

The Implementation of Landak Regent Regulation Policy No. 14 of 2021 Concerning Population Administration and Electronic Resident Id Card Issuance in Mandor Village, Mandor District, Landak Regency

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ABSTRACT: The problem in this research is the fact that this policy is not socialized to the community and therefore there is no knowledge regarding the process and the advantages of issuing electronic ID cards. This research aimed to describe and analyze the phases of organization, interpretation, and application in the implementation process of Landak Regent Regulation No. 14 of 2021 on the Administration of Population Registration and the issuance of electronic ID cards in Mandor Village, Mandor SubDistrict, Landak Regency. The findings of this research show that the process of implementing Landak Regent Regulation No. 14 of 2021 in Mandor Village indicates positive attempts by the village government to organize and implement this policy, but there are still several challenges that should be overcome. The community needs to have better access to these services more easily and quickly, which requires more efficient administrative processes, better quality of socialization, and better infrastructure. In order to implement this policy, the village government, the community, and other stakeholders should cooperate to overcome a number of barriers and reach the best policy goals. On the basis of these findings, this research gives recommendations that the issuance of Electronic ID Cards in Mandor Village should be more made easy, efficient and beneficial to the community in addressing their administrative needs.

KEYWORDS: The implementation, Policy Insurance, Electronic ID Card

INTRODUCTION

An electronic ID card (e-KTP), or electronic identity card, is a document containing demographic security/control systems, both administrative and information technology, with a national population-based database. This is in accordance with government policy regarding the implementation of NIK-based KTPs (National Population Identification Numbers), as stipulated in Article 6 of Presidential Regulation Number 26 of 2009 concerning the National Implementation of KTPs Based on Population Identification Numbers in conjunction with Presidential Regulation Number 35 of 2010 concerning Amendments to Presidential Regulation Number 26 of 2009. The aim is to establish an accurate population database at the Regency/City level.

One form of support from the Landak Regency Government for the implementation of e-KTPs is the ratification of Landak Regent Regulation Number 14 of 2021 concerning Integrated Online Population Administration Services in Sub-districts, which aims to improve the efficiency and effectiveness of public services in the field of population administration. In addition, the Landak Regent's Regulation requires all population administration services, such as issuing ID cards, birth certificates, and other important documents, to be accessible online. This makes it easier for the public to access services without having to visit the office in person.

Integrated Online Population Administration Services in Sub-districts is an effort to facilitate public access to various population services through a digital-based system. This is an innovative step aimed at improving the efficiency and accessibility of public services. To find out the population data and e-KTP registration status in Mandor Sub-district, Landak Regency in 2023, please see Table 1.1 below.

Table 1.1 shows that the population data and e-KTP registration status in Mandor District, Landak Regency in 2023, those who have not yet recorded e-KTP are 3.99% of those required to have an e-KTP. From the data displayed in the table above, the village with the largest number of residents who have not yet recorded e-KTP is Mandor Village, which is the capital of Mandor District. The reasons why people have not recorded e-KTP are various factors, such as busyness, lack of information, transportation constraints, health conditions, incomplete requirements, and personal interests, which can prevent someone from recording. Therefore, it is important for the sub-district government to provide clear information and facilitate access to recording so that people can immediately have official identification.

Table 1.1: Population Data and Electronic KTP Registration Status in Mandor District, Landak Regency, 2024

No	Village	Number of Residents	Required to Register for an E-KTP (People)	E-KTP Registration	
				yes	no
1	Mandor	4.038	2.943	2.821	122
2	Selatiga	2.430	1.683	1.609	74
3	Sebadu	2.480	1.782	1.720	62
4	Semenok	1.509	1.082	1.050	32
5	Mangkunyit	1.145	807	787	20
6	Bebatung	2.557	1.850	1.770	80
7	Kerohok	1.499	1.054	1.019	35
8	Sumsum	2.345	1.685	1.620	65
9	Sekilap	2.493	1.815	1.748	67
10	Manggang	1.030	742	715	27
11	Keramas	1.327	955	909	46
12	Ponggok	1.543	1.079	1.038	41
13	Kayu Ara	2.544	1.739	1.665	74
14	Selutung	991	706	680	26
15	Simpang Kasturi	2.247	1.548	1.465	83
16	Kayu Tanam	2.303	1.683	1.616	67
17	Ngarak	2.715	1.957	1.876	81
Total		35196	25.110	24.108	1.002

Sources: Mandor District Office, March 2024.

METHOD

The type of research to be used is determined by the problem, nature, and objectives of the study. In this study, the appropriate type of research is descriptive research. According to Faisal (2005:12), descriptive research is research that involves describing, recording, analyzing, and interpreting current conditions, including various types of research.

