did verify the suitability and completeness of the file in an accordance database population. After the stage verification, do employees operator did recording the entire fingerprint fingers hand citizens.

Furthermore, the operator doing the recording marks citizens' hands and conducts retrieval *perekamana* pictures and recording iris eye that identity is more accurate. The operator staff will store the data and biodata in the database. The stored data will be sent via a communication network to the Automated Fingerprint Identification System server at the Ministry of Home Affairs data centre [21]. Data are stored and identify citizens' singularity identity (Goodstadt, Connolly, & Bannister, 2015). Suppose the file is appropriate and ready to be printed. In that case, it will be followed up and allow residents to wait for the population file to be collected. If it does not match or the file in the database has not been verified, it will be notified to the applicant, and the file is returned. e-KTP printing with the SIAK application then submitting the e-KTP to residents. Printing the e-KTP with the SIAK application then submitting the e-KTP to the applicant, and the file is returned to the community. Residents receive the e-KTP then sign the proof of handover of the e-KTP [20]. From the results of the research can be concluded that the mechanism of the e-KTP card is not running as it should. If there is a problem with the communication network, the e-KTP printing process will be hampered. The process of printing an e-KTP card should take only one day to take some time in days. Second, printing e-KTP cards is also dependent on the availability of blank and ribbon e-KTP cards imported from the Ministry in the State [21].

2. Factors Affecting the Implementation of the e-KTP Program

This study refers to the implementation model developed by George Edward III regarding the direct and indirect impact on implementation or the success and failure of policy implementation. The four indicators proposed by George Edward III are related to each other, which shows that policy implementation is a very complex model. In this study, several factors influence policy implementation, namely:

a) Information

In policy implementation, information has two forms. First, information related to implementing the policy, the implementor must know what that had to do. Hey, we were given orders to act. Second, information about DAA compliance of the executor of the rules and regulations of government has been set. The implementor must know whether others were involved in the implementation of the obedient to the law. When Program e-KTP implemented will be no government socialisation, in the form of information from the government centre to the area to explain more about the e-KTP card and how the procedure execution so that the stakeholders' implementation is understood intention policy is. Socialization of the well will result in implementing policies that well; otherwise, socialization that bad will cause many problems in implementing policies, particularly implementing policies e-KTP [20]. The results of observation have concluded that socialization that is done by the Department of Population and recording of Civil District Minahasa to the public about the information policy of the e-KTP card is not delivered with the good. However, the public has the right to get information that is accurate about the e-KTP. For that, should the government do socialization to the community by regularly correspond planning the implementation of the e-KTP card so that people know with clarity what that be of interest implementation of the program e-KTP card.

b) Some residents have required e-KTP but have not been registered

Implementation of the program e-KTP has lasted from the year 2011 until the time of this. In the district of Minahasa, from the data past the year, 2020 is still there 9645 residents who have not been doing recording e-KTP card. Problems become obstacles in the process of implementing the manufacture of e-KTP in the district of Minahasa. The government is expected to update the data on population, more specifically the data resident mandatory e-KTP card, so that the program can run with either.

c) Source of power

Factors source of power have a role in implementing policies, provisions, or rules of a policy if the person responsible for implementing the policy less has the source power to do the job as effectively implementing the policy is inadequate [25]. The primary resource in policy implementation is staff/employees. Failures that often occur in implementing policies are often caused by the staff/employees who are not competent in their field. In addition to the broad area of implementation needs to be taken into account when determining the staff implementing the policy.

The government should pay attention to effectiveness in implementing a policy specifically source power of employees, where the government must carry out the control to the employees who handle the e-KTP card, whether already adequate or not, and if the lack of adequate already supposed to do recruiting new but with record recruitment of employees should have the competence in the IT field and is responsible for carrying out tasks so as not to hinder the implementation of the e-KTP program. In implementing the e-KTP policy, it is the operator who handles the e-KTP. Terms operator is graduating high school or equivalent, master computer, communicating with both. Some terms are expected to be the starting measuring employee operator can carry out the manufacture of e-KTP cards with the good. In practice, the employee resources who handle the making of e-KTP have not been optimal in their services. Conditions This illustrates that the Department of Citizenship and Registration of Civil District Minahasa less give a briefing how the procedure for service of the good to the society. Let a waiter public must provide services optimally to the community that is served.

d) Facilities and Infrastructure

Facilities are an essential factor in the implementation of policy implementation. The implementor may have staff familiar with his work, but without the supported facilities and

infrastructure are adequate [26]. The implementation of the policy is not going to succeed. The application of the policy requires facilities support for the success of policies. If the appliance does not function with either, it will hamper the course of the e-KTP card. Tools recording that there currently is in the Department of Population and Registration of Civil District Minahasa already old has been used since the year 2011. The third instrument recording printing e-KTP electronics are no broken, even not be used again. Furthermore, the availability and quality of blank e-KTP card electronically. Many residents cannot obtain an electronic e-KTP and are only replaced with a certificate on plain paper that people complain about being easily damaged, torn, or even lost.

