

CHAPTER I

INTRODUCTION

1.1 Background

In government organizations, service to the community is the main goal that has become an obligation in organizing services by creating the best service to the community. Furthermore, the government also has an important role to provide first-rate public services for the community starting from the service in the form of regulation or other services in order to meet the needs of the community. The government can truly serve professionally with quality service standards, good, smooth, safe, orderly procedures, a certainty in cost and time, as well as the law for services that have been provided.

One of the government service agencies is the population administration department. In Article 1 of Law No. 24 of 2013, population administration is defined as a series of structuring and controlling population documents and data through population registration, civil registration, management of population administration, as well as the utilization of the results for public services and development of other sectors (Sutopo, 2017, p. 33).

After the issuance of Law No. 22 of 1999 which was later revised by Law No. 32 of 2004, the regional government is continuously working to improve the quality of public service. In improving public service, local government are given

freedom to design and determine the types of services needed by the community. With this policy, local governments are expected to be able to provide excellent service quality to local communities to achieve prosperity.

Department of Population and Civil Registration of Sleman Regency is a public administration service provider in the Yogyakarta region. These population services include population registration and civil registration. Resident registration includes making a family card, electronic identity card, moving letter and child identity card. Meanwhile, civil registration includes making birth certificate quotations, death certificate quotes, divorce certificate quotations, recording the recognition of children and child endorsement, recording changes in names, and recording changes in citizenship.

Identity card (E-KTP) is a document of one's personal residence as an Indonesian citizen. With population documents that can be accounted for, citizens can take care of other important documents, anytime and anywhere. Therefore, the government needs to provide services to the community regarding the population documents (Riyadi, n.d., p. 18).

In providing services to the community, the government is also expected to be able to give adequate attention to the people with disabilities. People with disability is a minority group in a society whose rights are often ignored as citizens. However, if seen from its position as a citizen, persons with disabilities are entitled to public services that have been provided by the state (Indriyany, 2015, p. 2).

In Article 19 of Law Number 8 Year 2016 concerning persons with disabilities, it explains that persons with disabilities have the right to public services include the right to obtain adequate accommodation during public services optimally, reasonable, dignified without discrimination, assistance, translation, and the provision of facilities that can be accessed at public service places at no additional cost. Persons with disabilities have the same opportunity rights as other communities (Mutia et al., 2017).

Sleman Regency in 2016 was recorded as the second serial number in the number of disabilities when compared with five other regions in Yogyakarta. Cited from TRIBUNJOGJA.COM, from five regencies / cities in Yogyakarta, Kulon Progo totals 4,399, Bantul 5,437, Gunungkidul 7,860, Sleman 5,535 and Yogyakarta City 1,819. Meanwhile in DIY there were 3,708 children with disabilities (Khaerur, 2016).

Based on Republika.co.id accessed on Thursday, March 16, 2017, more than 1,000 people with disabilities in Sleman Regency do not yet have an identity card or E-KTP. This condition also makes it difficult for them to access public services such as special health insurance (Jamkesmas) and business skills training because the main requirement for accessing public services is the ownership of E-KTP. On the other hand, people with disabilities have difficulty when they have to make E-KTP independently especially if they have to come directly to the district office or the Department of Population and Civil Registration (Disdukcapil) for recording data. Especially for people with disabilities who have psychotic disorders and leg

paralysis, some people who are blind also have difficulty when they need to record their iris (Riyandi, 2017).

From this problem researcher sees that there is something interesting about identity (E-KTP) for people with disabilities in the Sleman district, where people with disabilities have difficulty when they have to make (E-KTP) independently. The Department of Population and Civil Registration of Sleman Regency was chosen in this study because Sleman Regency is a regency that has the number of persons with disabilities to the second of five regions in Yogyakarta. The focus in this study will lead to the effectiveness of the Department of Population and Civil Registry in the processing of identification (E-KTP) especially for Persons with Disabilities in Sleman Regency.

Thus, the writer's big hope from the results of this study is to enrich the literature on bureaucracy or service providers in meeting the needs of the state that must be owned by the community and to create equal rights for civil society.

1.2 Problem Formulation

Based on the background description above, the researcher is interested in researching about:

- How is the effectiveness of the Department of Population and Civil Registration in making identity (E-KTP) for Persons with Disabilities in Sleman Regency in 2018-2019?

1.3 Research Purposes

This study aims to find out how effective public service at Department of Population and Civil Registration is in making E-KTP especially for Persons with Disabilities.

1.4 Research Benefits

1.4.1 Theoretical Benefit

The benefits of this research are expected to be able to contribute to education in Indonesia, especially regarding science in public services and as well as the service process, especially for persons with disabilities in making identity card at the Department of Population and Civil Registration. It is also hoped that students will find out more about Public Services.

1.4.2 Practical Benefit

Practically the benefit of this research is expected to be able to contribute to the development of knowledge related to Public Services for Persons with Disabilities.

1.5 Literature Review

Table 1 Past-Prior Research

NO	Authors	Title	Content of Study
1	(Parubak, 2016)	The effectiveness of the population administration information system at the Population Service (North Toraja)	Generally, this study aims to determine the effectiveness of the Population Administration Information System (SIK) in the Department of Population and Civil Registration of North Toraja in terms of human resources, population data, facilities and infrastructure. This study used a qualitative approach that is descriptive. Data were collected through interviews with informants who are considered competent to provide information about SIK, also by observing to SIK management, documents and so on until the conclusion.