RESULT AND DISCUSSION

1. Organizational Stage of the Electronic KTP Issuance Policy

Landak Regent Regulation Number 14 of 2021 is a regulation governing the implementation of integrated online population administration services, specifically regarding the issuance of Electronic KTPs at the sub-district level. The purpose of this regulation is to increase efficiency, transparency, and accountability in public services, as well as facilitate public access to population administration services.

The organizational stage in implementing this Regent Regulation involves several important steps, including coordination between relevant agencies, provision of supporting facilities and infrastructure, and training for sub-district officers to ensure the smooth running of the Electronic KTP issuance process and compliance with applicable regulations. Through the implementation of an integrated online system, it is hoped that the population administration process will be faster, more accurate, and more accessible to the public. Furthermore, this system also aims to reduce the potential for administrative errors and improve the quality of services to residents, particularly regarding Electronic KTP processing at the sub-district level. Thus, this regulation is expected to have a positive impact on improving public services in Landak Regency, as well as strengthening a modern and efficient population administration system.

The Electronic Resident Identity Card (KTP) is an official form of identification issued by the Indonesian government to every citizen aged 17 or older who meets other administrative requirements. The electronic KTP uses chip technology that stores the holder's personal data, such as name, address, date of birth, photo, fingerprints, and other biometric data, making it more secure and difficult to counterfeit than a conventional KTP.

According to interviews with residents of Mandor Village who received the electronic KTP service, they stated: "We are still confused about whether we need to bring additional documents besides the Family Card (KK) and birth certificate. We also didn't know that electronic KTP issuance is done in shifts according to a schedule determined by sub-district officials. Long queues and limited time during office hours mean we have to come back repeatedly. Furthermore, there is a lack of facilities or comfortable

places to wait our turn, and those of us who are not skilled in using technology find it difficult to understand how to enter data digitally."

This statement indicates that the public response to the service provided by sub-district officials in the e-KTP (Electronic ID Card) is positive. However, several challenges remain, including a lack of understanding of the procedures among some residents, limited access to information, and long queues. Furthermore, most residents reported that the e-KTP application process was not overly complicated, but some older residents complained about a lack of assistance with the digital data entry process.

Based on an interview with the Secretary of the Mandor Sub-district, he stated that organizationally, the Government and Services Section is responsible for formulating activities related to the implementation of the e-KTP. These include outreach, coordination, staff resource allocation, and infrastructure management. However, in practice, the implementation, outreach, and coordination activities in each sub-district are divided into teams for greater effectiveness, ensuring that each section does not operate independently. This is to prevent egos within each section, and structurally, this determination has been established through Landak Regent Regulation Number 14 of 2021.

This statement indicates that: The organizational stage of the e-KTP issuance program in Mandor Village, Mandor District, in accordance with Landak Regent Regulation Number 14 of 2021, aims to create a more efficient, transparent, and accessible population administration system for residents. However, the implementation of this regulation faces several challenges, such as improving community digital literacy, coordination between the sub-district and the Population and Civil Registration Office (Disdukcapil), and timely distribution of e-KTPs. With ongoing evaluation and process adjustments, it is hoped that public services in Mandor Village, Mandor District, will become more optimal and beneficial for the village community.

Interviews with Mandor Village residents who received e-KTP services revealed that they were enthusiastic about the e-KTP implementation program, citing various reasons: some because it was free, others because they were instructed by the neighborhood head, some because they were afraid of losing their KTP and no longer receiving various assistance, and still others because the government officials made it very easy. The convenience referred to is that even if residents do not receive a summons letter but have an old/national ID card and family card, they will still be accommodated for service in population recording.

Landak Regent Regulation Number 14 of 2021 provides a strong legal basis for the Mandor District Government in implementing population administration, including the e-KTP issuance process. A crucial aspect of implementing this policy is the organizational stage, which encompasses the arrangement of human resources, equipment, and inter-agency coordination to ensure a smooth e-KTP issuance process. During the organizational stage, it is crucial to ensure that responsible officers at the Mandor District and Mandor Village levels have received adequate training. Officers must understand population administration procedures, data input methods, and the management of equipment for biometric data collection (fingerprints, photos, and signatures). This training also includes an understanding of the importance of personal data security and how to maintain information confidentiality.

The Mandor District Government must appoint officers responsible for the e-KTP issuance process. In this regard, organizing officers at the village level is also necessary to facilitate services to the public. Each officer needs to be given clear responsibilities, both in terms of data collection, verification, and printing e-KTPs. Furthermore, the Mandor District Government must coordinate closely with the Population and Civil Registration Office (Disdukcapil) of Landak Regency to ensure that population data collected in Mandor Village and the sub-district can be forwarded and updated in a timely manner. This coordination also includes sending data for e-KTP printing and managing other population documents. This will streamline the implementation of e-KTP issuance and improve the quality of population administration services at the sub-district and village levels.

