The Efficiency of E-KTP Services at The Tubbi Taramanu Sub-District Office in Polewali Mandar Regency in Order to Realize Good Governance

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ABSTRACT

The implementation of Good Governance can be seen as part of the effort to implement democratic principles in public services. Given the current situation in public services that requires the implementation of Good Governance to achieve good organizational goals, human resources such as bureaucracy must have the qualities and attitudes of Good Governance principles to achieve those goals. This study aims to determine the implementation of Good Governance at the Tubbi Taramanu Sub-district Office in Polewali Mandar Regency. The research design used was descriptive quantitative research. The results of this study show that the implementation of Good Governance at the Tubbi Taramanu Sub-district Office in Polewali Mandar Regency has a fairly good quality in terms of efficient public services that meet the needs and facilitate administrative services for the community. Based on the reference to the aspect of e-KTP service efficiency, it is known that the results of the study show the percentage of each efficiency indicator, which includes successful and effective (2.82%), real work distribution (3.82%), rationality of authority and responsibility (2.94%), and real work procedures (2.88%). Based on the average/overall value, each of these indicators obtained an efficiency percentage of 2.88%, which is categorized as Efficient.

Keywords: *Good Governance; E-KTP; Public Service*

INTRODUCTION

Improving the government's administrative system is essential in achieving Good Governance, which is a characteristic that must be applied in existing government systems to set an example for the community in various sectors. In general, Good Governance is a process of improving the bureaucracy system to establish the desired relationship and quality of services. Effective governance involves community participation from various sectors and utilizes human and natural resources to improve welfare and enhance existing systems. The primary goal of Good Governance is to improve performance and quality, as people require services. The government must provide equal access to services for the community in accordance with the public service provision UU 2009 No. 25 Pasal 4 (Publik & Indonesia, 2009).

In the perspective of regional autonomy, especially in Indonesia, Good Governance is an urgency in efforts to realize effective, efficient, independent, and corruption-free local governance, without the practices of corruption, collusion, and nepotism. UU No.32, 2014 about regional governance allows the application of the principles of decentralization, deconcentrating, and task delegation, as well as the

principle of regional autonomy that enables regional governments to carry out their governmental, developmental, and public service tasks optimally without relying too much on the central government, which was more centralistic in the previous government era(Chen et al., 2020).

The civil servants are expected to provide professional public services, which means having effective and efficient performance in achieving goals and targets. Service procedures or protocols should be organized quickly, accurately, easily understandable, and easy to implement by the community requesting services. The concept of Good Governance emerged because there was dissatisfaction with the performance of the government, which has been trusted as a public affairs organizer. The implementation of Good Governance practices is carried out gradually according to the capacity of the government, civil society, and market mechanisms. The implementation of Good Governance is a prerequisite for every government to realize the aspirations of the community in achieving national goals and ideals. In this regard, the development and implementation of government and developmental systems must be productive, efficient, clean, and responsible, as well as free from corruption and nepotism (Eriksson et al., 2020).

One thing to pay attention to in public services is public services at the district level. Because the main role of the government in providing public services is also related to matters related to security, order, achieving justice, fulfilling public interests, achieving public welfare, economy, and preserving natural resources and the surrounding environment. Public services by the employees of the Tubbi Taramanu District Office also become a benchmark for the implementation of tasks and performance measurement of the government through bureaucracy. Public services are also considered as the main driver that is important for all Good Governance actors(Zavattaro & McCandless, 2020).

Referring to UU No. 32, 2014 regarding Regional Governance, one of the duties of the district head (camat) is to provide public services that cannot be carried out by the village or urban community government. This is because the quality of services provided by the district government reflects the overall quality of the regional government. Therefore, the district serves as the forefront of government agencies in providing public services, considering the many tasks of the district government that cannot be performed by other city or county agencies due to the district's territorial function. The district officials' closeness to the problems that arise in the region makes the district a place for the public to report their issues. Various policies have been issued by the government as follow-up actions to improve public services(Pratama, 2019).