2	(Henrik & Pribadi, 2017)	Effectiveness of E-KTP card manufacturing services in 2017 Kerumutan Pelalawan	This study analyzes the effectiveness of E-KTP making services in the District of Kerumutan Pelalawan Regency in 2017 seen from several factors namely the source approach, process approach, and goals approach in carrying out the E-KTP making service. This research used descriptive quantitative analysis.
3	(Gustiana, 2016)	The effectiveness of the service of making a resident card at the Baamang sub-district office of East Waringin district	This study aims to determine the effectiveness of the service making of E-KTP and the factors that influence it in the Baamang District office. The results of research and data analysis obtained were the effectiveness of making E-KTP services at the Baamang District Office categorized as not effective according to the goals desired by the organization. The research method used was descriptive-qualitative research method.

4	(Reagen & Mutiarin, 2015)	Quality of E-KTP service in Dempo sub-district, south of Pagar Alam city 2015	This research is directed to find out how the quality of E-KTP services in the South Dempo District Office of Kota Pagar Alam by using service theory, which accumulated through several dimensions such as Tangible, Reliability, Responsiveness, Assurance, and Empathy. Of the five dimensions were further described through several indicators to measure how the quality of E-KTP service and what factors influence it. The analytical methods used were qualitative analysis and quantitative analysis (mixed method).
5	(Melisa, 2017)	The effectiveness of the work of employees in making E-KTP card at the Department of population and civil registration city of Samarinda.	This study aims to determine and analyze the effectiveness of E-KTP making process at the Samarinda City Population and Civil Registry Department and to identify and analyze inhibiting and supporting factors for the effectiveness of E-KTP making process at the Samarinda City Population and Civil Registry Department. This type of research was conducted with descriptive qualitative.

6	(Mutia et al., 2017)	Implementation of public services for persons with disabilities in the city of Banda Aceh	This study aims to explain the implementation of public services for persons with disabilities in the city of Banda Aceh, the obstacles faced in the implementation of public services for persons with disabilities in the city of Banda Aceh, and the efforts made by the Government of the City of Banda Aceh, to overcome obstacles in the implementation of public services for persons with disabilities. This research method were library research, observation, and field research.
7	(Hasanah, 2017)	Public road accessibility services (Jalur Pendasari) For people with disabilities (Serang case study)	The purpose of this study is to describe and analyze how public road accessibility services (jalur pedestrian) for people with disabilities. This research was descriptive case study using a qualitative approach.
8	(Rahayu & Dewi, 2013)	Public services for the fulfilment of disability rights in the city of Yogyakarta	This research aims to analyze public policy and service implemented to people with disability. This research is important and interesting because

			of the lack of government's attention in fulfilling the rights of people with disability. This qualitative descriptive research showed that Yogyakarta City Government has made serious effort to give friendly public service to people with disability.
9	(Pujianti, 2018)	Accessibility of public space for the disabled in the city of Pangkal Pinang	This research is based on the existence of Pangkal Pinang City Regulation No. 5 of 2011 concerning the Implementation of Protection and Social Welfare Services for Persons with Disabilities. The existence of this regulation aims to improve social welfare for people with disabilities, including providing accessibility rights. This type of research used in this thesis was a qualitative descriptive study.
10	(Nuraviva, 2017)	Accessibility of persons with disabilities to public facilities in Surakarta	The purpose of this study is to explain the success or failure of the accessibility policy of persons with disabilities to public facilities, and explain the causes of the success or failure of the accessibility policy of

			persons with disabilities to public facilities. The method used in this research was qualitative method.
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From previous research there are similarities about public services. Similarities with previous researchers include the effectiveness of the Department of Population and civil registration services in making the E-KTP, public services for people with disabilities, and service rights for people with disabilities.

The difference between the writer and the previous research is that the writer has not found the same research as the author's title, namely the effectiveness of the Department of Population and Civil Registration in making electronic identity (E-KTP) for persons with disabilities.

1.6 Theoretical Framework

1.6.1 Concept of effectiveness

Based on the General Encyclopaedia of Administration, effectiveness comes from the word effective, meaning the occurrence of a desired effect or effect in action. Every effective job is not necessarily efficient because results may be achieved by material inhibition, also in the form of mind, energy, time, and other objects. The word effectiveness is often followed by the word efficiency, where both words are very closely related to the productivity of an action or desired outcome. An effective is not necessarily efficient. Thus, the effective term is to do

the right and appropriate work and in the right way to achieve a planned goal. Meanwhile, efficient is the result of the business that has been achieved is greater than the desired business. According to Campbell J.P, general and most prominent measures of effectiveness are:

- 1) Program success;
- 2) Target success;
- 3) Satisfaction with the program;
- 4) Input and output levels; and,
- 5) Achievement of overall objectives.

Therefore, the effectiveness of the program can be run with operational capabilities in carrying out work programs in accordance with predetermined objectives. Comprehensively, effectiveness can be interpreted as the level of ability of an institution or organization to be able to carry out all its main tasks or to achieve predetermined goals. Effectiveness refers to a success or achievement of goals.

- **Definition of effectiveness**

Handoko (2003) defined effectiveness as the ability to choose the right goals or equipment to determine the goals that have been determined. According to Siagian, effectiveness shows success in terms of whether or not the target has been set.

Meanwhile, the definition of effectiveness according to Subagyo (2000) is the suitability of output with the objectives set. Effectiveness is a condition that occurs because it is desired. If someone does an action with a specific purpose and is desired, then the work of the person can be said to be effective if it has an effect

desired previously. According to Sitio, Arifin H. T. (2001), effectiveness is to do the right thing at the right time for a long period in both the organization and customers.

