

## IMPLEMENTATION OF PUBLIC SERVICES FOR MAKING E-KTP AND FAMILY CARDS IN LAMPUNG PROVINCE FROM AN ISLAMIC PERSPECTIVE

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### ABSTRACT

*This article aims to look at the implementation of public services for making E-KTP and Family Cards in Lampung Province and then look at it from an Islamic perspective. This article uses a qualitative research method with a phenomenological approach as a framework and method of analysis. The data collection stage uses interview, observation, and documentation methods. While the data analysis method uses descriptive analysis method with conclusions drawn through in-depth interview data and theories with an inductive framework. The results of this study indicate that the implementation of Public Services for Making E-KTP and Family Cards in Lampung Province can be seen from five dimensions, namely tangible, reliability, responsiveness, assurance, and empathy. Among the existing dimensions, there are several dimensions that have not been implemented optimally and some others have been implemented well. The service seen from the Islamic aspect has been in accordance with Islamic law by applying the principles of musawah, ukhuwah, muhabbah, and ta'awun in the service.*

Key words: *Public Service, e-KTP, Family Card, Lampung, Islam.*

### ABSTRAK

Artikel ini bertujuan untuk melihat penerapan pelayanan publik pembuatan E-KTP dan Kartu Keluarga di Provinsi Lampung dan kemudian melihat dalam perspektif Islam. Artikel ini menggunakan metode penelitian kualitatif dengan pendekatan fenomenologi sebagai kerangka dan metode analisis. Tahap pengumpulan data menggunakan metode interview, observasi, dan dokumentasi. Sedangkan metode analisis data menggunakan metode analisis deskriptif dengan diakhiri pengambilan kesimpulan melalui data interview mendalam dan teori-teori dengan kerangka berfikir induktif. Hasil kajian ini menunjukkan bahwa implementasi Pelayanan Publik Pembuatan E-KTP dan Kartu keluarga di Provinsi Lampung dapat dilihat dari lima dimensi yaitu *tangible, reliability, responsiveness, assurance, dan empathy*. Diantara dimensi yang ada, ada beberapa dimensi yang belum dilaksanakan secara optimal dan sebagian yang lain telah dilaksanakan dengan baik. Pelayanan tersebut dilihat dari aspek Islam telah sesuai dengan syariat Islam dengan menerapkan prinsip *musawah, ukhuwah, muhabbah, dan ta'awun* dalam pelayanan.

Kata kunci: *Pelayanan Publik, e-KTP, Kartu Keluarga, Lampung, Islam.*

## INTRODUCTION

The government of a country basically has two main functions according to state administration theory. The first function is regulatory, which relates to the concept of the modern state as a legal entity that organizes rules and regulations. The second function is service, which relates to the concept of the state as a provider of welfare for its citizens (Ridwan & Sudrajat, 2020; Tjandra, 2021). The regulatory and service functions cover all aspects of the life of the community, nation and state, and are assigned to specific parts of the government that have functional responsibility for specific areas within these two functions (Siagian, 2001).

Service is a key element in efforts to meet customer satisfaction and is an obligation that must be improved, either by individuals or organizations (Hidayattullah, 2017; Mukti, 2017). The quality of individuals or organizations that provide services is reflected in the types of services they provide. Services are basically a series of actions that take place regularly and continuously, covering all aspects of organizational life in society (Suandi, 2019). This process aims to fulfill the needs of both service recipients and providers, especially in the context of public services.

Public service is an essential service in government administration that aims to meet the needs of the community. The quality of public services is used as a key benchmark in assessing government performance, both at the national and local levels (Dwiyanto, 2021). Governance is considered effective if the services provided focus on the welfare of the community. Adequate and superior services directly impact public satisfaction, because people will assess government performance based on their experience in receiving services (Mustofa *et al.*, 2020). Therefore, the level of public satisfaction is the main measure of the success of governance (Yusrizal *et al.*, 2019).

