

Process of creating an Electronic Identity Card

(Implementation of Population Administration service's at the East Sumba Population Office of Malang State)

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ABSTRACT

The purpose of this study is to explain and assess the creation of an Electronic Identity Card (e-IC), which was implemented at the East Sumba Population Office in accordance with the provisions of Constitution Number 24 of 2013, which replaced Constitution Number 23 of 2006. The research approach employed is qualitative, outlining the implementation of the creating IC policy in explicit, methodical detail. The Head of the Office of E-IC Making, the Secretary of the Service, and Employees served as the information source, and the data used in this study were both primary and secondary data with research subjects consisting of the Head of the Office of E- IC Making, the secretary of the service, and employees at the East Sumba Population Office, which are directly related to the develop of electronic identity cards. Then the data that can be analyzed and interpreted through the picture is obtained. The results showed that the speed of making electronic identity cards at the East Sumba Population Officewas quite good, the speed of making e- IC, in terms of communication, resources, disposition, and bureaucratic structure. In terms of communication, it is pretty good. The employees have socialized with the community about the importance of making e- ICs. In terms of resources, it is still not good because the existing staff is still lacking, so it can be slow to make e- ICs. In terms of disposition, it is pretty good; employees have carried out their duties with a good attitude in carrying out their responsibilities. In terms of the bureaucratic structure, it is pretty good; they already have their respective fields in manufacturing electronic identity cards.

Keywords: Identity Card, Policy Implementation, Population administration service.

1. INTRODUCTION

The Electronic Identity Card (e-IC) is the proper method that the government has taken by creating a population database by printing and making proof of identity card (IC) of citizens using the biometric system contained in it so that every citizen who owns e-IC can be connected to one database. National. Constitution Number 23 of 2006 concerning population administration that the government must provide a National Identity Number (NIN) to every Indonesian citizen and include it in each population deed. Next, it is followed by residents who must have and manage Electronic Identity Cards, abbreviated as e-IC, which must be owned as self-identity. Because the IC has details and forms that reflect the sign that the citizen is an Indonesian citizen by Presidential Regulation No. 35 of 2010 concerning the Substitution of Presidential Regulation No. 26 of 2009, the things that regulate the e- IC are listed in Presidential Regulation No. 26 of 2009 regarding the e-IC using the population National Identity Number (NIN) and Constitution No. 24 of 2013 regarding the replacement of Constitution No. 23 of 2006 regarding Population Administration. Since Constitution No. 24 of 2013, the replacement of Constitution No. 24 of 2006 regarding population administration was implemented, in the beginning, it stated that the Making of the e-IC is one of the government programs that is expected to support the development and advancement of population databases in districts or cities as well as provinces throughout Indonesia [1].

In the Minister of Home Affairs Regulation Number 9 of 2011 Article 2, the government is tasked with issuing an e-IC and creating ownership of one e-IC for a community with electronic-based population information with guidelines based on the Population Identification Number. The e-IC program is motivated by the Conventional e-IC -making system, which does not allow a person to have more than one e-IC . This is due to the absence of a structured information base that gathers information for all Indonesian people. The implementation has been carried out at the East Sumba Population Office by utilizing the SIAK system (Population Information and Administration System) by inputting data and making recordings of the e-IC . SILK is a

Population Identification Number which contains a community identification number that is unique or distinctive, single and attached to a person who is listed as an Indonesian legal community and is valid forever [2].

e-IC is made for Indonesian people who are legal and elderly and do not need to be extended even though the validity period has expired; otherwise, for the public or foreigners, the validity period is matched with the residence permit period. e-IC valid, a residence certificate must be owned by every Indonesian citizen aged 17 years and over. e-IC is legal until old age or for life. Electronic-IC was issued massively in 2011, which became known as e-IC. Applying the e-IC is an important step that the government tries in a chart that leads to one goal: orderly population administration. The Minister of Home Affairs Regulation Number 9 of 2011 concerning the purpose of publishing the e-IC is that the government issues an Electronic e-IC to create ownership of one e-IC for one resident with high-security standards and records of electronic-based population information with a platform on the national National Identity Number (NIN). While the implementation of the e-IC policy has various objectives, the e-IC is an essential step towards the regularity of population administration which shows the existence of a single identity for each community and the establishment of a complete and accurate basis of population information in one card. Next: While the implementation of the e-IC policy has various objectives, the e-IC is an essential step toward the regularity of population administration which shows the existence of a single identity for each community and the establishment of a complete and accurate basis for population information in one card. Next: Meanwhile, the implementation of the e-IC policy has various objectives. Namely, the e-IC is an essential step toward the regularity of population administration which shows the existence of a single identity for each community and the establishment of a complete and accurate basis of population information in one card. The next is: Avoid manipulation. They are avoiding the duplication of ID cards (e-IC duplication for the benefit of specific individuals). It can be used as a voting card in general elections. It is recognizing and avoiding problems such as terrorism, ATM break-ins, and ownership Dual ID cards and Creating community security [3].