Furthermore, Hotge, Henry G (1956) described effectiveness as a measure of organizational success, the ability of organizations to achieve all their needs. This means the organization is able to arrange and to organize resources to achieve goals. Peter F. Drucker quoted by Yamit (1998) defined effectiveness is doing the right job (to do the right things). He also argues for a manager, what is important is effective so that the determination of the target market as precisely as possible is one of its main tasks. If goals are set correctly, all resources must be mobilized to achieve them. According to Richard Steer (1985) in Halim, effectiveness must be assessed based on of goals that can be implemented, not on the basis of the concept of maximum objectives. Effectiveness is measured using standards in accordance with the Ministry of Home Affairs R&D reference. Understanding effectiveness according to Yamit (1998) is more oriented to the output. It shows success in terms of whether or not the target has been set if the results approach the target, the higher the level of effectiveness.

In terms of understanding the effectiveness. Effectiveness is the extent to which it can achieve its objectives at the right time in:

- 1) Implementation of basic tasks;
- 2) The quality of the product produced;
- 3) Productivity; and,

4) Development.

From some of the above opinions about effectiveness, it can be concluded that effectiveness is a measure that states how far targets (quantity, quality, and time) have been achieved by management, which targets have been determined in advance. This is consistent with Hidayat's opinion which explains that effectiveness is a measure that states how far the target (quantity, quality, and time) has been achieved, where the greater the percentage of targets achieved, the higher the effectiveness.

- **Measuring effectiveness**

The criteria or measure regarding the achievement of an effective goal or not, as stated by Siagian are as follows.

1. Clarity of goals to be achieved, this is so that employees or officers in the implementation of the achievement of targeted goals and organizational goals can be achieved.
2. The clarity of the strategy for achieving the goal, it is well known that the strategy is "on the road" which is followed in making various efforts in achieving the specified goals so that the implementers do not get lost in the achievement of organizational goals.
3. The process of analysis and formulation of a steady policy, related to the objectives to be achieved and the strategies that have been set means that the policy must be able to bridge the objectives with efforts to carry out operational activities.

4. Careful planning, which means in essence deciding now what the organization does in the future.
5. The preparation of the right program a good plan still needs to be spelled out in the right implementation programs because if not, implementers will lack guidelines for action and work.
6. Availability of work facilities and infrastructure, one indicator of organizational effectiveness is the ability to work productively. With the facilities and infrastructure available and may be provided by the organization.
7. Effective and efficient implementation, however good a program if not implemented effectively and efficiently then the organization will not achieve its goals, because the implementation of the organization is getting closer to its purpose.

Educative and controlling systems that are educative given the imperfect human nature of the organization's effectiveness require the existence of a system of supervision and control.

Meanwhile, the criteria for measuring the effectiveness of an organization are three approaches, as suggested by Martani and Lubis (1987), below:

- 1) The source approach is measuring effectiveness of the input. The approach prioritizes the success of the organization to obtain resources, both physical and non-physical in accordance with organizational needs.
- 2) The process approach is to see the effectiveness of the program

implementation of all internal process activities or organizational mechanisms.

- 3) The goal approach where the center of attention on output, measures the success of the organization to achieve results (output) that are in accordance with the plan. Furthermore, Steers Richard M (1985) suggested 5 (five) criteria in measuring effectiveness, namely:

- 1) Productivity;
- 2) Ability to work adaptation;
- 3) Job satisfaction;
- 4) Profitability; and,
- 5) Resource search.

Meanwhile, Duncan, quoted by Steers in his book "Organizational Effectiveness", said the effectiveness measure, as follows:

- 1) Achievement of objectives

Achievement is the overall effort to achieve goals that must be seen as a process, so that the achievement of the final goal is guaranteed, phasing is needed in the sense of its periodization. Achievement of goals consists of several factors, namely: Timeframe and goals, which are concrete targets.

- 2) Integration

Integration is a measurement of the level of ability of an organization to conduct socialization, consensus development and communication with

various other organizations. Integration concerns the process of socialization.

3) Adaptation

Adaptation is the ability of an organism to adapt to its environment. For this reason, benchmarks on the procurement and replenishment process are used.

1.6.2 Public service

In the theory of state administration, state government is essentially carrying out two main types of functions in service, namely service in the regulatory function, and at the service function. The state function is usually associated with the state function as a state of law (legal state) which is associated as a modern state. Meanwhile, the service function in a country is essentially associated with a (welfare state).

Based on the Decree of the Minister of Administrative Reform Number 63 of 2003, the definition of public services is all forms of services performed by government agencies at the central, regional, and in the Environment of State-Owned Enterprises or Regionally-Owned Enterprises in the form of goods or services, which are carried out in the form of meeting the needs of the community or in the context of implementing the provisions of the legislation.

Based on chapter I Article I Paragraph I of Law No. 25 of 2009, public service is an activity or series of activities in the framework of fulfilling service needs in accordance with the laws and regulations for every citizen of the

population in the form of goods, administrative services, or services provided by public service providers. Following the above definition, public service is defined as all forms of services, both in the form of public goods and public services which in principle are the responsibility of the regional / central government in providing services to the public, both within the environment of the State-Owned and Regional-Owned Bodies. It is as an effort to meet the needs of the wider community, as well as in implementation in accordance with statutory provisions (Ratminto dan Atik Septi Winarsih, 2007:4-5).

