



Research Paper

Analysis of Public Satisfaction Survey on Electronic Identity Card (E-Ktp) Manufacturing Services at the Population and Civil Registration Office of North Toraja Regency

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ABSTRACT: This study aims to determine the extent of public satisfaction with the service of making E-KTP at the Office of Population and Civil Registration of North Toraja Regency, and to obtain information on the factors that need to be improved as a source of the level of community satisfaction with the service of making E-KTP at the Service Office. Population and Civil Registration of North Toraja Regency. The sample is 100 respondents. The respondents were randomly selected residents of North Toraja Regency who already had E-KTP. Data was collected through field research with interviews with respondents and library research. The data were analyzed using the variable description method. The results showed that: 1) Community Satisfaction Survey in the E-KTP service at the Disdukcapil Office of North Toraja Regency to assess the service performance of the apparatus could be categorized as poor. This is because from a total of nine elements of the assessment, there are six elements that get unfavorable results with the element of lack of quality of facilities and infrastructure being the most influential, resulting in a poor category; 2) The variable that has the highest and dominant influence on the level of community satisfaction in the E-KTP service at the Disdukcapil Office of North Toraja Regency is the first element, namely the suitability of service requirements with the type of service, and the variable that has the lowest effect is the eighth element, namely the quality of facilities and infrastructure. It is recommended to maximize and increase the number of E-KTP recording devices as well as expand and provide comfort facilities in the waiting room of the North Toraja Regency Disdukcapil Office in order to improve the quality of facilities and infrastructure so as to facilitate the procedure for making E-KTP services. And maintain the suitability of service requirements with the type of service as the highest element in the assessment of community satisfaction surveys in the management of E-KTP at the Disdukcapil Office of North Toraja Regency.

KEYWORDS: Community Satisfaction, Making E-KTP, Disdukcapil.

Received 25 June, 2022; Revised 05 July, 2022; Accepted 07 July, 2022 © The author(s) 2022.

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I. Introduction:-

There are several problems that occur in the process of providing services carried out by the Department of Population and Civil Registration of North Toraja Regency, some of which are the lack of good service delivery related to making population documents, the large number of residents of North Toraja Regency who do not have an electronic ID card is caused by several factors, one of which is the service provided by the service and related agencies that are considered unfavorable, this is reflected by the attitude of the staff or employees of the Department of Population and Civil Registration of North Toraja Regency in providing services to the people of North Toraja Regency who seem less friendly in providing services and not too polite in providing services. This is reinforced by several residents who had given the opinion that "the service provided by the technical implementer of the Department of Population and Civil Registration of North Toraja Regency is not friendly and does not seem friendly. ignore the people who want to make electronic ID

cards”, and the distance traveled by the people of North Toraja Regency is very far to reach the relevant agencies or institutions which causes the people of North Toraja Regency to feel reluctant to make new population documents. The relevant agency or agency, namely the Department of Population and Civil Registration of North Toraja Regency, is not only a matter of making Electronic ID cards that occurs in North Toraja Regency but in other population documents it is also a problem.

The community as service recipients really want services that are fast, easy, transparent and can be affordable by all groups. Therefore, every government agency must be able to provide quality or excellent services, more specifically to the Department of Population and Civil Registration of North Toraja Regency which carries out government affairs in the field of population administration. One of the focus problems related to population administration at the Department of Population and Civil Registration of North Toraja Regency is related to the implementation of the E-KTP service where the E-KTP is very much needed by the community because almost all administrative requirements use an E-KTP. Apart from that, until now the E-KTP service is still having problems such as service that is not optimal, sluggish, lack of blank E-KTP even it will take a very long time.

This is as happened in previous research by Islammiyah (2018), Analysis of the Level of Community Satisfaction in the Service for Making E-KTP, the Population and Civil Registration Service of Jombang Regency, which results show that overall the community is not satisfied with the e-KTP-making service at the DispendukcapiJombang Regency. Based on all the attributes used as measuring tools, there are five attributes that need to be improved. An attribute that is a priority that must be improved or improved is the officer who is unfair in providing services because the JombangDispendukcapi officer prioritizes pregnant women or the elderly over those who are already queuing.