Based on data obtained from the East Sumba Population Office that in the period 2020 to 2021, from a total population of 244,820 people, 21,618 people are required to have an e-IC, while those who have not recorded an e-IC are 2,168 and 600 of them are mandatory. New e-IC and 17 years old. (Data source: East Sumba Population Office 2020 until 2021) This brings up the question of why there are community members who have not made an e-IC even though the government has freed the cost. Therefore, according to the researcher, the e-IC -making program at the East Sumba Population Office has problems or obstacles in implementing the goals and targets planned by the central government. In the implementation of the e-IC making service at the East Sumba Population Office, it turns out that they are facing many obstacles. It is proven by the number of services for making e-IC which cannot be done independently by its citizens [4].

These obstacles include residents who find the process of making an e-IC that is long, complicated or difficult; then, there are complicated forms of bureaucracy in making an e-IC, especially in the East Sumba area. And continue with in compatibility amount formula for people who have not been served e-IC). Low interest in taking care of e-IC. This is due to the slow service or difficulty in managing the e-IC and the practice of brokering. As a result, the community is obliged to pay Rp 200-300 thousand for the processing of an e-IC, which should be free. This practice is found at the East Sumba Population Office. There are no similarities in the technical instructions for managing the e-IC Inadequate tools and infrastructure and frequent on or off-network problems have resulted in delays in making the e-IC and takes such a long time or duration and the lack of attention and assumptions from ASN service providers makes people lazier in managing e-IC. From the explanation above, the researcher is interested in analyzing the making of the e-IC and the supporting and hindering matters based on the provisions of Constitution No. 24 of 2013 concerning the Replacement of Constitution No. 23 of 2006 concerning Population Administration in the East Sumba Population Office [5].

2. LITERATURE REVIEW

2.1 Public Policy Theory

Then ten describes that service policy is everything done and not done by the government. Government policy originates in many people with authority and interests in the political system, which in the conclusion that there is a special connection between the design of government policies and the interests of political parties. The variables are classified into three parts, namely easy or not a problem to be faced and controlled. Policy implementation expertise for restructure in the right way in its implementation and the direct and indirect consequences of various political interests regarding the objectives and benefits of the policy provisions (benefit the people or only the stakeholders).

2.2 Population Administration

Population Administration is based on Constitution No. 24 of 2013 concerning the Replacement of Constitution No. 23 of 2006 32 concerning Population administration, which aims to: fulfillment for every people in the aspect of population administration without distinction and professional and professional services. Soaring public understanding of their obligations in carrying out the implementation of Population Administration. Fulfill statistical information with available data to determine the number of population developments from time to time. Support policy formulation as well as programming development suitable in the national, regional, and local spheres; and support the development of a transparent Population Administration system. [6]

2.3 Electronic Identity Card (e-IC)

Constitution Number 24 of 2013 concerning Substitution of Constitution Number 23 of 2006 concerning Population Administration in article 1 states that the e-IC is equipped with a chip which is a valid proof of identity for the community that functions as a personal identity issued by the executive agency. A similar interpretation is also contained in Regional Regulation No. 1 of 2015 concerning Substitution of Regional Regulation No. 7 of 2009 concerning implementing Community Registration and Civil Registration, where the e-IC is a small card equipped with a chip which is a valid proof of the community's identity as an identity issued by the executive agency [7].

2.4 Implementation of e-IC Making

Based on the provisions of Constitution Number 24 of 2013 concerning Amendments to Constitution Number 23 of 2006 concerning Population Administration at the East Sumba Population Office. 24 of 2013 regarding the change of the old 1 Constitution No. 23 of 2006 concerning Population Administration and regulated in Regional Regulation No. 1 of 2015 concerning the Amendment of Regional Regulation No. 7 of 2009 regarding a detailed explanation that refers to the legal form of community identity, as well as recording of valid community data, which is then described in Constitution and Regulation No. 24 of 2013 regarding the provisions in making e-IC : Indonesian citizens and foreigners with residence permits are 17 years old. e-IC legal era for a. Indonesian citizens can be valid for life. b. Foreigners whose validity period is matched with the period of residence permit in Indonesia that they have obtained. The e-IC is legal in the eyes of the Constitution and must be owned by every individual. As defined in part (1), the community is only allowed to have 1 (one) e-IC . Foreigners also interpreted above must notify the officer when their identity card is valid or changed and extend the e-IC permit before expiration. People must carry their e-IC wherever they go. e-IC does not contain an explanation of the purpose, nickname, and detailed characteristics of a person and The e-IC must be renewed if there is a change in the information section, defects, or loss.