Meanwhile, according to the American Marketing Association, service is an activity offered by one party, to the other party, quoted by Donald (1984:22) which is essentially the service is intangible and does not have ownership to everyone who is served. Moreover, according to Lovelock (1991:7), "Service is an intangible product that lasts only briefly that is only felt and experienced" which means it cannot be felt to last a long time doing service is a form of service that can be felt by those served.

1.6.3 Conception of Public Services

Conception of public services, related to how to increase the capacity and ability of the government and / or regional government to carry out service functions, in the context of the economic approach, provide basic needs for the whole community. The basic needs of the community will continue to grow along with the level of social and economic development of the community. That is, at a certain level of development, a type of goods and services that were

previously considered luxury goods, and limited ownership or not being a basic need can be turned into a staple that is needed for most people. Thus, changes and developments in the concept of basic needs of the community, closely related to the level of socio-economic development of society which is influenced by the growth of economies, industry and political change.

Economic growth and industrialization are closely related to community participation that drives such growth, and must be distributed and allocated fairly and evenly to each member of the community in accordance with their needs of the distribution and allocation arrangements, in accordance with its function or regional government, as a form of service function based on the public interest being served.

- **Classification of Public services**

- 1) Services for basic health needs, is one of the basic needs of the community, so health is a right for every community protected by the Constitution. Each country recognizes that health is the greatest capital to achieve prosperity. Therefore, improving health services is basically an investment in human resources to achieve a prosperous society (welfare society).
- 2) Basic education, another form of basic service is basic education. It's the same with health, education is a form of investment in human resources. The future of a nation will be determined by how much attention the government has on the education of its people.
- 3) Materials need staples, in addition to health and education, the government

must also provide services for other basic needs, namely that of basic needs.

The basic necessities of the community are for example: rice, cooking oil, kerosene, sand sugar, chicken eggs, milk, and so on.

Public Services in addition to basic needs, the government as an agency providing public services must also provide public services to the community. Public services that must be provided by the government are divided into three groups, there are:

- a) Administrative services are services in the form of providing various forms of documents required by the public, for example a National Identity Card (KTP), Land Certificate, Birth Certificate, Death Certificate, Ownership of Motorized Vehicle (BPKB) Certificate of Motorized Vehicle Number (STNK), Building Permit (IMB), Passport and others.
- b) Goods services are services that produce various forms / types of goods that are of public need, for example: Telephone networks, Provision of electricity, and Provision of clean water.
- c) Services are services that produce various forms of services that are needed by the public, for example: tertiary education, health care, organization of transportation, and so on.

d) Principles of Public Service

Public service is done in other words to provide satisfaction for the use of services, therefore implementation necessarily requires principles of service. In

other words, in providing public services, public service provider agencies must pay attention to the principle of public service. The principles of public service according to Decree of the Minister of Manpower Number 63 Year 2003 are as follows:

- 1) Transparency, be open, easy and can be accessed by all those who need it and are provided adequately and easily understood.
- 2) Accountability can be accounted for in accordance with statutory provisions.
- 3) Conditional, in accordance with the conditions and capabilities of service providers and recipients while adhering to the principles of efficiency and effectiveness.
- 4) Participatory Encourage, community participation in the administration of public services by taking into account the aspirations, needs and expectations of the community.
- 5) Equal Rights, no discrimination in the sense of not distinguishing ethnicity, race, religion, class, gender, and economic status.
- 6) Balance of Rights and Obligations, givers and recipients of public services must fulfill the rights and obligations of each party.

Meanwhile according to Article 4 of Law No. 25 of 2009, the implementation of public services is based on:

- 1) Public interest;
- 2) Legal certainty;

- 3) Equal rights;
- 4) Balance of rights and obligations;
- 5) Professionalism;
- 6) Participatory;
- 7) Equality of treatment / non-discrimination;
- 8) Openness;
- 9) Accountability;
- 10) Facilities and special treatment for vulnerable groups;
- 11) Timeliness; and,
- 12) Speed, convenience, and affordability.

- **Public service delivery**

Implementation of Public Services is carried out by public service providers, namely: state / government administrators, economic and development organizer, an independent institution formed by the government, business entity / legal entity authorized to carry out part of the duties and functions of public services, business entity / legal entity that cooperates and / or is contracted to carry out part of the duties and functions of public services. According to Article 1 Paragraph (4) of Law No. 25 of 2009, that public service providers are every institution Act Number 25 of 2009, Regarding "Public Services".

State administrators, corporations, independent institutions established under the law for public service activities, and other legal entities that are formed solely for public service activities. In Paragraph 6 of the same law, it is stated that public service providers are officials, employees, officers and each organizing

organization tasked with carrying out an action or series of public service actions.

The Organizer and all parts of the Organizing Organization are responsible for incompetence, violations, and failure of service delivery in order to facilitate the implementation of an integrated service system. The organizer is obliged to carry out an evaluation of the performance of the executor carried out with clear and measurable indicators with regard to improving procedures and improving the organization in accordance with the principles of public service and legislation. The organizer is obliged to select and promote executors in a transparent, non-discriminatory and fair manner in accordance with the laws and regulations. The organizer is obliged to give a penalty to the executor who violated the organizer's internal provisions.