The district led by the camat needs to be strengthened in terms of infrastructure, administrative systems, finances, and governance authority. Therefore, the camat carries out their duties and responsibilities. With the issuance of Government Regulation UU No 19, 2008 regarding districts, it should increase the spirit of the camat and kecamatan apparatus to carry out their duties optimally in the implementation of autonomy, given their strategic position. Therefore, the camat needs to be more active in optimizing the implementation of their duties (Wicaksono, 2019).

Kecamatan Tubbi Taramanu itself applies several types of services in both community service centers and village governments, including recommendations for

ADD and APBDES, UPTD Kependudukan and Capil, such as Birth Certificates, Population Transfers, Family Cards, Death Certificates, KIA, and other forms of licensing and non-licensing services. This is an effort to realize professional, transparent, effective, and efficient services to the community as a benchmark for good governance, for the acceleration of bureaucratic reform in the region to realize good local governance to improve the quality of public service delivery. Therefore, the region is expected to take the initiative to improve public services through Pelayanan Administrasi Terpadu Kecamatan (PATEN), which is the provision of public services in the sub-district whose management process, starting from application to document issuance, is carried out in one place through one service counter. Residents simply submit the required documents to the service counter, wait for a while, and then are called to receive the completed document. After that, payment (if any) is made, and the service fee is recorded transparently, as everything is recorded and reported. In addition, the requirements for obtaining services, the amount of fees, and the processing time all have standard (Furqan et al., 2020)s.

The Tubbi Taramanu Sub-district covers an area of 356.950 km2 and consists of 12 villages and 1 urban village, namely Taramanu Village, Tubbi Village, Pirian Tapiko Village, Ratte Village, Besaoangin Utara Village, Besoangin Induk Village, Taramanu Tua Village, Poda-Poda Village, Arabuan Village, Peburru Village, Taloba Village, Pollewani Village, and Ambopadang Urban Village. The total population, including all villages and the urban village, is 22.019 people with 5.433 households as of 2021. As a government institution that provides public services, the sub-district is expected to improve its performance in providing services that meet the expectations of the community and the established procedures as a guide to employee performance discipline. To narrow down the scope of the research, the writer limits the discussion to the analysis of services based on electronic identification card (e-KTP) services.

METHOD

The type of research used in this study is quantitative descriptive, which is a scientific procedure or method to obtain data for a specific purpose. According to Creswell (2014), descriptive research is a study that uses surveys and documentation to gather information about the current state of the subject being studied. The data collection techniques used in this study are surveys and documentation, with a sample size of 35 people from a population of 220 people.

FINDING AND DISCUSSION

Good Governance can be defined as the mechanism, practice, and procedures of government and citizens in managing resources and solving public problems. In the concept of Governance, the government only becomes an actor and not always the determinant actor. The implication of the government's role as a development facilitator or service provider and infrastructure will shift to being a facilitator of other parties in the community. Governance redefines the role of the state, which means a redefinition of the role of citizens. It includes greater input from citizens, including monitoring the accountability of the government itself (Hetifa, 2003).

UNDP (1997) defines governance as follows: Governance refers to the exercise of political, economic, and administrative authority to manage a country's affairs at all levels. It comprises the mechanisms, processes, and institutions through which citizens and groups articulate their interests, exercise their legal rights, meet their obligations, and mediate their differences. Effective governance is characterized by participation, transparency, accountability, rule of law, responsiveness, and consensus orientation. It is essential for sustainable development and the achievement of human rights.

One of the principles of Good Governance is efficiency. Efficiency can be defined as the best ratio between input and output. Thus, if an output can be achieved with minimal input, it is considered efficient. Inputs in public services can be in the form of money, time, manpower, and other materials used to produce or achieve an output. This means that the price of public services should be affordable to the economic capacity of the community. The efficiency of public services can be viewed from the perspective of the service provider as well as the service user (Dwiyanto, 2014).