2. Interpretation Stage of the Electronic KTP Issuance Policy

The interpretation stage in the implementation process of this regulation is crucial because, for proper implementation, a clear understanding of the substance and intent of each article within the regulation is essential. Proper interpretation will ensure that all parties involved, including local governments, village officials, and the community, can understand and implement the regulation appropriately, without any misinterpretation or misuse of existing provisions.

Landak Regent Regulation Number 14 of 2021 concerning the implementation of population administration and the issuance of electronic KTPs is a crucial step in creating a more effective and efficient population administration system in Landak Regency. This regulation is expected to create more integrated population data management and facilitate public access to population administration services, including the issuance of electronic KTPs, which serve as official identification for every citizen.

Based on interviews with Mandor Village residents who received e-KTP services, they stated: "We still don't fully understand the regulations and procedures related to e-KTP issuance. We understand the regulations better when we receive direct explanations from the village or sub-district government, either through village-level meetings or face-to-face meetings at the subdistrict level. Regarding the procedures, we find them complicated or the numerous requirements required to apply for an e-KTP. We hope the procedures can be simplified or there will be clearer guidance regarding the required documents."

Based on these statements, it can be concluded that to improve the understanding of Landak Regent Regulation Number 14 of 2021 by the Mandor Village community, a more comprehensive and diverse approach is needed. Direct outreach, utilization of social media, involvement of neighborhood unit (RT/RW) heads, provision of educational materials, and empowerment of community

leaders are some of the methods proposed by the community. By optimizing various communication channels, it is hoped that the community will better understand the importance of population administration and the benefits of e-KTP issuance.

The understanding of the Mandor Village community regarding the Implementation of Landak Regent Regulation Number 14 of 2021 concerning the Implementation of Population Administration and Issuance of Electronic KTPs, as stated by the Head of the Government and Public Services Section, obtained information that: The implementation of the socialization regarding Landak Regent Regulation Number 14 of 2021 concerning population administration and issuance of electronic KTPs in Mandor Village is not free from various obstacles faced, such as the people in Mandor Village, many do not have sufficient access to information technology or social media, which are the main means of disseminating information by the government. Although several methods such as WhatsApp groups or announcements via social media have been used, there are still segments of the community who cannot access this information due to limited internet facilities or lack of skills in using digital devices. In addition, most people in the village cannot get information through digital platforms, so they only rely on information delivered directly through face-to-face meetings or printed announcements.

Regarding this statement, it shows that the implementation of socialization regarding Landak Regent Regulation Number 14 of 2021 in Mandor Village faced various obstacles, including limited access to technology, long distance from service centers, limited human resources, confusion regarding procedures, and low public understanding of the importance of organized population administration. Furthermore, the lack of active community participation, communication infrastructure constraints, and local culture also slowed down the implementation of socialization. Therefore, it is crucial for the government to find solutions to these obstacles, such as increasing information accessibility, increasing human resources for socialization, and optimizing direct communication methods to better convey information to the Mandor Village community.

Interviews with public service staff/officers revealed that: The public's ability to interpret Landak Regent Regulation Number 14 of 2021 is still low, based on the following parameters: lack of understanding of legal language, minimal comprehensive and accessible socialization, unavailability of adequate information sources, varying levels of education, lack of public participation in the socialization process, lack of awareness of the importance of population administration, limited access to technology and information, and social and cultural factors.

The interpretation of the population administration policy for issuing electronic ID cards (e-KTP) through the procedural steps applied to residents has unwittingly provided a positive understanding. Residents are aware that with e-KTPs, duplication and fraud are impossible. This is because they understand that fingerprints and irises cannot be forged. The issuance of e-KTPs has created sufficient public confidence and trust in this new program, resulting in high public interest in obtaining e-KTPs.

The socialization of the e-KTP program is intended to facilitate the implementation of the e-KTP policy by Mandor District Government officials. The success of the e-KTP program depends on targeted communication and the prevention of misunderstandings (miscommunication) that could negatively impact the implementation of the e-KTP policy. Effective communication can only occur if officials clearly understand the purpose of the e-KTP program. The role of e-KTP service officers in this communication strategy is crucial.

Based on the results of an interview with the Head of Mandor Village regarding the socialization activities, it was stated that the socialization activities aimed to provide the community with an understanding of Landak Regent Regulation Number 14 of 2021, which regulates the implementation of population administration, specifically regarding the issuance of electronic KTPs. I want to ensure that every resident of Mandor Village has a clear understanding of the procedures for population registration and issuance of electronic KTPs, as well as the importance of legal population administration. This socialization was carried out through several activities, such as face-to-face meetings with residents at the village hall, distributing brochures explaining the regulations, and also involving community leaders to ensure information is more easily understood. Also, a question-and-answer session was held so that the community could directly ask questions if anything was unclear. However, the biggest challenge faced was the low level of public understanding of the legal language used in the regulations.