- Public Service Providers have rights:
 - 1) Providing services without being obstructed by other parties who are not their duties;
 - 2) Cooperating;
 - 3) Having a budget for financing public service delivery;
 - 4) Defending complaints and claims that are not in accordance with reality in the delivery of public services; and,
 - 5) Refusing service requests that conflict with statutory regulations;
- Public service providers are obliged to:
 - a) Develop and set service standards;

- b) Arrange, determine, and publish a service schedule;
- c) Establish competent implementers;
- d) Provide facilities, infrastructure, and public service facilities that support the creation of an adequate service climate;
- e) Provide quality services in accordance with the principles of public service providers;
- f) Carry out services in accordance with service standards;
- g) Participate actively and comply with statutory regulations related to the administration of Public Services;
- h) Provide responsibility for the services provided;
- i) Assist the community in understanding their rights and responsibilities; and,
- j) Be responsible for the management of public service delivery organizations.

- **Principles for Providing Public Services**

The ten principles of public service are regulated in the Decree of the State Minister for Empowerment of State Apparatuses Number 63 / KEP / M.PAN / 7/2003 regarding General Guidelines for Providing Public Services. The ten principles are as follows:

1. Simplicity, public service procedures are straightforward, easy to understand, and easy to implement.
2. Clarity, 1) Technical and administrative requirements for public services,

- 2) Work units / officials who are authorized and responsible for providing services and implementation of public services, 3) Details of the cost of public services and payment procedures.
3. Certainty of time, the implementation of public services can be completed within a specified period of time.
 4. Accuracy, public service products are received correctly and lawfully.
 5. Security, processes and public service products provide a sense of security and legal certainty.
 6. Responsibility, the head of the public service provider or appointed official is responsible for the delivery of services and the resolution of complaints / problems in the implementation of public services.
 7. Complete facilities and infrastructure, work equipment and other supporting facilities including the provision of technology, telecommunications, and information technology facilities (telematics).
 8. Ease of access to places and locations of adequate service infrastructure, easily accessible by the community and can utilize technology and telecommunications and information.
 9. Discipline, courtesy and friendliness, service providers must be disciplined, polite, friendly, and provide services with sincerity.
 10. Comfort, the service environment must be orderly, regularly provided a comfortable, clean, neat waiting room, a beautiful and healthy environment, and equipped with service support facilities, such as toilet parking, places of worship and more.

Article 34 of Law no. 25 of 2009 stated that the implementers in conducting public services must behave as follows:

- 1) Fair and non-discriminatory;
- 2) Careful;
- 3) Courteous and friendly;
- 4) Decisive, reliable, and does not give protracted decisions;
- 5) Professional;
- 6) Does not complicate;
- 7) Comply with orders from lawful and reasonable superiors;
- 8) Uphold the values of accountability and integrity of the institutional organizers;
- 9) Do not divulge information or documents that are required in accordance with statutory regulations;
- 10) Be open and take the right steps to avoid conflicts of interest;
- 11) Do not abuse facilities and supplies and public service facilities;
- 12) Do not provide false or misleading information in response to requests for information and are proactive in meeting the interests of the community;
- 13) Do not misuse information, position and or authority owned; and,
- 14) In accordance with appropriateness and does not deviate from the public.

- **Service Standards procedure**

Public services must have service standards as a guarantee of certainty for the giver in carrying out their duties and functions and for recipients of service in

the application process. Service standards are standards that are standardized in the administration of public services as guidelines that must be obeyed and implemented by service providers, and be a guideline for service recipients in the process of filing requests, as well as a tool for community control / service recipients for the performance of service providers. Therefore, it is necessary to arrange and set service standards in accordance with the nature of the types and characteristics of the services being carried out, as well as taking into account the needs and environmental conditions. Public service standards according to Minister of PAN Decree Number 63 / KEP / M.PAN / 7/2003, at least include:

- 1) Service procedure;
- 2) Settlement time;
- 3) Service fees;
- 4) Product service;
- 5) Facilities and infrastructure;
- 6) Competency of service personnel;
- 7) Basic law;
- 8) Requirements;
- 9) Internal control;
- 10) External control;
- 11) Handling complaints, facilities and input; and,
- 12) Service guarantee.

Thus, especially service operational implementers who deal directly with

the community, and are easily understood and accepted by the community / stakeholders.

1.6.4 Disabilities

Disable or groups of people who have different abilities, is a term that is being fought for to replace the term with a disability because the term contains negative labels or negative assessments so that the defile people feel unneeded or just distressing others (Mansour, 2002, p. 304).

Meanwhile, there are a number of terms used in referring to disability as "persons with disabilities" which can be found in the Convention on the Human Right of Persons with Disabilities (CRPD, 2006) as follows:

“Disability is an evolving concept and that disability results from the interaction between persons with impairments and attitudinal and environmental barriers that hinders their full and effective participation in society on an equal basis with others (CRPD, 2006).”

Based on Law Number 4 of 1997 concerning people with disabilities, a person with a disability is any person who has a physical or mental disorder, which can interfere or is an obstacle for them to carry out activities appropriately, consisting of: a) physically handicapped; b) people with mental disabilities; c) people with physical and mental disabilities (Law, 1997). Meanwhile, based on the type of disability, people with disabilities consist of:

- a) Physical disability is a disability that causes interference with bodily functions, including bodily movements, vision, hearing, and the ability to speak. Included in this criterion are: a) leg defects, b) back defects, c) hand defects, d) finger defects, e) neck defects, f) blind disabilities, g) hearing defects, h) speech defects, i) defects touch (taste), j) trait defects.

Disability has many terms, one of which is physical disability. This term is derived from the word (tuna in Indonesian) which means loss or less, meanwhile (daksa in Indonesian) means the body. Therefore, disabled people are intended for those who have imperfect limbs, so that physically disabled or deformed resulting in abnormalities of the body to perform the movements needed. Body defects can be classified as follows.