Sedarmayanti (2001) stated that efficient work can be achieved through the following ways:

a. Successful utilization, which means that the activity has been carried out properly and achieved within the designated time frame.
b. Clear division of labor, based on the idea that it is impossible for one person to do all kinds of work well, because everyone's abilities are limited.
c. Rationality of authority and responsibility, so that no one has greater authority than their responsibility, authority must be balanced with equal responsibility.
d. Practical work procedures, the implementation of which can be accounted for and the satisfactory work service is an operational activity that runs smoothly.

Below are the results of a survey (questionnaire) on the analysis of the implementation of good governance related to the efficiency of the E-KTP service at the Tubbi Taramanu Sub-District Office in Polewali Mandar Regency based on efficiency indicators.

Table 1: The questionnaire index scale for the efficiency of E-KTP service at the Tubbi Taramanu Sub-District Office.

questions	Strongly agree	Agree	Somewhat agree	Disagree
Successful utilization	12	9	10	4
Clear division of labor	9	13	11	2
Rationality of authority and responsibility	13	8	11	3
Practical work procedures	14	7	10	4

1. Successful utilization $= \dfrac{(4X12)+(3X9)+(2x10)+1X4)}{35}$

$= \dfrac{48+27+20+4}{35}$

$= \dfrac{99}{35}$

$= 2,82$

2. Clear division of labor $= \dfrac{(4X9)+(3X13)+(2x11)+1X2)}{35}$

$= \dfrac{36+39+22+2}{35}$

$= \dfrac{99}{35}$

$= 2,82$

3. Rationality of authority
   and responsibility $= \dfrac{(4X13)+(3X8)+(2x11)+1X3)}{35}$

$= \dfrac{52+24+22+3}{35}$

$= \dfrac{103}{35}$

$= 2,94$

4. Practical work procedures $= \dfrac{(4X14)+(3X7)+(2x10)+1X4)}{35}$

$= \dfrac{56+21+20+4}{35}$

$= \dfrac{101}{35}$

$= 2,88$

To calculate the average index value, you can sum up all index numbers and divide the result by the number of indicators used.

The average indeks value $= \dfrac{2,82+2,82+2,94+2,88}{4}$

$= \dfrac{11,46}{4}$

$= 3,58$

To determine the final grade and conclusion, it is determined by a formula

$= \dfrac{skor\ alternatif\ jawaban - skor\ alternatif\ jawaban\ terendah}{banyaknya\ alternantif\ jawaban}$

$= \dfrac{4-1}{4}$

$= 0,75$

The class interval in the criteria table is 0,75

Tabel 2: Conversion of Criteria

Indicator/Question	Index Value	Criteria
Successful utilization	1.00 - 1,75	Not appropriate
	1,76 - 2,50	Less appropriate
	2,51 - 3,25	Appropriate
	3,26 - 4,00	Very appropriate
Clear division of labor	1.00 - 1,75	Not influenced
	1,76 - 2,50	Less influenced
	2,51 - 3,25	Influenced
	3,26 - 4,00	Very Influenced
Rationality of authority and responsibility	1.00 - 1,75	Not appropriate
	1,76 - 2,50	Less appropriate
	2,51 - 3,25	Appropriate
	3,26 - 4,00	Very appropriate
Practical work procedures	1.00 - 1,75	Dissatisfied
	1,76 - 2,50	Less satisfied
	2,51 - 3,25	Satisfied
	3,26 - 4,00	Very satisfied

Conclusion :

Successful Utilization	= 2,82 (appropriate)
Clear division of labor	= 3,82 (Very influenced)
Rationality of authority and responsibiliy	= 2,94 (appropriate)
Practical work procesures	= 2,88 (satisfied)
Overall	**= 2,86 (efficient)**

Based on research conducted in Tubbi Taramanu district, the researcher obtained data that the questionnaire results regarding the implementation of Good Governance, which consisted of the efficiency of the Identity Card service, showed the following percentage results: from the data analysis, the percentage of service efficiency as a research variable showed that the number of respondents classified as choosing the criteria of "strongly agree" was 10 people, then the "agree" criteria was chosen by 20 people, and for the "fairly agree" category, 5 people out of a total of 35 respondents.