Sinambela (2006) explains that public service is the act of providing services to individuals or communities who have certain interests in an organization, in accordance with basic regulations and established procedures. Meanwhile Dwiyanto (2021) defines public service as a series of activities

carried out by the public bureaucracy to meet the needs of user citizens, namely citizens who need public services for their interests, such as making birth certificates, identity cards (KTP), family cards, marriage certificates, and others.

Referring to the above, public services are basically services provided by the public bureaucracy (government) to the community in order to fulfill the obligations of a citizen. These obligations can relate to the individual needs of service applicants such as population documents: e-KTP, Family Card, and birth certificate, or it can also be related to documents of interest to groups or organizations such as building permits or others.

In relation to public services, Lampung Province has now adopted the Population Administration Information System (SIAK) as a data collection tool that can be accessed from various locations and is valid throughout Indonesia. However, there are aspects that need attention, namely the supervision and control of this system. On the other hand, public services in Lampung Province experience problems that continue to be an issue for the general public. Problems that arise are the complexity of the system that involves complicated requirements for the process of recording e-KTP and making Family Cards (KK). Likewise, information on procedures is not always clearly available to the public, which often results in delays in the process of making e-KTP and Family Cards, and has the potential for unethical behavior such as illegal levies.

The administration of E-KTP by the Lampung Provincial government has not been able to provide the right solution and resolution in the process of making E-KTP. In addition, there is the implementation of Presidential Regulation No. 96/2018 on Requirements and Procedures for Population Registration and Civil Registration in Article 16 which states that non-electronic ID cards are no longer valid, because everyone is required to use E-KTP. The making of E-KTP by the government is specifically for every individual who is 17 years old and above, who is married or has been married, and who has a Family Card (KK). This implementation aims to avoid double or duplicate data on population.

Having an E-KTP and Family Card also makes it easier for people to verify their identity when they are outside the region, as the E-KTP is valid nationally (Aprillia et.al., 2021; Triana et.al., 2019). This means that the information they seek will still match their actual identity. However, because there is a complicated system and vague information, it ultimately makes people feel confused about the truth of the information that is developing. Therefore, the government, which is responsible for protecting the community, should be able to provide good and appropriate service solutions.

Based on observations of public services in the process of recording E-KTP and making Family Cards in Lampung Province, especially in Bandar Lampung City and Central Lampung Regency, it can be seen that the services provided by public officials are still not optimal. For example, in terms of providing information about the process of making E-KTP and Family Cards, there is a lack of clarity that causes some people to not understand the procedure. The impact of this is that many people have experienced delays in making E-KTPs in the two districts. Such statements have been made by a number of people living in Bandar Lampung City and Central Lampung Regency.

Looking at the phenomena and problems that exist in Lampung Province, especially in Bandar Lampung City and Central Lampung Regency, it appears that there is an interesting problem for further study of public services to the community. Therefore, this study will look at the quality of public services by referring to Zeithaml's theory in Hardiyansyah (2011) and Hessel Nogi S. Tangkilisan (2005) that service quality is determined by five dimensions, namely Tangible, Reliability, Responsiveness, Assurance, dan Empathy. And taking two different districts aims to see the quality of service from the city and district levels in Lampung Province in order to get a comprehensive picture in accordance with the actual conditions in the field and seen in an Islamic perspective.

## METHOD

This article applies qualitative research methods with the aim of obtaining natural data on the issues being studied

(Creswell, 2012). The nature of this study is field research conducted in Lampung Province, especially in Bandar Lampung City and Central Lampung Regency. The approach used is a phenomenological approach as a framework and method of analysis. Phenomenology was chosen to understand and study the phenomenon of human life (Ritzer & Goodman, 2018). The reason for choosing a phenomenological approach is because the data to be studied is about phenomena in the community environment. The phenomenological approach has the ability to describe individual experiences of phenomena into a broader description of the essence and core of the phenomenon (Sugiyono, 2016). At the data collection stage, this study uses interview, observation, and documentation methods. The data analysis method uses descriptive analysis method, which is an approach where the data is analyzed by describing the situation or phenomenon using words or sentences separated by categories, with the aim of reaching conclusions (Moleong, 2017). Conclusions are drawn by analyzing in-depth interview data with previous studies and theories studied.

