

The Accountability of Government Apparatus Performance in E-Ktp Services in Bantaeng Regency

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Abstract: This study aims to analyze the accountability process of the performance of government officials in the service of electronic Resident Identity Card (e-KTP) in Bantaeng Regency and analyze aspects that affect the accountability of the performance of government officials in the service of E-KTP in Bantaeng Regency. This research was carried out in Bantaeng Regency using qualitative approach, which is a method that has several theoretical perspectives with the type of case study. The research shows that the accountability of the performance of local government apparatus in e-KTP service at the Bantaeng Regency Population and Civil Registration Service still needs to be improved if it refers to several accountability indicators namely legal accountability and honesty, process accountability, program accountability, and policy accountability of the four indicators, indicators of local government must be able to improve the quality of the performance of the apparatus, especially from aspects of the process and program, although on the other hand there are some obstacles to the apparatus in carrying out their duties, functions and authority from these indicators. Indicators of legal accountability and honesty as well as policy accountability have run quite well, but these advantages must always be maintained in order to provide maximum service to the people of Bantaeng Regency.

Keywords: Accountability, performance, apparatus, government, e-KTP.

INTRODUCTION

Accountability is a concept that is close to the public administration of government which means the ability to provide answers, which can be blamed, and which have non-freedom including other terms that have relevance in the hope of explaining one aspect of public administration or government. discussion related to the level of problem in the public sector [1, 2]. Public Accountability is a principle that guarantees that governance activities can be accounted for openly by taking into account the application of policies [3]. In addition, accountability takes into account aspects of effectiveness and efficiency of budget use to create good governance [4].

Public Accountability is a principle that guarantees that every administration activity can be publicly accounted for by various elements that collaborate with the community [5, 6]. Based on the principle of the importance of e-KTP, it is necessary to process accountability by the Population Service apparatus and Civil Records in order to reduce performance and minimize potential irregularities. If the Bantaeng Regency government is able to perform services to the maximum, the service process to the community will be carried out properly.

Service accountability in Bantaeng Regency has not yet been realized to the fullest because several apparatus of the Population and Civil Registration Service that provide population administration services are not in accordance with minimum service standards or standard operating procedures, namely the existence of a service mechanism outside the has been determined. Thus, public services, especially related to electronic Resident Identity Card (e-KTP) and the occurrence of illegal levies to people who want to get services that are easy and fast.

In addition to the main problems, researchers in the pre-research stage also found several other problems in the E-KTP service at the Population and Civil Registry Service, namely the E-KTP service that did not have a clear service flow, the e-KTP service performed did not have a flowchart services, so that the community using E-KTP services does not have a clear service flow in managing E-KTP and population administration and civil registration documents within the Bantaeng Regency Government. The uncertainty of E-KTP service time to the community, so as not to give birth to accountability of the apparatus of the Population and Civil Registration Service in Bantaeng Regency. This is one of the motivations of researchers

to determine the causes of maximum population administration inaccuracies.

Accountability of the performance of the Government apparatus in e-KTP Services is a research that will reveal the weaknesses of the service process provided by the Bantaeng Regency government. In fact, in Bantaeng Regency population services are very urgent based on the benefits and uses in everyday life. Previous research that discusses the accountability of civil records, namely research Nelwan [7], and research Simmalayvong & Wibawa [8]. Which assesses the accountability of service of identity cards and land certificates, but this study examines different is law and honesty, process, program and policy. Based on these grounds and considerations, researchers are interested in looking more closely at the performance accountability of local government officials in E-KTP services in Bantaeng Regency. Therefore, the proposal title in this research plan is formulated with the aim of research to analyze the accountability of the performance of the Government Apparatus in E-KTP Services in Bantaeng Regency.

RESEARCH METHODS

This type of research is qualitative research by describing the meaning of empirical data with this type of research is a case study. This research was conducted in Bantaeng Regency, South Sulawesi Province, planned for two months after the proposal seminar with the aim of observing the accountability process of the performance of the government apparatus in the e-KTP service (Bantaeng Regency Population and Civil Registration Service). Data collection techniques in this study were carried out through several stages, namely observation, interviews, literature studies (documentation), techniques used by researchers to conceptually know about the problems being studied in the case of e-KTP. Data analysis includes data reduction, data display, and conclusion drawing or verification. Data validation techniques use extension observation techniques, techniques for increasing persistence, and triangulation.