As well as research conducted by Wahida (2014), with the title Community Satisfaction Index in E-KTP Services in Panakkukang District, Makassar City, with the results of the study concluding that the community satisfaction index in E-KTP services is with indicators or service elements (1) service procedures namely 2.69 "good" (2) service requirements are 2.64 "good" (3) clarity of service officers is 3.04 "good" (4) Discipline of service officers is 2.98 "good" (5) responsibility service officers are 2.48 "not good" (6) the ability of service officers is 2.73 "good" (7) speed of service is 2.18 "not good" (8) justice gets service that is 2.91 "good" (9) politeness and friendliness of officers, namely 3.12 "good" (10) certainty of service schedules, namely 2.62 "good" (11) environmental comfort, namely 2.44 "not good" (12) service security, namely 2.95 "good" .

From the description above, the author raised the title in this study, namely "Analysis of the Community Satisfaction Survey on the Service of Making Electronic Identity Cards (e-KTP) at the Department of Population and Civil Registration of North Toraja Regency"

II. LiteratureReview:-

Community Satisfaction Survey

In Permenpan No. 14 of 2017 it is stated that the community satisfaction survey aims to determine the level of service satisfaction on a regular basis as a material for establishing policies in order to improve the quality of public services. The elements that are the focus of the implementation of the community satisfaction survey consist of 9 elements consisting of:

1. Requirements are requirements that must be met in the management of a type of service, both technical and administrative requirements.
2. Systems, mechanisms and procedures are service procedures for service providers and recipients, including complaints.
3. Completion time is the period of time required to complete the entire service process for each type of service.
4. Fees/tariffs are fees charged to service recipients in managing or obtaining services from the provider, the amount of which is determined based on an agreement between the organizer and the community..
5. Product specifications for the type of service are the results of services provided and received in accordance with the stipulated provisions. This service product is the result of each type of service specification.
6. Implementing competence is the ability that must be possessed by the implementer including knowledge, expertise, skills and experience.
7. Implementing behavior is the attitude of officers providing services.
8. Handling complaints, suggestions and inputs are procedures for implementing follow-up complaints handling.
9. Means are everything that can be used as a tool in achieving goals and objectives.

Public service

Service is one of the spearheads of customer satisfaction efforts and is a must that must be optimized both by individuals and organizations, because the form of services provided reflects the quality of individuals or organizations that provide services. According to Hardiyansah (2011) "Services can be interpreted as activities provided to help, prepare, and manage either in the form of goods or services from one party to another". Another opinion regarding service was also expressed by Gronross (in Ratminto and Winarsih, 2006)

that service is an activity or series of activities that are invisible (cannot be touched) that occur as a result of interactions between consumers and employees or other things that provided by a service provider company intended for service providers to solve consumer/customer problems.

From the above definition, it can be seen that service is an activity that can be felt through the relationship between the recipient and the service provider who uses equipment in the form of an organization or company institution.

Factors Affecting Service

Good service will ultimately be able to provide satisfaction to the community. Optimal service in the end will also be able to improve the image of the organization so that the image of the organization in the eyes of the community continues to increase. The existence of a good organizational image, then everything done by the organization will be considered good too. According to Kasmir (2005), the main factor influencing service is human resources. This means that the role of humans (employees) who serve the community is the main factor because it is only with humans that customers can communicate directly and openly.

Understanding Service Quality

Customer satisfaction on service, service performance and service quality are interrelated with one another. Service quality will determine how much customer satisfaction and reflect the performance of the service. Goetsch and Davis (2003), states that quality is "a dynamic condition associated with products, services, people, processes, and the environment that meet or exceed expectations". The concept of quality includes efforts to meet customer expectations, including products, services, people, processes and the environment. In addition, quality is a condition that is always changing, for example, what is considered quality today may be considered less qualified in the future. Meanwhile Gaspersz (2011) states that:

There are two definitions of quality, namely conventional and strategic definitions. The conventional definition of quality describes the direct characteristics of a product such as performance, reliability, ease of use, aesthetics, and so on. While the definition of quality from a strategic point of view is everything that is able to meet customer needs (meeting the needs of costumers).

Service Quality Benefits

Along with the development of the era of globalization, people's demands for improving the quality of public services are increasingly felt to be important because people are increasingly critical of the products and services they get. Service quality will affect customer satisfaction with the services provided. In relation to public services, service quality is an important indicator that can determine the success of fulfilling aspects of public services. Based on this description, it can be concluded that the benefits of service quality are to increase the effectiveness and efficiency of the organization's work which can increase customer satisfaction.