## RESULT AND DISCUSSION

### Implementation of Public Services for Making E-KTP and Family Cards in Lampung Province

Population administration is a complex issue given that it involves various agencies and various interests (Wijayanti et.al., 2016). Population administration policy and implementation includes various activities, such as population registration, civil registration, and population data management at the central and local levels. In practice, the policy and implementation of population administration is influenced by various factors, such as the legal basis, institutional structure and human resources, technology and service systems, registration, public awareness in demographic aspects, and population data processing (Mustopadidjaja, 2003).

Public services in the population administration sector are part of the government's responsibility to serve the

general public. This includes various tasks and functions such as the registration and procurement of Electronic Identity Cards (e-KTP), Family Cards, as well as various Civil Registration Deeds that include services for recording changes and managing population data (Tjokroamidjojo, 2001).

In Lampung Province, public administration services are the duties and authorities assumed by the local government represented by the government agency, namely the Population and Civil Registry Office. This is as stated in Law No. 32 of 2004 concerning Regional Government (Nurcholis & Hanif, 2009). In essence, public service is a form of providing optimal service to the community, and this reflects the responsibility of government officials as public servants. However, facts in the community show that public services in terms of population administration, especially in making e-KTP and Family Cards, still face various obstacles and have not fully run well.

Referring to the results of observations made, it can be seen that services for making e-KTP and Family Cards in Bandar Lampung City and Central Lampung Regency have not reached an optimal level to date. There are several problems that indicate this, such as the complexity of the procedure for making e-KTP and Family Cards. The process involves various parties at the RT, RW, Village, and then proceeds to the Sub-district. In addition, the process also involves several stages at the Kecamatan level, including the Population Identification Section, the Head of the Registration Division and the Head of the Dinas.

In the author's opinion, the problem arose allegedly because the Kecamatan government bureaucracy was not capable of applying its expertise as a bureaucratic tool that should apply the principle of effectiveness in its services. The bureaucracy tends to lack new ideas to simplify the procedures for making e-KTP and Family Cards and does not find solutions to these problems. So that citizens feel reluctant to take care of themselves and prefer to use the services of others who have close access to the bureaucracy. Another problem is that e-KTP and family card applications often take a relatively long time to complete. Indeed, the time to complete the e-KTP and Family Card is not clearly regulated in the laws and

regulations, but the Kecamatan government bureaucracy should be able to analyze and provide the best solution for this.

On the other hand, the lack of public understanding of the procedures that must be followed in making e-KTP at the Population and Civil Registry Office is a separate problem that needs to be solved by various parties. The stages of this procedure are not widely socialized to the community. This shows that there is a lack of socialization about the implementation of the correct procedures that must be followed in obtaining government services, especially in making e-KTP and Family Cards.

The lack of optimal service for making e-KTP and Family Cards at the Office where e-KTP is made based on the explanation above is thought to be due to the government bureaucracy that is run less professionally. The impact of what is shown by the performance of the bureaucracy is of course felt directly by the people who directly get services from the government bureaucracy. In fact, what is done in efforts to reform the bureaucracy is directed at improving services to the public (Kaho & Riwu, 2005). And in the context of implementing autonomy, local governments have the responsibility to not only improve the welfare of the community, but also to prioritize the quality of sustainable community services (Kaho & Riwu, 2005). Government organs that receive authority to take certain actions carry out their actions not only bound by statutory regulations, written law besides that government organs must pay attention to unwritten law, namely the general principles of proper government (Ridwan HR, 2016).