3. RESEARCH METHODS

This research uses qualitative research. According to Sugiono (2009: 15), qualitative research is a procedure based on post positivism, used to study situations on natural subjects where the researcher is the key instrument [3]. The data collection method is done by triangulation, the information analysis is inductive qualitative, and the research results emphasize the meaning of abstraction. Researchers conducted research at the East Sumba Population Office, Hambali, Waingapu City, and East Sumba Regency. East Nusa Tenggara. The analysis of this study uses primary data and secondary data. Primary data was obtained from basic information, which means information from research respondents, either through interviews or selecting information relevant to the case being monitored, while secondary data was obtained from graphic documents (charts, memos, minutes, and others). Others), pictures, film recordings, and so on can enrich critical information.

4. RESULTS AND DISCUSSION

4.1.1 Factor Supporter And Obstacles in the Implementation of Making Electronic Identity Card (e-IC)

Factor Supporter And Obstacles in the Implementation of Making e-IC are : The East Sumba Population Office has coordinated with residents regarding the making of ee-IC . The coordination explained the various terms and conditions in the management of the e-IC has made it easier for residents in the provisions of making the e-IC , and the employees have tried their best to provide services and carry out their duties. Transparency funds citizens. The policy for making the e-IC , for the implementation of policies, facilities and infrastructure at the East Sumba Population Office is good enough; this can make everything easier activity implementing employees and the community in the process of making the e-IC in a better direction than previously along with the development of technology and information, especially in the East Sumba Population Office in managing e-IC and The people of the East Sumba Population Office area can participate in the implementation of the e-IC -making policy. The support provided by the residents is the willingness to come to the East Sumba Population Office to record or make an e-IC There is no charge for

making an e-IC This will undoubtedly be a factor that encourages people to come to record their e-IC specifically at the East Sumba Population Office .

4.1.2 Factors that hinder the implementation of making an e-IC at the East Sumba Population Office

Factors that hinder the implementation of making an e-IC at the East Sumba Population Office are : At the East Sumba Population Office , facilities in the form of supporting infrastructure are deemed insufficient. Such as the lack of means of transportation, existing recording machines being damaged, and the internet network sometimes errors so that it takes so long to record the e-IC at the service.populations Sumba. Minimal operational funds are an obstacle for the employees of the East Sumba Population Office in dealing with technical problems, such as the equipment that operates process the manufacture of electronic identity cards is damaged and, of course, requires much money to repair or replace these tools. Availability of Human Resources Available employees is still very lacking. It is rated hinder the implementation of the policy for making the e-IC at the East Sumba Population Office and The citizens' lack of understanding regarding the Rules of Constitution No. 24 of 2013 concerning Changes to Constitution 23 of 2006 concerning Population Administration in the Population Bureau of East Sumba. The policy will be successful if the citizens who are the main targets of the policy know well what their rights and obligations as a community are.

Constitution Number 23 of 2006 concerning Population Administration for Amendments to Constitution No. 24 of 2013 Regarding Change of Constitution No. 23 of 2006 concerning Population Administration (State Decree of the Republic of Indonesia of 2013 No. 262, Bonus of State Decree of the Republic of Indonesia No. 5475) become an essential basis for the implementation of technology-based policies. Then the Regulation on Population Administration is based on Government Regulation No. 37 of 2007 concerning the Application of Constitution No. 23 of 2006 concerning Population Administration as well as replaced by Government Regulation No. 102 of 2012 concerning the Replacement of Government Regulation No. 37 of 2007 concerning the Implementation of Constitution No. 23 of 2006 concerning Population Administration (Decree of the Unitary State of the Republic of Indonesia of 2012 No. 265, Decree of the State of the Republic of Indonesia No. 5373).

To implement this policy, the East Sumba Population Office is trying to provide the best service to residents by carrying out visits outside the region in 2020 and 2021 by conducting visits to the island of Bali for residents who are overseas who do not have an e-IC . Presently, services can be obtained without service fees because the government entirely bears it for both Indonesian citizens and foreigners. Community members only need to come to the East Sumba Population Office office to record the e-IC . In terms of effectiveness, implementing the e-IC -making policy at the East Sumba Population Office has achieved the target set at the beginning.