The result of the analysis of the e-KTP electronic service efficiency questionnaire data is classified into percentage categories per indicator as follows: "Successful use" or effectiveness (79%) falls into the "agree" category, "Clear work distribution" (82%) falls into the "strongly agree" category, "Rationality of authority and responsibility" (89%) falls into the "very agree" category, and "Clear work procedures" (82%) falls into the "agree" category.

The implementation of Good Governance is a condition that guarantees the existence of alignment, equality, cohesion, and balance of participation, as well as mutual control carried out by related components. The application of this concept is intended to create good management and control of public organizations in achieving

organizational goals together, namely to create a solid and responsible management implementation in line with the principles of democracy, efficiency, and corruption prevention both politically and administratively.

As a public sector organization, bureaucracy is required to have performance that is oriented towards the interests of the community and encourages the government to always be responsive to the environment, by striving to provide the best services effectively, efficiently, and with quality, as well as good task division in governance. Performance in the bureaucracy at the district level that reflects the principles of Good Governance can support the implementation of democratic governance, and the community can have confidence in the performance of employees that is straightforward and not convoluted. Good governance is not a new concept, but an old and widely known concept, as broad as human civilization itself.

Based on the analysis of the index scale measurement on the efficiency indicator of electronic identity card services in the Tubbi Taramanu sub-district office, both the service providers and the users of the service (the public) have shown a good level of efficiency in carrying out their tasks and responsibilities as part of the bureaucracy. This is evidenced by the scores obtained on the efficiency indicators, which consist of four indicators with an average value of 2.86 (efficient).

In terms of analyzing the data on the efficiency of electronic ID card services (e-KTP), which is also based on efficiency as a research variable by analyzing each variable indicator, it shows that the level of agreement is quite high with the percentage of categories per indicator as follows. For the results of the analysis of service efficiency data from 35 respondents as the research sample, the criteria level obtained are: strongly agree 10 people, agree 20 people, and somewhat agree 5 people. The results of the analysis of service effectiveness per indicator can be seen through the percentage results as follows:

Successful or effective with a percentage score of (79%), followed by clear job distribution with a percentage score of (82%), followed by rationality of authority and responsibility (89%), and clear work procedures with a percentage score of (82%). Based on the research conducted on the principles of effectiveness and efficiency in the implementation of good governance at the Tubbi Taramanu District Office in Polewali Mandar Regency, the average percentage scores indicate a tendency classified as agreeing criteria.

Based on the conclusion drawn, it can be confirmed that the results of the research submitted to the respondents prove that the implementation of Good Governance principles is essentially able to bring positive impacts on the performance of employees in the Tubbi Taramanu Sub-district Office of Polewali Mandar Regency as expected by the community. However, it also depends on the implementation conditions, whether it can be implemented and adopted properly, comprehensively, and sustainably so that it can meet the public's (community) demands for the presence of a professional, fair, and non-discriminatory bureaucracy. The community only wants simplicity in bureaucratic services so that they are not complicated, easy to understand, and easy to implement, such as having clarity on the requirements and fees that will be charged in bureaucratic services, and completing tasks within the predetermined time limit without giving the impression of being complicated to the community. The

community wants to get ease in bureaucratic services, in the sense that the government is not above and the community is not below the government.

CONCLUSION

Based on the data analysis and previous discussions, it can be seen that the implementation of Good Governance in Tubbi Taramanu District for the efficiency principle in the population identity card service has been carried out professionally. This is indicated by the percentage results of the efficiency indicators, which meet the average criteria and fall into the efficiency indicator percentage of 2.86 (efficient) based on index scale measurements.

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