In order to assess the quality of Public Services in Lampung Province, especially in Bandar Lampung City and Central Lampung Regency, the author refers to Zeithaml's theory in Hardiyansyah (2011) and Hessel Nogi S. Tangkilisan (2005) that service quality is determined by five dimensions, namely Tangible, Reliability, Responsiveness, Assurance, and Empathy. The results and qualitative analysis of each dimension of service quality can be described with the following explanation:

1. Tangible Dimension (Physical Evidence)

In order to realize quality public services, it is necessary to make changes and improvements that lead to community

satisfaction. The tangible dimension is determined by indicators, namely the appearance of the apparatus when performing services, the comfort of the place to perform services, the ease of the service process, the discipline of the officers in performing services, the ease of customer access in service requests, and the use of tools in services. The low quality of e-KTP and Family Card making services in several sub-districts of Bandar Lampung City and Central Lampung Regency is due to the existence of several indicators that have not run in accordance with service standards. Such as the comfort of the place in performing services. The inconvenience is caused by non-functioning air conditioners and the unavailability of information boards. Basically, this fact is not in accordance with the existing theory, namely the attributes that determine the quality of public services such as the availability of information and a comfortable service waiting room.

## 2. Reliability Dimension

Reliability is the ability to provide the promised service with: promptly, accurately, and satisfying service users. The reliability of officers in providing services is very helpful for the community in receiving services quickly and easily. Each officer is expected to have the ability in knowledge, expertise, independence, mastery and high professionalism of work, so that the work activities carried out produce a satisfactory form of service, without any complaints and excessive impressions of the services received by the community. The reliability dimension is determined by indicators, namely the accuracy of officers in serving, clear service standards, the ability and expertise of officers in using tools in the service process and the expertise of officers in the service process.

In its implementation, the reliability dimension in several sub-districts of Bandar Lampung City and Central Lampung Regency still has indicators that have not gone well, for example, the officer's expertise in using tools in the service process is still very minimal. So that the administration of making e-KTP and Family Cards becomes slow and neglected. Whereas the demands for the reliability of officers in providing fast, precise, easy and smooth services are a condition of assessment for the people served in showing

the actualization of the officer's work in understanding the scope and description of work that is the concern and focus of each officer in providing services. This is what needs to be addressed from the reliability dimension in Bandar Lampung City and Central Lampung Regency.

## 3. Responsiveness Dimension

The dimension of responsiveness is the provision of a good, fast and responsive response in dealing with any complaints from service users. Responsiveness to respond to service users is one of the drivers of service success, because if the implementation of services is based on attitude, desire, and commitment to carry out good service, it will create an increase in the quality of service that is getting better. Assessment of the quality of public services for making e-KTP and Family Cards in Bandar Lampung City and Central Lampung Regency in this dimension is by using several indicators, namely responding to every customer who wants to get service, the speed of officers in providing services, the accuracy of officers in providing services, the accuracy of officers in providing services, the timeliness of officers in providing services. The implementation of indicators that have not been implemented optimally is the completion of services according to a predetermined time. This is due to the limitations of officers, both in number and quality. The lack of service officers and the lack of ability of service officers greatly affect the service itself.

## 4. Assurance Dimension

Every form of service requires certainty of the service provided. The form of certainty of a service is largely determined by the guarantee of the officer who provides the service, so that the person receiving the service feels satisfied and confident that all forms of service affairs carried out are completed and completed in accordance with the speed, accuracy, convenience, smoothness and quality of the services provided. The Assurance dimension includes the knowledge, ability, politeness, and trustworthiness of the officer, free from danger, risk and doubt. The assessment of the quality of public services for making e-KTP and Family Cards in Bandar Lampung City and Central Lampung Regency includes officers providing timely guarantees in

services, officers providing cost guarantees in services, officers providing legality guarantees in services, officers providing cost certainty guarantees in services. From the existing assessment indicators, service officers have fulfilled all indicators in the Assurance dimension well.

#### 5. Empathy Dimension

Every service activity requires an understanding and interest in a service. The service will run smoothly and with quality if every party with an interest in the service has a sense of empathy in completing or taking care of or has the same commitment to service. Empathy in a service is the presence of attention, seriousness, sympathy, understanding and involvement of parties with an interest in the service to develop and carry out service activities according to the level of understanding of each party. The party providing the service must have the empathy to understand the problems of the party to be served. The party being served should understand the limitations and abilities of the person serving, so that the integration between the party serving and getting the service has the same feeling.