RESULTS AND DISCUSSION

Legal Accountability and Honesty

Indicators of legal accountability and honesty can see compliance with the law in this case the rules related to service standards that have been determined by the Regional Government of Bantaeng Regency, and avoidance of acts of corruption or illegal levies of the apparatus in carrying out their duties. Accountability of the apparatus of the Population and Civil Registration Service of Bantaeng Regency if viewed from a legal and honesty point of view is sufficient based on the technical standard of service stated in the Bantaeng Regency regulation.

Sufficient responsibility given by the apparatus to the recipient of the service greatly helps the process of running a whole series of activities in the Population and Civil Records Service, besides, the researcher can see an honest soul for each servant is also highly highlighted. It can be concluded that legal accountability and honesty have met the standards that have been made, namely carrying out the provisions of the implementation of e-KTP services well and avoid the practice of corruption, collusion and nepotism, especially public services in the field of population administration namely e-KTP in Bantaeng Regency.

Process Accountability

Accountability of the public service process in the field of population administration namely the e-KTP service at the Bantaeng Regency Population and Civil Registration Service is carried out not in accordance with the standard operating procedures. In addition to the accountability aspect of this process, there are still some obstacles, because of the existence of facilities and infrastructure as well as the office of the Population and Civil Registration Service which is inadequate in providing maximum performance to service users in Bantaeng Regency.

Based on the results of the interview, it can be concluded that in the aspect of process accountability there are still some obstacles found, especially the apparatus in providing e-KTP services to service users. This was caused by the inadequate office of the Population and Civil Registration Service, the lack of form and the non-compliance of the apparatus with the standard operating procedures that had been made.

Program Accountability

Program accountability in e-KTP services at the Department of Population and Civil Registration in Bantaeng Regency is also still a problem. The availability of information technology is not yet running well, the e-KTP recording server and technical operations have not been optimal because of the inadequate network conditions in the office area. Program accountability in e-KTP services at the Department of Population and Civil Registration in Bantaeng Regency is also still a problem. The availability of information technology is not yet running well, the e-KTP recording server and technical operations are not optimal due to inadequate network conditions in the office area.

In addition, similar information related to program accountability in e-KTP services, one of the weaknesses in the office is the availability of service infrastructure such as network and information technology that are still problematic so that services are not optimal because of these constraints, there should be attention to these conditions. Based on the results of the interviews we can conclude that from the aspect of

program accountability also has not run optimally, the existence of information technology, networks, and recording systems are technically unable to operate optimally. Therefore, it is necessary to improve the good e-KTP recording system, network, and information technology of e-KTP services in general which can be managed by the Bantaeng Regency Population and Civil Registration Service apparatus optimally, so that population administration services, especially publishing e-KTP can run in accordance with people's expectations.

Policy Accountability

In addition to the three indicators of accountability, policy accountability is also an important part to measure the extent to which e-KTP service and publishing policies are well implemented and get maximum performance. In general, from the aspect of accountability the policy has been carried out by the apparatus at the Bantaeng Regency Population and Civil Registration Service. Service policies and e-KTP issuance, based on the central government policy of the apparatus, only execute these policies. Policy accountability is also related to innovations carried out by the Bantaeng Regency Population and Civil Service Office in responding quickly to e-KTP service and issuance, apparatus innovating in service and issuance of e-KTP in Bantaeng Regency, namely by visiting houses affected by disasters such as fire for carrying out data collection on population administration and civil registration administration, so that e-KTP will be published immediately and responded quickly by the authorities.

Based on the results of the interviews, we can conclude that policy accountability in the service and issuance of e-KTP in Bantaeng Regency has policies that regulate through regulation from the central government, namely Law Number 24 of 2013 concerning Population Administration, as well as some of its elaboration into the Regulations Government to regulations that technically guide the apparatus in providing services and issuance of e-KTP in Bantaeng Regency. However, the Bantaeng Regency Population and Civil Registry Service innovated service policies and the issuance of e-KTPs that provided facilities for disaster victims such as fires and others, by responding quickly to the affected communities.