- a. According to disability is a birth defect, caused by disease, caused by an accident, and caused by war.
- b. According to the type of disability is broken (amputated) limbs and arms; bone, joint, and muscle defects in the limbs; backbone defects; cerebral palsy; other defects including orthopedic body defects; paraplegia. Other terms for people with disabilities include physical disabilities, orthopedic disabilities, crippled, physically, handicapped, physically disable, no ambulatory, having organic problems, orthopedic impairments, orthopedic handicapped (all these meanings have the same meaning).

- b) Mental disability is a mental disorder and / or behavior, both congenital and due to disease, including: a) mental retardation, b) functional psychiatric disorders, c) alcoholism, d) organic mental disorders and epilepsy.
- c) Physical and mental disability is the condition of someone who bears two types of disabilities at once. If the disabled are both, it will greatly disturb the person with a disability.

1.6.5 E-KTP

E-KTP is the official identity of the population as official proof of population using NIK on a national scale for the entire scope of the Unitary Republic of Indonesia. Whereas the Population Identification Number or NIK is a Population identity number that is unique, single, and attached to someone who is registered as an Indonesian Population. NIK is valid for life and forever, which is given by the government and issued by the implementing agency to each resident after the bio data is recorded.

Mandatory residents who use KTP are all Indonesian Citizens (WNI) and Foreign State Citizens (WNA), hereinafter the WNA has officially settled in Indonesia for 17 years or also the foreigner has been legally married or married in Indonesia, then the foreigner has officially become an Indonesian citizen and can already have an official identification identity such as the E-KTP. Whereas in the security code is a tool that identifies itself that shows self-identity as precise and accurate as self-authentication that ensures the population documents as belonging to that person.

Meanwhile, electronic recording is an electronic data storage device that can be read electronically with a reader and is useful as data security. E-KTP is a national KTP that is regulated in Law No. 23 of 2006 which concerning Population Administration, Presidential Regulation No. 26 of 2009 concerning the Application of KTP which is based on the National Identity Number which is synchronized as NIK nationally, and Presidential Regulation No. 35 of 2010 concerning Amendment to Presidential Regulation No. 26 of 2009. Accordingly, the said E-KTP applies nationally or within the scope of all Indonesian citizens. In addition, with the change of KTP to E-KTP, it can facilitate the community in the form of services both from local / central government and private institutions, because they no longer need local KTP.

Moreover, the benefits or functions of the existence of E-KTP for the community, nation, and country in between are as follows.

- 1) As self-identity.
- 2) National validity, so there is no need to make a local KTP for obtaining permits, opening a bank account, and so on.
- 3) Preventing multiple KTP cards and fake KTP cards.
- 4) The creation of accurate population data to support development programs.

Electronic KTP is a population document containing a security / control system both in terms of administration or information technology based on the national population database. E-KTP is an official government program; therefore

in implementing E-KTP it has the following legal basis:

- 1) Law of the Republic of Indonesia Number 23 of 2006 concerning Population Administration, explains that: "residents are only allowed to have 1 (one) KTP listed on the Population Identification Number (NIK). NIK is the sole identity of each resident and is valid for life".
- 2) Presidential Regulation Number 26 of 2009 concerning Application of KTP based on Population Registration Number, which reads:
 - a) KTP-based (NIK) contains security codes and electronic records as a means of verifying and validating the identity data of the population.
 - b) Electronic records referred to in paragraph (1) contain biodata, signatures, passport photographs, and fingerprints of the residents concerned.
 - c) Records of all resident's fingerprints are stored in the population database.
 - d) The taking of all resident's fingerprints as referred to in paragraph (3) is carried out at the time of filing an application for a NIK-based KTP, provided that: For Indonesian citizens, it is carried out in the sub-district; and for foreigners who have a permanent residence permit carried out in the implementing agency.
 - e) The resident's fingerprint record contained in the NIK-based KTP as referred to in paragraph (2) contains the left hand index finger and right hand index finger of the resident concerned.

- f) Records of all resident's fingerprints as referred to in paragraph (3) can be accessed by interested parties in accordance with statutory regulations.

Difference between E-KTP and KTP. E-KTP or Electronic KTP is a KTP that has a National KTP specification and format with a special security system that applies as an official identity issued by the Regency / City Population and Civil Registry Office. KTP based on Population Identification Number (NIK) is equipped with fingerprints and chips. The chip that was planted on the E-KTP contained bio data, signature, passport photo, and fingerprint of the residents concerned. The purpose of the application of NIK-based ID cards that are equipped with fingerprints and chips (E-KTP) is to provide validity of identity and legal certainty of population documents, provide protection of the civil status of each population and is a form of state recognition for each population. Enforcement of the E-KTP is expected to provide benefits to both the population and the country. E-KTP prevents and closes opportunities for multiple ID cards and fake ID cards, thus providing a sense of security and legal certainty for the population. Electronic KTP is a National KTP so that it applies nationally; thus, making it easier for residents to get services from Government and Private Institutions, because they no longer need a local KTP. In the absence of dual KTP cards, accurate population databases will be realized, so that voter data in elections and post-conflict local elections that have often been problematic will not happen again, and all Indonesian citizens who have the right to vote are guaranteed their right to vote. In addition, E-KTP can support increased state security as a positive impact from the closed opportunities

for multiple KTP and fake KTP, where so far the criminals including terrorists, illegal migrant workers and human trafficking generally use double KTP cards and fake KTP cards.