The empathy dimension in this study refers to several indicators, namely putting the interests of the applicant first, officers serve with a friendly attitude, officers serve with courtesy, officers serve with non-discrimination and officers serve and respect every customer. Referring to these indicators, public services for making e-KTP and Family Cards in Bandar Lampung City and Central Lampung Regency have met the expectations of service users, such as putting the interests of the applicant first, officers serving with courtesy, officers serving with non-discrimination and officers serving and respecting every customer. However, the indicator of serving in a friendly manner has not been fulfilled, this can be seen from the presence of officers who have not given smiles and greetings and even seem ignorant when serving. This fact is not in accordance with the existing theory that service officers should greet gently, speak in good and correct language and be passionate in serving service users.

### **Implementation of Public Services for Making E-KTP and Family Cards in Lampung Province from an Islamic**

### **Perspective**

According to the provisions in Islam, supervision is also referred to as "*hisbah*", in the government system in society can increase efficiency in the government system and be able to illustrate the transparency of government against abuse of power that occurs, in addition to successfully eliminating fraud and any form of misappropriation in society. This is as in the word of Allah in al-Qur'an An-Nisaa verse 58 that Allah enjoins you to deliver the mandate to those entitled to receive it, and (enjoins you) when determining the law among men that you determine it fairly.

Leadership supervision has an important role in increasing employee work effectiveness, this is relevant to Islam, then as stated by Siagian in Hartini (2017) that "so that supervision can be effective or bring results as expected, the leader must know the characteristics of a supervisory process". Supervision in Bandar Lampung City and Central Lampung Regency should include the following requirements: Supervision must be rational; Supervision must be honest; Supervision must be flexible and flexible; Supervision must be efficient; Not leaving human aspects; Supervision must be guiding (Handyaningrat, 1997).

Supervision in Bandar Lampung City and Central Lampung Regency itself cannot be said to run optimally in accordance with the implementation in Islam, namely being able to provide a transparent picture of the abuse of power and being able to eliminate fraud in the form of fraud in society. They still make mistakes in the implementation system and they have not been able to prevent and have not been able to correct various deviations, mistakes or irregularities. Ineffective supervision can also be seen from the many rights of residents regarding mandatory E-KTP that have not been achieved.

In addition, if we examine carefully the services of making E-KTP and Family Cards in Bandar Lampung City and Central Lampung Regency, it cannot be said that they have fulfilled the concept of professional work in Islam. The concept of work carried out by employees in the two districts has not fulfilled the concept of professional work according to Sinamo, namely: Work is a blessing, must work sincerely full of gratitude. Work is a

mandate, must work with integrity. Work is a calling, must work thoroughly with responsibility. Work is actualization, must work enthusiastically. Work is worship, must work seriously with full devotion. Work is an honor, must work excellently with diligence. Work is a service, must work perfectly with humility (Hadiansyah & Yanwar, 2017).

The lack of an attitude of basic responsibility of employees towards the institution is not in line with the work ethic aspects, namely work is a blessing, work is a mandate, work is a calling and work is actualization, where employees or employees are not sincere with the income / salary that has been received every month, are not trustworthy in carrying out their job descriptions, and there is no enthusiasm when they do not get tips (gift money) from everyone who uses the E-KTP and Family Card making services.

On the other hand, seen from an Islamic perspective, service ethics in an Islamic perspective has a positive and significant influence on service user satisfaction. The results of this study are supported by the results of previous studies that Islamic work ethics has a significant effect on job satisfaction (Mustakhirah & Helmy, 2021; Nurhasanah et.al., 2022), meaning that when Islamic work ethics or Islamic service ethics are instilled in the daily life of government officials in providing services to the service user community, it will cause satisfaction for the government apparatus which triggers satisfaction for service users because the government apparatus provides satisfying services.

Referring to the results of interviews and observations while conducting research, the author sees that the service of making E-KTP and Family Cards in Bandar Lampung City and Central Lampung Regency is in accordance with the concept of service in Islam, which is realized in a relationship between humans which can be seen in several main principles, namely: The principle of equality (*Musawah*), the principle of brotherhood (*ukhuwah*), the principle of love (*Mahabbah*), and the principle of helping (*Ta'awun*) (Alibia & Hadiat, 2022).