Based on this statement, it can be concluded that the socialization of Landak Regent Regulation Number 14 of 2021 has been carried out through various efforts to reach the community, although challenges remain in understanding the legal language used and low interest among some residents in population administration. However, the overall public response has been quite positive, and the Mandor Village government plans to continue improving socialization by involving more parties and using simpler methods.

The interpretation stage is a crucial step in ensuring the effective implementation of a regulation, including Landak Regent Regulation Number 14 of 2021 concerning the implementation of population administration and the issuance of electronic ID cards. This stage involves a thorough understanding of the substance of the existing regulation and its translation into daily practice at the community level and within the Mandor Village government apparatus. This interpretation process involves not only understanding the text of the regulation but also applying the regulation to local conditions and needs. In Mandor Village, accurate interpretation will determine the extent to which the community understands the objectives and procedures outlined in the regulation, as well as how they can better access and utilize population administration services.

3. Application Stage of the Electronic KTP Issuance Policy

The application or implementation stage is a crucial step in ensuring that Landak Regent Regulation Number 14 of 2021 concerning the implementation of population administration and the issuance of electronic KTPs can be effectively implemented at the village level, particularly in Mandor Village, Mandor District. This stage involves not only translating the regulation into concrete actions but also ensuring that all procedures stipulated in the regulation can be implemented operationally and align with needs and conditions on the ground.

The implementation of this regulation, in the context of Mandor Village, involves a series of steps, from population registration and data collection to the issuance of electronic KTPs. Relevant parties at the village level, such as the village government and population administration officers, play a central role in ensuring that each procedure is carried out in accordance with the provisions of the regulation. This implementation process includes providing clear information to the public, accurate population data collection, and managing population documents through a transparent and efficient system.

Based on interviews with Mandor Village residents who received e-KTP services, they stated: "To obtain an e-KTP, I first had to go to the village office or to the officer in charge. Then, they would review my data and request important documents such as a birth certificate, family card, and other supporting documents. After that, once I had completed the requirements, I was called to register my data at the sub-district office, which included taking photos and fingerprints."

Furthermore, interviews with other Mandor Village residents who received e-KTP services stated: "I have applied for an eKTP, and the process is quite time-consuming. I had to wait several weeks after registering my data at the sub-district office before my card was printed. However, I don't think it was a major problem because the village officials were quite helpful."

Based on statements from several residents of Mandor Village, it can be concluded that the Mandor Village community has a sufficient understanding of the e-KTP issuance procedure, but still faces several obstacles, such as difficulty in obtaining the required documents and limited infrastructure to support data recording. Furthermore, despite the socialization process, the community feels that the information provided still needs to be improved so that more residents can follow the procedure more smoothly. Meanwhile, regarding the registration procedure, according to the Mandor Village community, it is more efficient, as there is no need to wait too long. Also, a better online system could help so that we don't have to come to the village repeatedly just to update data.

Based on the statement, it can be seen that although the implementation of the Electronic KTP issuance policy is running well in Mandor Village, there are several obstacles that affect the implementation process, including: Limited technological infrastructure, especially unstable internet networks in some areas. Difficulties in processing important documents by the community, especially for those who do not have complete administrative documents. Lack of public understanding of the procedures and benefits of Electronic KTP, especially among residents who are not exposed to technology. Problems with duplication and data errors in biometric recording that require improvement. In addition, data security, which is a concern for some people related to the protection of their personal information.

CONCLUSIONS

Based on the description of the research results and objectives presented in the previous chapter, several conclusions can be drawn:

1. The organizational stage, in the implementation process of Landak Regent Regulation No. 14 of 2021 concerning the implementation of population administration for the issuance of electronic ID cards, still faces several obstacles, such as the limited number of trained officers and facilities that do not fully support a technology-based administration system in Mandor District.
2. The interpretation or understanding stage regarding Landak Regent Regulation No. 14 of 2021 shows a gap between the established regulations and public understanding. Despite socialization, many residents still do not fully understand the procedures or purpose of issuing electronic ID cards.
3. The application or implementation stage, regarding Landak Regent Regulation No. 14 of 2021, although data collection and biometric recording for electronic ID card issuance have been implemented, several technical and administrative obstacles have emerged, such as technological infrastructure issues (especially unstable internet connections), residents' difficulties in providing the necessary documents, and the sometimes time-consuming process.

ACKNOWLEDGMENT

The writing team would like to thank all parties involved in the research process through to writing the article. The local government of Mandor Regency, the company, and the faculty who cannot be mentioned one by one.

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