In addition, it is expected to avoid manipulation and double identity cards or the manufacture of fake identity cards by irresponsible residents who intend to commit crimes, etc. The research on the policy of making an e-IC at the East Sumba Population Office Office is based on Constitution No. 24 of 2013 concerning the Replacement of Constitution No. 23 of 2006 concerning Population Administration. By using up-to-date technology and databases, implementing the policy for making e-IC increases the efficiency and effectiveness of employees from previously having to use paper or documents that were prone to be lost or torn and wet.

This service method is considered very suitable because it efficiently completes services that are getting faster daily. Based on the results of interviews conducted in this study, the making of e-IC is hoped that it can develop further with the supporting facilities and infrastructure at the East Sumba Population Office so that it can replace tools or facilities that sometimes have errors such as printing machines and internet networks that affect the length of making an e-IC The advantages of the e-IC can be seen in the efficiency and effectiveness of service products because they are faster, more practical and up-to-date.

While the drawback of the EL ID card is that many residents or people complain about making this identity card because many rules or conditions must be met, not to mention when there are brokers who break through. The queue. Then the number of human resources at the East Sumba Population Office needs to be increased. Because human resources are needed to smooth the policy on making identity cards, it does not cause problems with an old queue. This is because the lack of human resources will cause delays in making e-IC at the East Sumba Population Office.

4.2 Discussion

The creation of the e-IC is based on the provisions of Constitution No. 24 of 2013 concerning the Replacement of Constitution No. 23 of 2006 concerning Population Administration at the East Sumba Population Office. In the implementation of the e-IC policy, there are several advantages and disadvantages that have been discussed in the previous chapter. The following are some

of the factors that influence the implementation of the e-IC -making policy at the East Office tion Office office, including: Communication, Development Resources, and Disposition.

In implementing a policy, it is necessary to establish good and smooth communication between the implementers of the e-IC -making policy at the East Sumba population office. Communication must be accurate and able to understand by inter-executors. As the policy is implemented, the instructions are not only a guide or a guideline. However, it must be able applied clearly and precisely (Edward III in Winarno, 2007: 175). This means that in communication, there must be several aspects such as transmission (delivery date), clarity (clarity), and consistency (no change). At the East Sumba Population Office , in terms of delivering policy information, it is by conducting in-depth socialization of the program being implemented. So that the community or citizens understand their rights and obligations, the East Sumba Population Office e will send ASN or their employees to go directly to the field and, of course, use the standard operating procedures (SOP) that have been set by the head of the East Sumba Population Office as the executive policy agency. Making the e-IC requires a communication system between the head of the East Sumba Population Office as an executive agency and the administrative apparatus of the policy for making the e-IC , which in this case is the Dispenduk employee. Employees must communicate and coordinate well and convey precise and accurate data to the public. Clarity of Data Provision or transparency is an essential element that the East Sumba Population Office must own. So far, observations have been made that the East Sumba Population Office has carried out data sharing and answered all the curiosity of the residents, especially regarding the recording of information on the creation of an e-IC in the area of the East Sumba Population Office . It is just that some of the employees are still "ignorant" of responsibility and coupled with community members who do not understand the rules that have been set.

HR significantly influences the implementation of policies, especially the policy of making e-IC cards, especially when carrying out information recording; human resources are needed, namely employees as service providers. Due to the vast number of applicants compared to the number of serving employees, it is feared that they will not be able to provide full service, especially in making the e-IC at the East Sumba Population Office . Policy implementation will not run smoothly if staff employees are insufficient and incompetent in the field, mainly if they cannot operate technology platform tools. Some employees who work to carry out services for making e-ic , especially in the recording service of e-IC , are considered insufficient because the number of applicants is enormous. Not only that, when their is program making e-IC the so-called "pick up the ball" or mass e-IC, it seems that there is still a lack of service employees at the East Sumba Population Office Then the limitations of recording equipment and inadequate infrastructure such as fingerprint machines and printing machines, some of which have been damaged, have greatly hampered and delayed the making of the e-IC at the East Sumba Population Office Every employee who records information on the e-IC will be equipped with the ability and readiness to use technology-based tools to provide services to the community. So employees are required to have skills and master their fields. Employees function to run all kinds of tools that support activities for policy implementation, all of which are platform or technology-based—category hardware. Then fingerprint tools, printing machines, recording machines, including for taking photos or pictures, and other tools that support the implementation of the e-IC -making policy, especially at the East Sumba Population Office.