The principle of equality (*Musawah*) can be seen from the services provided by employees in Bandar Lampung City and Central Lampung Regency in the implementation of making E-KTP and Family

Cards that do not discriminate between ethnicity and social status between visitors or service users. Thus the principle of equality is in accordance with what was taught by the Prophet Muhammad SAW. This principle of equality is a must because it is the basis for regulating relations between humans. Thus, if there are differences in an organization, it is as a result of the division of labor or tasks, not on the distinction between one group and another.

On the principle of brotherhood (*ukhuwah*), Islam teaches that all Muslims are brothers, as well as those implemented by employees of Bandar Lampung City and Central Lampung Regency in providing services to the community, they assume that service users are their brothers, thus the sub-districts in providing services are friendly, caring, and use the principle of helping, although not all employees implement this, but most apply this principle in providing services to the community. So even though the social status of each human being is different, the principle of brotherhood must be upheld in daily life behavior and in providing value to humans.

In the principle of love (*Mahabbah*), according to the findings of the author's research, the government of Bandar Lampung City and Central Lampung Regency in carrying out services has *mahabbah* or affection for the service user community. They consider humans created by Allah SWT. as the noblest and most perfect creature than His other creatures. Therefore, it is appropriate if humans love and honor each other. Therefore, every leader, employee, and service user community is required to love and respect each other.

In the principle of helping (*Ta'awun*), this principle is very visible in the service of making E-KTP and Family Cards in Bandar Lampung City and Central Lampung Regency. Where the government provides services to the community of service users with the aim that the facilities they provide are of high quality with no defects, and are in accordance with Islamic teachings which encourage us to help each other in goodness. Quality is the most important thing in service, high quality will make users more interested in using it. Service quality is the top priority in a service.

## CONCLUSION

Implementation of Public Services for Making E-KTP and Family Cards in Lampung Province can be seen from five dimensions, namely tangible, reliability, responsiveness, assurance, and empathy. Each dimension is well implemented and some are not well implemented, for example in the dimensions of tangible, reliability and empathy are not optimally implemented, while the dimensions of assurance and responsiveness show that officers in providing services have responded to all service users and have provided services quickly, precisely and carefully. Meanwhile, seen from an Islamic perspective, the service of making E-KTP and Family Cards has fulfilled the concept of professional work and can be said to be in accordance with Islamic law because the services provided use the principle of *musawah*, namely by not discriminating against service users to provide services, *ukhuwah*, namely sub-district employees consider and serve all guests who visit like their own brothers, *muhabbah*, namely the sub-district in providing services to the service user community is full of compassion, and *ta'awun*, namely by providing the maximum possible service as a form of assistance to service users who are in need.

## SUGGESTION

After providing the findings, the author can make the following suggestions: 1). The Lampung Provincial Government and other governments are expected to improve the quality of services in making E-KTP and Family Cards by applying Islamic values, such as trustworthiness, honesty, and justice in the administrative process. This includes speed of service, transparency in procedures, and provision of adequate information for easy access for the community; 2). Employees in charge of public services are advised to receive periodic training that combines technical knowledge and Islamic values. This training is expected to strengthen ethical commitment in serving the community sincerely and professionally, in accordance with religious principles; 3). Local governments need to socialise the importance of services based on Islamic values, both among employees and the

public. With this shared understanding, the community is expected to support and understand the principles of service that are implemented; 4). The application of technology in public services based on Islamic values, such as applications that facilitate access and transparency of processes, is expected to be improved. This technology can be used to reduce queues, provide service notifications, and facilitate tracking of application status with the principles of trust and efficiency; 5). Local governments are advised to conduct periodic evaluations of the implementation of E-KTP and Family Card services to assess public satisfaction and the effectiveness of the application of Islamic values in services. The results of this evaluation can be the basis for continuous improvement.

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