Identity Card (KTP)

Identity Card (KTP) is a statement or proof that is owned by every individual wherever he is, KTP is a personal identity of someone who lives somewhere.

E-KTP or KTP-el is a National Identity Card (KTP) which is made electronically, in the sense that both physically and in its use it functions in a computerized manner.[1] The e-KTP program was launched by the Ministry of Home Affairs of the Republic of Indonesia. The e-KTP program in Indonesia has been started since 2009 with the appointment of four cities as national pilot projects. The four cities are Padang, Makassar, Yogyakarta and Denpasar. Meanwhile, other regencies/cities were officially launched by the Ministry of Home Affairs in February 2011 whose implementation was divided into two stages.

III. Research Methods:

This study aims to determine the extent of public satisfaction with the service of making E-KTP at the Office of Population and Civil Registration of North Toraja Regency, and to obtain information on the factors that need to be improved as a source of the level of community satisfaction with the service of making E-KTP at the Service Office. Population and Civil Registration of North Toraja Regency. The sample is 100 respondents. The respondents were randomly selected residents of North Toraja Regency who already had an E-KTP. Data was collected through field research with interviews with respondents and library research. The data were analyzed using the variable description method. This study uses SKM data analysis techniques in accordance with Permenpan Number 14 of 2017 concerning General Guidelines for Compiling Community Satisfaction Levels,

Results:-

Description of Research Results

1. Descriptive Statistical Analysis

This analysis is a statistic used to analyze data by describing or describing the data that has been collected as it is without intending to make conclusions that apply to the public or generalizations.

That there are 9 elements that will be tested using a community satisfaction survey, namely element 1 of the suitability of service requirements with the type of service, element 2 namely the ease of service procedures, out of 100 respondents, mechanisms and procedures, element 3 namely speed of time in providing services, element 4 namely fairness of costs/tariffs in service, element 5 is the suitability of service products between those listed in the service standard and the results provided, element 6 is the competence of officers in service, element 7 is the behavior of officers in services related to courtesy, element 8 is the quality of facilities and infrastructure , out of 100 respondents, and element 9, namely handling complaints from service users. Then each element will be assessed by 100 respondents using 4 assessment indicators.

The results of the assessment are:

- a. Element 1 is the suitability of service requirements with the type of service, out of 100 respondents, there are 0 respondents who give an inappropriate assessment, there are 4 respondents who give an unsuitable assessment, there are 58 respondents who give an appropriate assessment, and there are 38 respondents who give a very good rating, in accordance.
- b. Element 2 is the ease of service procedures, out of 100 respondents, there are 0 respondents who give an assessment that is not easy, there are 22 respondents who give an assessment that is not easy, there are 64 respondents who give an easy assessment, and there are 14 respondents who give a very easy assessment.
- c. Element 3 is the speed of time in providing services, out of 100 respondents, there were 5 respondents who gave a not fast assessment, there were 48 respondents who gave a less fast assessment, there were 38 respondents who gave a fast assessment, and there were 9 respondents who gave a very fast assessment.
- d. Element 4 is the reasonableness of the cost/tariff in the service, from 100 respondents, there are 0 respondents who give a very expensive assessment, there are 11 respondents who give a fairly expensive assessment, there are 78 respondents who give a cheap assessment, and there are 11 respondents who give a free assessment. .
- e. Element 5 is the suitability of the service product between those listed in the service standard and the results provided, out of 100 respondents, there are 0 respondents who give an inappropriate assessment, there are 14 respondents who give an inappropriate assessment, there are 80 respondents who give an appropriate assessment, and there are 6 respondents gave a very appropriate rating.
- f. Element 6 is the competence of officers in service, out of 100 respondents, there are 2 respondents who gave an incompetent assessment, there were 11 respondents who gave an incompetent assessment, there were 74 respondents who gave a competent assessment, and there were 13 respondents who gave a very competent assessment. .
- g. Element 7, namely the behavior of officers in services related to politeness and friendliness, from 100 respondents, there were 0 respondents who gave an assessment of being rude and friendly, there were 3 respondents who gave an assessment of being impolite and friendly, there were 65 respondents who gave an assessment of being polite and friendly, and There were 32 respondents who gave a very polite and friendly assessment.
- h. Element 8 is the quality of facilities and infrastructure, out of 100 respondents, there are 19 respondents who give a bad rating, there are 26 respondents who give a sufficient rating, there are 52 respondents who give a good rating, and there are 3 respondents who give a very good rating.
- i. Element 9 is the handling of complaints from service users, out of 100 respondents, there are 6 respondents who gave an assessment of not being there, there were 43 respondents who gave an assessment of being present but not functioning, there were 48 respondents who gave an assessment of not functioning optimally, and there were 3 respondents who gave assessment is well managed.