The East Sumba Population Office has a vision, mission and goals in providing efficient and efficient services to its citizens. The commitment of the head of the East Sumba Population Office is a decision or stipulation that must be achieved. This commitment is like when there is a policy implementation; it must be based on the existing SOP. When implementing policies, the executive designs them well and then deserves to be obeyed and obeyed by employees to achieve the policy's objectives. Providing incentives can impel employees to carry out their obligations and responsibilities satisfactorily. They will be very enthusiastic about the activities they have to do and carry out, especially in carrying out the policy of making e-IC . Everything has gone well based on observations made at the East Sumba Population Office. In the form of coordination by sending recording employees and validation employees to several regional agencies like sub-district, villages, hamlets, and outside the region. The appointed officers are believed to have been able to participate and skilled in performing these tasks. They received an incentive from the head of the East Sumba Population Office of Rp. 100,000 per month.

Structure bureaucracy : The bureaucratic structure in the East Sumba Population Office office is considered to have carried out its obligations as well as a responsibility by the main tasks and regulations set by the policy executive. The policy executives have carried out their duties based on their obligations. The Head of the East Sumba Population Office is the leader who structures the regulations for implementing the e-IC policy and is assisted by the Head of the Data and Population Section, who appoints which employees have the authority to carry out the recording of e-IC registration at the East Sumba Population Office. The SOPs for the East Sumba Population Office are based on Regional Regulations, which consist of a vision and goals followed by goals and targets to be achieved. SOUP in the office East, Sumba's population intends to sort out resource and the skills possessed by employees executor policy. Services provided by the East Sumba Population Office in recording production information e-IC namely providing population administration services by adhering to the principles of being honest, friendly and nimble to every

citizen who wishes to record information on making e-IC . The regulations set by the Central Government are carried out by the administrative policy apparatus, especially employees in the field of recording data and information at the East Sumba PopulationOffice. With the SOP, they are minimizing fraud committed by unscrupulous employees who are not responsible for their tasks.

5. CONCLUSIONS AND RECOMMENDATIONS

5.1 Conclusions

Based on the results of the research and discussion above, several conclusions were obtained from this study, including: The making of the e-IC is guided by Constitution No. 24 of 2013 concerning the Replacement of Constitution No. 23 of 2006 concerning Population Administration. The focus of this research is communication systems, resources, dispositions and forms of bureaucracy. Communication between employees at the East Sumba PopulationOffice, especially in implementing the policy of making the e-IC , is considered to be quite good in terms of data distribution carried out by employees to the executive. Communication runs smoothly and efficiently[4].

Human Resources Availability Resources (HR) in the East Sumba Population Officeare considered to be very lacking in implementing the e-IC because of the number of employees, especially in the implementation of making the e-IC with the number of people served, is considered unbalanced. The character and nature of the policy executives for implementing the e-IC -making in the office of East Sumba Population. Service have been quite good because employees are considered to have good skills in carrying out the duties and responsibilities assigned to them in each field. In the implementation of the e-IC -making policy at the East Sumba Population Office in terms of its bureaucratic structure, it is considered to have good service standards by the Standard Operational Procedures (SOP) that have been set at the East Sumba Population Office [4].

The support and coordination with other institutions or agencies are considered good enough to cooperate with several agencies and institutions to support the advancement of technology-based services, namely the EL-ID card.Aspects of inhibiting the implementation of policy-making- e-IC onare residents or communities who are not all interested in participating or recording information in making e-IC , although not a few people are enthusiastic about this activity. Then the tools and facilities (infrastructure) available at the East Sumba Population Office is deemed insufficient. As a result, the East Sumba Population Office must limit the number of e-IC daily.

5.2 Recommendations

Observing the results of the discussion and conclusions above, there are several suggestions that the researcher wants to convey as follows: The East Sumba Population Office is expected to be able to update infrastructure tools that are considered lacking, such as adding information recording equipment, improving the quality of the internet network and making suggestion boxes so that residents can convey the complaints they face, especially on the services provided by the East Sumba Population Office. Necessary testing to the Regent to increase the number of employees, especially in the recording section of the e-IC data registration. Because employees are considered to be an essential aspect of expediting the course of services, especially in the e-IC registration recording service at the East Sumba Population Office. For residents who do not have an e-IC , it is recommended that they come to the East Sumba Population Office to record personal data information by making an e-IC . So that the East Sumba Population Office can achieve the targets and targets that have been set, namely, 100% of citizens who are obliged and meet the requirements to have an e-IC must have it as their identity and administrative completeness.

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