The availability of blanks in the regions from the Ministry of Home Affairs is also limited. The reason is that the regional quota for obtaining blanks is not based on need but calculations from the Directorate General of Population and Civil Registration of the Ministry of Home Affairs by looking at the tools, queues, and recordings that have been done. It all compared with data ready to print in the area that filed the request blank. Whereas demand blank from the area based on the number of people who are already doing the recording. Not only that, but printing problems are also a problem. When going to print, the chip in the blank card turned out to be not available [27]. Impact, the data themselves applicant was not " embedded " in the card such. Problems subsequently associated with the electricity that love goes out to affect stunted organize the e-KTP card electronically. However, again the problem of network Internet has not been stable. It is crucial for sending data from recording, validating and verifying data for multiple alleged identities. To service the e-KTP card electronic system is highly dependent will the system online. The lack of facilities and infrastructure that are given to meet the needs in implementing the policy of the e-KTP card is an obstacle in the process of policy e-KTP card. So the government must find a solution that is appropriate to the problems; this can soon be resolved.

e) Government Authority in the Implementation of the e-KTP Program

The implementation of authority is the authority or legitimacy for the implementers in carrying out the policies that have been determined. Authority must be formal to avoid failure in the implementation process. However, in the context of the others, the authority's effectiveness to recede when the executor is misappropriation of authority for the sake of the interests of its or the sake of the interests of the group. In implementing the e-KTP government centre and government area policy, the government already has the authority over the policies. The central government has the authority to make policies, finance the implementation of the e-KTP, carry out coordination, carry out monitoring, and evaluate the implementation of the e-KTP program. The Department of Population and Civil Registration of the Minahasa Regency can coordinate, coordinate the implementation of socialization and technical guidance on implementing the e-KTP, and monitor the implementation of the e-KTP and monitor the implementation data recording. The government centre and the area should use the authority that the best and carry out the principal and function of each of you. The implementation of the program e-KTP card is run by planned.

f) Lack of communication and coordination by the government

Communication is considered one of the essential factors in every activity that involves the human element. The implementation that effectively would happen if the maker of policy and implementor knows what they are doing and things that come through good communication. Communications are excellent and purposeful needs to be done by the government centre to the government area then government areas to the public. The lack of communication, such as that related to the lack of equipment that supports the manufacture of electronic identity cards at the Department of Population and Civil Registration of the Minahasa

Regency, is intended to run out of forms for the primary manufacture of e-KTP, the inhibition of people who want to have e-KTP due to the expiration of these forms also resulted in The lack of community participation in making e-KTP is due to many people complaining about the distance to their homes that are far away but do not get the e-KTP when they return, which is nothing but because the blank for making the e-KTP is not yet available from the centre. This condition shows the lack of coordination and communication between the central government and local governments. The lack of blank e-KTP sent by the central government to the regions has hampered e-KTP. In implementing the e-KTP program, good communication and coordination are needed. There is no misunderstanding between the central government and local governments. The existing community does not complain about the delay in making the e-KTP.

g) Disposition (Attitude)

They are defined as the attitude of the implementers to implement the policy. In theory, put forward by George Edward III, if you want to succeed effectively and efficiently, implementors must know what they have to do and have the ability to implement the policy. However, they must also have the will to implement the policy. The lack of dedication of employees in handling and responding to community complaints hurts the e-KTP implementation program. Changes in the attitude of employees as public services in serving the community are expected to change the lousy paradigm of public service.

h) Incentive

Incentives are given to the Minahasa Regency Population and Civil Registration Office employees working past the set working hours. Providing incentives to employees is expected to increase morale at work. Employees will provide optimal service to the community in Minahasa Regency.

i) Bureaucratic Structure

Even though all the sources listed above have been met, it is not necessarily that policy implementation can be carried out effectively. This is due to the inefficiency of the existing structure. The bureaucratic structure explains how bureaucratic procedures are carried out by all implementers, both the central government and district/city governments. This procedure is carried out so that the implementation of the e-KTP can run as planned and obtain the desired results. The procedures and procedures for implementing the e-KTP program at the centre and the regional level have been running according to the existing mechanism.

D. Conclusion

The mechanism of the issuance of an e-KTP card does not run as optimal. After recording directly, residents are supposed to receive e-KTP cards, which is plagued with network communication and the availability of blank and ribbon e-KTP cards. The problems have indeed been there since the passing of the program e-KTP card and until when it continues to look for a solution that is right in its handling. Communication, the socialization that the Department of Citizenship and Registration of Civil concerning implementing the e-KTP card to the community, has not been implemented with good, so the information accepted by society is still considered to be lacking. Coordination and communication between the government centre and the area have not been running with good. The source of power, the source of the power of employees in handling e-KTP cards, is not optimal and the lack of facilities and infrastructure needed to support the disposition policy. These employees are not disciplined in providing services to the community in implementing the e-KTP program. The structure of the bureaucracy, the structure of bureaucracy that exists to support the implementation of the e-KTP cards for the procedure or mechanism, has been running as expected.

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Implementation The Indonesian Electronic Identity Card Policy in The Office of Population's Civil Registration Minahasa regency