2. Total Value per Service Element

Table 1 Total Value per Service Element

Total value per service element								
U1	U2	U3	U4	U5	U6	U7	U8	U9
334	292	251	300	292	298	329	239	248

Source: Primary Data processed in 2022

Based on the table above, the total value per service element in the community satisfaction survey for the Electronic Identity Card (E-KTP) service carried out by the Department of Population and Civil Registration of North Toraja Regency is 334 U1, 292 U2, 251 U3. U4 is 300, U5 is 292, U6 is 298, U7 is 329, U8 is 239, and U9 is 248. It can be seen that the most dominant is U1, which is 334 and the lowest is U8, only 239.

3. Average Value per Service Element

Table 2 Total Average Value per Service Element

Total value per service element								
U1	U2	U3	U4	U5	U6	U7	U8	U9
3,34	2,92	2,51	3	2,92	2,98	3,29	2,39	2,48

Source: Primary Data processed in 2022

Based on the table above, the average value per service element in the survey of community satisfaction with the Electronic Identity Card (E-KTP) service carried out by the Population and Civil Registration Office of North Toraja Regency is 3.34 U1, 2.92 U2, U3 a total of 2.51, U4 a total of 3, U5 a number of 2.92, U6 a number of k 2.98, U7 a number of 3.29, U8 a number of 2.39, and U9 a total of 2.48. It can be seen that the most dominant is U1 which is 3.34 and the lowest is U8 only 2.39

4. Total Weighted Average Score per Service Element

Table 3 Total Weighted Average Score per Service Element

Total weighted average value per service element								
U1	U2	U3	U4	U5	U6	U7	U8	U9
0,3674	0,3212	0,2761	0,33	0,3212	0,3278	0,3619	0,2629	0,2728

Source: Primary Data processed in 2022

Based on the table above, the number of Weighted Average Values per Service Element in the survey of community satisfaction with the Electronic Identity Card (E-KTP) service carried out by the Department of Population and Civil Registration of North Toraja Regency, namely U1 of 0.3674, U2 of 0.3212, U3 is 0.2761, U4 is 0.33, U5 is 0.3212, U6 is 0.3278, U7 is 0.3619, U8 is 0.2629, and U9 is 0.2728. It can be seen that the most dominant is U1 which is 0.3674 and the lowest is U8 only 0.2629.

5. SKM Score

Based on the survey results obtained from the results of data processing carried out, the total values obtained are as follows. From the table data, after being processed using excel, the values obtained are as follows:

Table 4 SKM Nilai Score Score

Community Satisfaction Survey	71,0325
Quality	C
Performance	Not good

Source: Primary Data processed in 2022

Based on the table above that the 9 service elements obtained the results of the Community Satisfaction Survey (SKM) score: 71.0325, the performance of this service unit is in service quality C with poor category, because it is in the SKM conversion interval value: 65-76.60.

IV. Discussion:

Tingkat kepuasan masyarakat dalam pelayanan Kartu Tanda Penduduk di Kantor Dinas Kependudukan dan Pencatatan Sipil di Kabupaten Toraja Utara

The hypothesis of this study shows that the level of community satisfaction in the Identity Card service at the Office of Population and Civil Registration in North Toraja Regency is not good, which is caused by factors, one of which is the service provided by the service and related agencies which are considered not good.