- **The Advantages of E-KTP**

The Electronic Identity Card (E-KTP) applied in Indonesia has advantages compared to the E-KTP implemented in China and India. E-KTP in Indonesia is more comprehensive. In the PRC, the electronic identity card (e-IC) is not equipped with biometrics or fingerprint records. There, e-ICs are only equipped with chips that contain limited personal data. Currently in India, the system used for population data management is the UID (Unique Identification Data) system, whereas in Indonesia the name is NIK (Population Identification Number). UIDs are issued through registration at 68 service points, meanwhile the E-KTP program in Indonesia is implemented in more than 6,214 districts. Thus, the E-KTP implemented in Indonesia is a combination of the RRC e-ID and the Indian UID, because the E-KTP is equipped with biometrics and chips. E-KTP also has advantages compared to ordinary KTP / national KTP, these advantages include a single identity:

- 1) Cannot be matched.
- 2) Cannot be duplicated.
- 3) Can be used as a ballot card in the Election or E-voting. In addition, the fingerprints recorded from each compulsory E-KTP are all fingers (totaling ten), but the data entered in the chip is only two fingers, namely the thumb

and right index finger. Fingerprint was chosen as authentication for E-KTP because it has same advantages namely cheapest cost and more economical than other biometrics.

- 4) The shape can be kept unchanged because fingerprint lines will return to their original shape even if the skin is scratched.
- 5) Unique, there is no possibility even if a twin.

- **Weaknesses of E-KTP**

In practice, the use of E-KTP has proven to still have weaknesses, for example, the owner's signature does not appear on the surface of the KTP. The absence of signatures in the E-KTP has caused a separate case for some people, for example, when conducting transactions with banking institutions, the E-KTP was not recognized because there was no display of signatures. There are a number of cases where E-KTP holders cannot transact with banks because there are no signatures. The signature printed on the chip cannot be read by the bank because it does not have a device (card reader). Finally, the holder of the E-KTP was forced to have to ask for recommendations from the Head of the Population and Civil Registry Department to convince the bank.

- **Factors That Affect the Effectiveness of E-KTP Services**

Services needed by humans are divided into two types, namely physical services that are personal and administrative services provided by others as members of organizations (mass organizations or state organizations). Based on this opinion, what is meant by service is a continuous activity in daily life in the form of physical services that is personal and administrative in nature that is normally

found in an organization's activities.

According to Law No. 25 of 2009 concerning Public Services described that public services are all forms of activities in the framework of regulation, guidance, provision of facilities, services and others carried out by government officials as an effort to meet the needs of the community in accordance with applicable laws and regulations.

Meanwhile, according to Joko Widodo (2001: 131), public services can be interpreted as providing services (serving) the needs of people or communities who have an interest in the organization in accordance with the basic rules and procedures that have been set.

The factors that influence the effectiveness of public services such as service in making E-KTP are the existence of the dissemination of the invitation distribution of making E-KTP to the people who want to be served, the existence of facilities and infrastructure in making E-KTP, and there is a budget that supports the implementation of the activity of making E-KTP.

According to Gomes; "A budget is a document to reconcile program priorities with a projected source of opinion, admirably from an announcement of an organization's activities or objectives for a specified period of time with information about the funds needed to achieve that goal".

Meanwhile, according to Garrison, Noreen, and Brewer, the budget is a detailed plan regarding income and use of financial resources and other resources

over a certain period.

1.7 Conceptual Definition

Conception is a general thought that illustrates the relationship between specific concepts to be or will be examined. Conceptual terms are guides that are more concrete or guidelines, and theories that are sometimes still abstract, so operational definitions are needed.

Thus, in order to provide a clear picture to avoid misunderstanding in interpreting important terms between a concept and other concepts in connection with the main problem in this study, the concept definitions in this study are as follows:

1.7.1 Effectiveness

Effectiveness is an ability to choose the right destination with the use of equipment used to determine the goals set.

1.7.2 Public service

Public services are all forms of services performed by government agencies at the central, regional, and in the environment of State-Owned Enterprises or Regional-Owned Enterprises in the form of goods or services, which is carried out in the form of meeting the needs of the community and in the context of implementing the provisions of the legislation.

1.7.3 Disability

Disability is someone who has a disability from birth or also someone who has

an illness and is also caused due to an accident, which results in disruption of bodily functions, including gestures, sight, hearing, and the ability to speak.

1.7.4 E-KTP

E-KTP is the official identity of the population as official proof of population using NIK on a national scale for the entire scope of the Unitary Republic of Indonesia.

1.8 Operational Definition

Operational definitions are aspects of research that provide information on how to see, use, and measure variables so that research is truly well directed and clear. Research on the effectiveness of services in making E-KTP in the Department of Population and Civil Registration especially for Persons with Disabilities of Sleman Regency in 2018-2019 is using the theory of effectiveness from Martani and Lubis (1987) indicators as follows.

1.8.1 Resource approach

1. Physical
2. Non-physical

1.8.2 Process approach

1. Implementation

1.8.3 Goals approach

1. Achievement of objectives
2. Integration

Table 2 Conceptual and Operational Definition

NO	Variable	Indicator
1	Resource approach <ul style="list-style-type: none"> • Physical • Non-Physical 	<ul style="list-style-type: none"> • The employment resources of the Sleman population and civil registration department in making E-KTP with disabilities • Resources, facilities and equipment for making E-KTP disabilities
2	Process approach <ul style="list-style-type: none"> • Implementation 	<ul style="list-style-type: none"> • Internal process and activities in making E-KTP for disability people
3	Goals approach	<ul style="list-style-type: none"> • Targets, Input, long-term and short-term goals of E-KTP services to the disabled community.