Based on the results of this study, the accountability of the performance of the government apparatus in providing e-KTP services at the Bantaeng Regency Population and Civil Registration Service has not run optimally. There are a number of reasons as the results of the author's interviews with several research informants indicate that the performance of the apparatus is not yet accountable. Legal and honesty indicators as explained in the research results section indicate that the local government apparatus, namely

the Population and Civil Registry Service, has carried out the tasks as expected by the community. As the results of the interviews show that service is carried out based on minimum service standards and the absence of illegal levies in the Population and Civil Registry Service, services are carried out by avoiding the practices of corruption, collusion and nepotism in e-KTP services. In general, the regional government apparatus when viewed from the legal and honesty aspects has carried out the task optimally. In addition, the head of the regional apparatus organization (OPD) of the Population and Civil Registration Service often directs and directs all apparatuses to always provide the best service to service users in managing population administration and civil registration administration in Bantaeng Regency.

The results of the study are in line with the accountability dimension that must be fulfilled by public institutions, namely legal accountability and honesty, including accountability of public institutions to behave honestly in work and comply with the applicable legal provisions. The use of public funds must be properly and authorized. Legal accountability relates to compliance with laws and other regulations required in running an organization, while honesty accountability is related to avoidance of abuse of power, corruption and collusion. Legal accountability demands law enforcement, while honesty accountability leads to healthy organizational practices that do not occur malpractice and administrative malls, this is related to organizational behavior and culture [9].

Accountability of apparatus performance can also be measured by process indicators. Based on the results of the study, the apparatus of the Population and Civil Registration Service has not carried out the task optimally, because there are several problems in the process of population administration services, especially e-KTP in Bantaeng Regency. KTP to service users. This was caused by the inadequate office of the Population and Civil Registration Service, the lack of form and the non-compliance of the apparatus with the standard operating procedures that had been made. The results of the study contradict the accountability dimension that must be fulfilled by public institutions proposed by Hopwood [10], Hoopwood, A., & Tomkins [11], Ellwood [12]. Accountability process is a procedure that is used in carrying out tasks whether the task is good enough in terms of accounting information system adequacy, management information systems and administrative procedures. Process accountability is manifested through responsive public services with low costs, while the utilization of intergovernmental cooperation can help good service processes [13, 14].

In the aspect of program accountability also has not run optimally, the existence of information technology, networks, and recording systems are

technically unable to operate optimally. Therefore, it is necessary to improve the good e-KTP recording system, network, and information technology of e-KTP services in general which can be managed by the Bantaeng Regency Civil Registration and Civil Service Agency apparatus optimally, so that population administration services, especially e-KTP issuance can run according to community expectations. The results of these studies are not in line with the dimensions of accountability that must be met by public institutions [10-12]. Program accountability is related to the consideration of what goals what is stipulated can be achieved or not, and whether the organization has considered alternative programs that provide optimal results with minimal costs, public institutions must account for the programs that have been made up to program implementation. In other words program accountability means that organizational programs should be a quality program that supports the strategy and achievement of the organization's vision, mission and goals.

Indicators of policy accountability in the service and issuance of e-KTP in Bantaeng Regency have policies that regulate through regulation from the central government, namely Law Number 24 of 2013 concerning Population Administration, as well as some of its elaboration into Government Regulations until the regulations are technically guidelines for the apparatus in providing services and issuance of e-KTP in Bantaeng Regency. However, the Bantaeng Regency Population and Civil Registry Service innovated service policies and the issuance of e-KTPs that provided facilities for disaster victims such as fires and others, by responding quickly to the affected communities.

The results of the study are in line with the concept and theory of accountability dimensions that must be met by public institutions [12, 15]. Policy accountability is related to the accountability of public institutions towards the policies taken. Public institutions should be able to account for policies that have been established by considering the impact in the future. In making a policy, it must consider what the policy objectives are, why the policy is taken, who the target is, in addition to paying attention to stakeholders who will influence and obtain negative benefits and impacts on the policy.

CONCLUSION

Accountability of the performance of local government officials in e-KTP services at the Bantaeng Regency Population and Civil Registration Service still needs to be improved, when referring to several accountability indicators, namely legal accountability and honesty, process accountability, program accountability, and policy accountability. Of the four indicators, indicators of local government must be able to improve the quality of the performance of the apparatus, especially from aspects of the process and

program, although on the other hand there are some obstacles to the apparatus in carrying out their duties, functions and authority from these indicators. Likewise, the indicators of accountability in law and honesty and accountability of policies have run quite well, but these advantages must always be maintained in order to provide maximum service to the people of Bantaeng Regency.

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