Then, based on the results of the research, the Community Survey in the Identity Card service at the Office of Population and Civil Registration in North Toraja Regency to assess the poor performance of the apparatus can be categorized as good. This assessment is based on 9 indicators from the General Guidelines issued by Permenpan No. 14 of 2017. So in this case the hypothesis test with the research results occurs accordingly. The results obtained from the SKM value after being converted, with the following assessment:

Index value x Weighing Value or the results of the assessment in this study is $2.8413 \times 25 = 71.0325$. The value of 71.0325 can be considered less good for the overall service provided by the sub-district apparatus. Of the 9 indicators, there are 6 elements that get good scores and 3 other elements that are less than good categories. To assess this not good, it needs to be improved at least so that it becomes a good category, so that the services expected by the community can really be felt well. In maintaining public trust in their assessment of the apparatus at the Office of Population and Civil Registration in North Toraja Regency, it is hoped that a quality service will be provided by taking into account the results of the existing community.

Of the 9 elements, only 3 got good marks, namely the first element related to the suitability of service requirements with the type of service, the fourth element is the reasonableness of costs/tariffs in service and the seventh element is the behavior of officers in services related to politeness and friendliness.

1. The first element is the suitability of service requirements with the type of service

Based on the results of interviews with respondents, in this case the people of North Toraja Regency, they explained that in the management of E-KTP at the Civil Registry Office of North Toraja Regency, there was a match between the service requirements described and shown by the service officer and the type of service obtained. Of the several requirements submitted, must comply with the attached so that it can be processed into an E-KTP so that it supports the completeness of the requirements that have been required from the start.

This is evidenced by the community satisfaction survey conducted, where there were 0 respondents who gave an inappropriate assessment and 4 respondents who gave an unsuitable rating, while there were 58 respondents who gave an appropriate assessment and 38 respondents who gave a very appropriate rating. This means that only 4% of the total respondents gave an inappropriate and unsuitable assessment, while 96% of the total respondents gave an appropriate and very appropriate assessment. So it can be concluded that element 1, namely the suitability of service requirements with the type of service, is appropriate.

This positive result should be maintained in the future, or even need to be further improved until there are no more people who give complaints that are not in accordance with the service requirements and types of E-KTP management services at the Civil Registry Office of North Toraja Regency.

2. The fourth element is the reasonableness of costs/tariffs in service

Based on the results of interviews with respondents, in this case the people of North Toraja Regency, they explained that the costs/tariffs for the E-KTP processing service at the Civil Registry Office of North Toraja Regency are reasonable categories and can be reached by almost all levels of society, from low to high economic levels. sufficient. In making the E-KTP, the North Toraja Regency Civil Registry Office does not charge a fee, but the required supporting administrative files that still use fees, such as a photocopy of the Family Card for example and transportation costs to the North Toraja Regency Civil Registry Office.

This is evidenced by the community satisfaction survey conducted, where there were 0 respondents who gave a very expensive assessment and 11 respondents who gave a fairly expensive assessment, while there were 78 respondents who gave a cheap assessment and 11 respondents who gave a free assessment. This means that only 11% of the total respondents gave a very expensive and quite expensive assessment, while 89% of the total respondents gave a cheap and free assessment. So it is concluded that element 4, namely the reasonableness of the cost/tariff in the service is cheap.

This positive result should continue to be maintained in the future, or even need to be further improved until there are no more people who complain that it is quite expensive in terms of the reasonable cost / service tariff for E-KTP processing at the Civil Registry Office of North Toraja Regency.

3. The seventh element of officer behavior in service is related to politeness and friendliness

Based on the results of interviews with respondents, in this case the people of North Toraja Regency, they explained that in managing E-KTP at the Civil Registry Office of North Toraja Regency, the behavior of officers in service showed a polite and friendly attitude. This polite and friendly attitude is shown from service officers, recording officers and photo officers. The community is greatly appreciated for their arrival by being given good treatment and in a family atmosphere.

This is evidenced by the community satisfaction survey conducted, where there were 0 respondents who gave a polite and friendly assessment, and 3 respondents who gave an impolite and friendly assessment, while there were 65 respondents who gave a polite and friendly assessment, and 32 respondents who gave an assessment very polite and friendly. This means that there are only 3% of the total respondents who gave an assessment of being impolite and friendly, while 97% of the total respondents who gave an assessment of being polite and friendly. So it can be concluded that element 7, namely the behavior of officers in services related to politeness and friendliness, is polite and friendly.

This positive result should be maintained in the future, or even need to be further improved until there are no more people who complain that they are less polite and friendly in the E-KTP management service at the North Toraja Regency Civil Registry Office.