1.9 Research Methodology

1.9.1 Type of Research

Based on the focus of the research described above and reviewed in terms of procedures and patterns adopted by the researcher, this research is considered as qualitative descriptive research. This study uses a qualitative research method. Qualitative methods is being used because researcher wants to explore phenomena that cannot be quantified that are descriptive, such as the process of a work step, notions of a variety of concepts, characteristics of goods and services, pictures, styles, the way of a culture, a physical model of an artefact and so on (Komariah. A & Satori. D, 2011).

Meanwhile, according to Zainal Arifin (2011), qualitative research is a research process that is carried out naturally and in accordance with the objective conditions

in the field without any manipulation, as well as the types of data collected especially qualitative data (Arifin, 2011, p. 140). Whereas, seen from data sources, this research belongs to the category of field research, namely research carried out on the scene or where a phenomenon or issue occurs (Hasan, M, 2002, p. 11).

1.9.2 Sources and Types of Data

The researcher collects data from interviews and library research by collecting data from books, academics, journals, articles, and other sources relevant to this research. The types of data used are primary and secondary data. This data will later be obtained through interviews and direct observation of stakeholders. Data will also be obtained from books and journals that discuss the engagement of the community initiated by government institutions to respond to an issue that is being a mutual concern in the community.

In collecting data, the researcher obtained data from several data sources as follows:

- Primary Data

Primary data is data sourced from informants who know clearly and in detail about the problem under the study. Meanwhile, informants are people who are willing to provide information about situations and conditions that are used as objects of research (Moleong, J, 2008). This primary data can also be defined as data that are directly sourced from humans. In taking this primary data, researcher will use voice recorders

or write the results of answers from informants in interviews. The results of interviews will be collected from various parties which will then be concluded by the researcher.

In order to anticipate lies or misinformation that might occur in interviews, researcher has to look for the figure of the informant who is truly reliable and capable of being accountable. The informants in this study who are predicted to know correctly and deeply about the public services for disability are:

Table 3 Primary Data

Data collection technique	Interviewees
Interview	Population and Civil Registration Department
	People with disability

- Secondary data

Secondary data is data that comes from a second source or from an institutions or documents. It is data that supports primary data. This data will be obtained from the literature of previous research that is relevant to this research.

Overall, the sources of data used in this study come from two sources, namely: First, data obtained from human sources, meaning that

in obtaining the data, researcher faces to faces with the informants by means of interviews. Second, the data obtained is sourced from non-humans, which means that this data is obtained from documentation, in the form of documents, notes, photographs and observations.

1.9.3 Data Collection Technique

Data collection techniques used in this study were interviews, observations and documents.

1.9.3.1 Interview

The interview aims to collect data by directly interacting with the speakers or can be said to be a face-to-face conversation. The author asks directly about the object being studied and designed beforehand, (Yusuf 2014).

In this research the writer used planned-unstructured interviews. Researcher has made clear interview plans, but did not use standard formats and sequences. Because the author uses ethnographic research, the writer uses a snowball sampling technique to retrieve data. Questions will be prepared by the writer, often in reality the questions that have been prepared are modified and changed according to the field settings.

The actors who will be the interviewees in this study are the people with Disability and related government in Sleman Regency.

Table 3 Interviewees

Interviewees	Position
<ol style="list-style-type: none"> 1. Raden rara endang mulatsih S.Sos, M.Si 2. Iskandar Widagdo, S.Si 	<ol style="list-style-type: none"> 1. Population and Civil Registration Sleman: Head of Population Registration Sleman Service 2. Population and Civil Registration Services: Head of Population Identity Section
<ol style="list-style-type: none"> 1. Satrio Purnomo 2. Ibnu Sulaiman 3. Ahmad Waluyo 4. Lastika Putri 5. Tuti Sulaiha 	<ol style="list-style-type: none"> 1. People with Disability (Orthopedically) 2. People with Disability (Blind) 3. People with Disability (Deaf) 4. People with Disability (Speech impaired) 5. People with Disability (Double handicap)

1.9.3.2 Documentation

Documents are written records or pictures that have been stored, someone's work that has occurred. Documents that contain facts and data about events and social situations related to research are very useful information for research. Documents can be in the form of images, photos, artefacts, symbols, reports, and others stored. Documents do not have a space and time limit so researcher can be an amplifier of observation and interview data. Study of documents relative than other, by investigating data obtained from documents can simplify work in the field of tracking data from documents to other documents, (Sannjaya 2016).

The documents used were obtained from the internet such as news and government website. Besides, the author also used the requested data from the

Population and Civil Registration Department. Documents can also come from the Thesis, etc.

Table 4 Data Document

Type of data	Data
Website	dukcapil.slemankab.go.id Slemankab.go.id

1.9.4 Data Analysis

Data obtained from the research results were analysed by analysis techniques. Writer can analyse data by using secondary data. Qualitative techniques produce descriptive data in the form of written words from the speakers. In qualitative research, researcher did not use statistic data in data collection and in the results interpretation.

Analysis before the field was used when the author had analysed the data before the researcher entered the research field, by using previous research and secondary data to determine the focus of research. However, the focus of research can develop when researcher has entered the field. With prior field analysis techniques if the research focus formulated is not in accordance with what is in the field, the researcher will change the focus, (Sugiyono 2015)