The 6 elements that get a bad score are described as follows:

1. The second element is the ease of service procedures

Based on the results of interviews with respondents, in this case the people of North Toraja Regency, they explained that in obtaining an E-KTP at the Civil Registry Office of North Toraja Regency, it was basically not difficult, because everything had followed the established procedures. However, to get this convenience, people who take care of ID cards must complete various requirements which according to the majority of people still seem not easy and a bit convoluted, for example in the process of collecting files still using the manual method, not through internet technology and several required documents such as the Family Card which original documents must be attached.

Another thing is that in the process of making E-KTP services at the Civil Registry Office of North Toraja Regency, there are still quite a lot of queues so that the service process is not smooth, this is due to the large volume of residents who make E-KTPs.

The community should be given convenience because this is a tangible form of responsibility for the Department of Population and Civil Registration of North Toraja Regency in providing the best service to the community. A computerized system for uploading document requirements should also have been implemented to make it easier for the people of North Toraja Regency in managing E-KTP.

2. Third Element Speed of time in providing service

Based on the results of interviews with respondents, in this case the people of North Toraja Regency, they explained that one of the causes of the lack of good E-KTP service procedures for the Department of Population and Civil Registration of North Toraja Regency is timeliness in service delivery. This can be explained based on the accuracy and timeliness of the completion of the service process in accordance with what has been promised. There is no clear time certainty, such as a few days the E-KTP has been ready and can be taken and the absence of a definite answer regarding when the E-KTP will be made makes the timeliness of services provided by the Department of Population and Civil Registration of North Toraja Regency in the management of making E-KTP is still not optimal. This is due to employee ignorance regarding the information provided by the central government.

This is evidenced by the community satisfaction survey conducted, where there were 5 respondents who gave a non-fast assessment, and 48 respondents who gave a less rapid assessment, while only 38 respondents gave a quick assessment, and 9 respondents who gave a very fast assessment. This means that there are only 53% of the total respondents who gave not fast and not fast assessments, while only 47% of the total respondents gave fast and very fast assessments. So it can be concluded that element 3, namely the speed of time in providing services, is not fast enough.

The Department of Population and Civil Registration of North Toraja Regency should as far as possible apply a directed and regular pattern of communication with the central government regarding the implementation schedule and services that have been scheduled according to a reasonable time rhythm so that the community can calculate the completion time of the service process according to what was originally scheduled. .

3. The fifth element is the suitability of the service product between those listed in the service standard and the results provided

Based on the results of interviews with respondents, in this case the people of North Toraja Regency, they explained that the lack of clarity of service information from the North Toraja Regency Population and Civil Registration Service had an impact on the mismatch of services listed in service standards with the results obtained by the community. For example, the standard of service described earlier is the ease of service, but in reality there are still some people who do not get the convenience of service. This is due to the lack of socialization regarding service product information needed by the community, so that it becomes an obstacle in the service process.

The Department of Population and Civil Registration of North Toraja Regency should be consistent in the application of service products and results according to the service standards that have been provided in order to provide good service to the community.

4. The sixth element is the competence of officers in service

Based on the results of interviews with respondents, in this case the people of North Toraja Regency, they explained that the behavior of the employees of the North Toraja Regency Population and Civil Registration Service in providing services for making E-KTP was still not good. Employees who serve as service providers need to be evaluated, such as the ability of employees to use the E-KTP data recording equipment where there are still errors, as evidenced by several differences in typing names and birth dates as well as some photos of recording results that are not focused, resulting in the E-KTP card. become

unsatisfactory results.

The Department of Population and Civil Registration of North Toraja Regency should be able to employ employees who are experts in the field of technology to support technical capabilities in the field and have the ability to interact with people who make E-KTPs in order to create convenience in service.

5. The eighth element is the quality of facilities and infrastructure

Based on the results of interviews with respondents, in this case the people of North Toraja Regency, they explained that another factor that was not good for service was service facilities. The facilities and infrastructure referred to here are all types of equipment, supplies, and other facilities that function as the main/auxiliary tool in carrying out the work and also have social functions in the interest of the people who are in contact with the work organization. The existing facilities at the Department of Population and Civil Registration of North Toraja Regency in the service of making E-KTP show that they are not yet supported. This is due to the lack of facilities, especially waiting rooms and E-KTP data recording equipment, which are not proportional to the number of residents making E-KTPs. This results in people being dissatisfied with the services provided.

The Department of Population and Civil Registration of North Toraja Regency should provide an adequate budget to meet the lack of facilities, facilities and infrastructure supporting services in the Office in order to provide good service to the community.

6. The ninth element is handling complaints from service users

Based on the results of interviews with respondents, in this case the people of North Toraja Regency, they explained that related to service complaints submitted to the Population and Civil Registration Office of North Toraja Regency, they had not received a serious response, the attitude of the apparatus to provide solutions to incoming public complaints was ignored.

The Department of Population and Civil Registration of North Toraja Regency should be able to anticipate this by opening a complaint forum in a direct or indirect system (online) which will be responded to in a short time so that people who submit complaints can immediately get answers and solutions.

Of the six factors that scored unfavorably from the results of the community satisfaction survey, service facilities and infrastructure were the main factors causing the unfulfilled level of community satisfaction, where there were 19 respondents who gave bad ratings and 26 respondents who gave adequate ratings, while only 52 respondents who gave a good rating, and 3 respondents who gave a very good rating. This means that the combination of bad and sufficient ratings is as much as 45% of the total respondents so that it is concluded to be less good.

The facilities and infrastructure referred to are in this case the availability of recording equipment, which should be a minimum of 5 tools, only 2 tools which result in delays in data recording and hampers the timeliness of manufacture and inadequate waiting room facilities with the number of residents queuing for the maker. E-KTP.

From the description of the factors that cause the weakness of the facilities and infrastructure above, the author suggests to the Department of Population and Civil Registration in North Toraja Regency to maximize and increase the number of E-KTP recording devices as well as expand the waiting room and provide comfort facilities such as the use of air conditioner (AC) in the living room. wait by programming a plan for adding office supplies to the future budget or asking for help from the provincial or central government in order to facilitate the procedure for making E-KTP services in North Toraja Regency.

The findings in this study are expected to be a recommendation material for the Department of Population and Civil Registration in North Toraja Regency to facilitate the service procedures for making E-KTP, faster service time, synchronization of service products in service standards with the results provided, officers who are more efficient. competent in service, improving the quality of facilities and infrastructure, and streamlining the handling of complaints from service users. This can be resolved through the authority of the Department of Population and Civil Registration in North Toraja Regency to be able to provide things that become obstacles through coordination of the hierarchical line above it and the authority of a leader, namely the head of the service itself, to be able to change everything through the spirit of change to rearrange employee mindset.

This is in line with the SKM theory where out of the 9 elements that are the focus of the implementation of the community satisfaction survey, there are 6 elements whose quality assessment scores C, resulting in a poor performance appraisal. And in line with the theory of public service according to Tjiptono (1995), which suggests service quality, namely, indicators of politeness and friendliness in service, responsibility, convenience, comfort and completeness of facilities. As said by Usmara (2003) that service quality is a measure of the extent to which a service provided can meet customer expectations.

This is in line with empirical research conducted by Sri Susanti (2017) which states that the budget

planning variable has a positive and significant effect on budget absorption and is contrary to Patiran (2018) that the Quality of Public Services in the Population Administration in the Disdukcapil of North Toraja Regency is not sufficient to provide services to the community, but the community is satisfied with the service in the aspect of reliability.

Conclusion:

Based on the results of the analysis in this study, it can be concluded:

1. Community Satisfaction Survey in Service Identity Cards at the Disdukcapil Office of North Toraja Regency to assess the service performance of the apparatus can be categorized as 65% less good. This is due to a total of nine elements of the assessment, there are six elements that get unfavorable results, namely the complexity of the service procedure for making E-KTP, the time in providing services is quite time-consuming, service products are in service standards with the results provided not in sync, the officer who provides incompetent services, lack of quality of facilities and infrastructure, and handling of complaints from service users that do not work effectively. Of the six factors, the element of the lack of quality of facilities and infrastructure is the most influential, resulting in a poor category.

2. The variable that has the highest and most dominant influence on the level of community satisfaction in the Identity Card service at the Office of Population and Civil Registration in North Toraja Regency is the first element, namely the suitability of service requirements with the type of service, and the variable that has the lowest effect is the eighth element, namely the quality of facilities and infrastructure.

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