



ANALYSIS OF THE EFFECTIVENESS OF IDENTITY CARD (KTP) SERVICES AT THE PANJANG DISTRICT OFFICE, BANDAR LAMPUNG CITY

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Abstract :

This study used a descriptive qualitative research method. The method was applied to describe and qualitatively examine the effectiveness of Identity Card (KTP) services at the Panjang District Office, Bandar Lampung City. All data were obtained directly from field informants through interviews and document studies. The findings show that: (1) in the time-unit dimension, KTP services still experience several obstacles, such as delays in the service process caused by disruptions to the population administration system network and limited supporting service facilities; (2) in the output-unit dimension, KTP services have been able to produce population documents for the community, but several obstacles remain, such as administrative data errors and delays in printing electronic ID cards; and (3) in the work-quality dimension, officials at Panjang District generally provide services quite well and in a friendly manner. The inhibiting aspects include delays due to the limited number of employees and network disruptions, data errors and printing delays, non-optimal achievement of service targets, and the less-than-optimal capability and professionalism of service officials.

Keywords : Effectiveness, Service, Identity Card, Population Administration

INTRODUCTION

Law Number 24 of 2013 concerning Amendments to Law Number 23 of 2006 concerning Population Administration regulates the implementation of population administration in Indonesia. This regulation emphasizes the importance of improving population administration services that are professional, compliant with information technology standards, inclusive, dynamic, and orderly. In addition, Bandar Lampung City has Regional Regulation Number 4 of 2023 concerning the Implementation of Population Administration, which serves as a legal basis for providing population data and information for regional development, improving public services, and maintaining orderly population administration.

Panjang District is one of the areas in Bandar Lampung City with a relatively large population. Data from Statistics Indonesia of Bandar Lampung City recorded the population of Panjang District at 72,061 people in 2024, consisting of 36,685 males and 35,376 females. The large population indicates that community needs for population administration services, including KTP recording and issuance, are also high. This condition requires the government,



both at the district office level and the Population and Civil Registration Office, to provide effective services according to community needs.

In practice, KTP services still often face various obstacles, such as limited facilities and infrastructure, queues, system disruptions, lack of information, printing delays, limited blank cards, and limited public understanding of administrative requirements. The Ombudsman of the Republic of Indonesia Representative Office for Lampung Province has highlighted electronic ID card services at the Population and Civil Registration Office of Bandar Lampung City because of public reports and consultations regarding the long printing process after recording, unclear collection times, and the need for service certainty for residents.

Based on these conditions, KTP services at the Panjang District Office in Bandar Lampung City still face several challenges that limit community access to effective services. The research problems are formulated as follows:

1. How effective are Identity Card (KTP) services at the Panjang District Office, Bandar Lampung City?
2. What are the supporting and inhibiting aspects in the effectiveness of Identity Card (KTP) services at the Panjang District Office, Bandar Lampung City?

In examining the effectiveness of Identity Card (KTP) services in Panjang District, Bandar Lampung City, the following dimensions are used as guidelines to measure effectiveness based on Raviyanto (2022):

1. Time Unit. A time unit is a measure or standard used to determine how long an activity or task takes to complete. Depending on task complexity and organizational norms, commonly used time units include minutes, hours, days, weeks, or months.
2. Output Unit. The number of outputs that can be produced within a certain time is measured using output units. This is important for assessing the productivity of a team or employees.
3. Work Quality. Work quality refers to the degree to which work satisfies certain requirements, such as accuracy, precision, and customer satisfaction. Because it involves more subjective assessment than time and output units, this dimension is more difficult to quantify.

RESEARCH METHOD

To fully explain and understand the events occurring in the field, particularly those related to the effectiveness of Identity Card (KTP) services in Panjang District, Bandar Lampung City, this research design used a descriptive qualitative methodology. This method was chosen because the study focuses on actual service conditions, implementation processes, and other elements affecting service effectiveness rather than statistical hypothesis testing.

The researcher served as the main instrument in this design, directly collecting data through observation, interviews, and documentation. The data were then examined to provide a comprehensive picture of how KTP services were implemented, whether they met public service requirements, and how

effective they were.

This study is descriptive because it aims to characterize KTP service conditions as they occur in the field without changing the variables studied. The main objective is to find data on service timeliness, service protocols, infrastructure and facilities, government responsiveness, and public satisfaction.

FINDINGS AND DISCUSSION

Although it has not yet reached the optimal condition, Identity Card services in Panjang District, Bandar Lampung City, are generally functional. The efforts of the district government to provide services according to protocols and community needs show this. Nevertheless, several challenges still affect service effectiveness, especially in terms of service timeliness, inadequate facilities and equipment, and limitations in administrative networks and technology.

a. Time Unit

One of the main responsibilities of the government in meeting community needs, including population administration, is to provide public services. The issuance of Identity Cards (KTP) is one of the administrative services that is very important for the community. Because the KTP is used for official citizen identification and for various administrative functions, including banking, employment, health care, education, elections, and other public services, it has an important strategic role. Based on an interview with the Head of Panjang District, Bandar Lampung City, it was stated that:

KTP services in Panjang District have basically run quite effectively because the service process is conducted according to the established standard operating procedures. However, under several conditions delays still occur due to network disruptions, limited recording equipment, and the large number of people processing KTPs at the same time. (Interview results, May 2026).

One important indicator in assessing the effectiveness of KTP services is the time-unit dimension. This dimension relates to the accuracy and speed of service time given to the community, from file submission, data verification, recording, to the issuance of KTP documents. Effective service is marked by consistency between the established service time and the actual service received by the public. Based on an interview with the Head of the Public Service Section of Panjang District, Bandar Lampung City, it was stated that:

The efforts made include improving coordination among officers, accelerating the data verification process, and providing clear information about administrative requirements so that the public does not face obstacles when processing KTPs. In addition, services are also attempted to be completed according to the predetermined time target. (Interview results, May 2026).

The ability of officers to provide services according to the standard operating procedures established by the government is related to the effectiveness of KTP services in addition to the time dimension. According to Law Number 25 of 2009 concerning Public Services, every public service

provider is required to offer fast, simple, affordable, and measurable services.

Slow KTP services can negatively affect the community because the KTP is an important document used in various administrative activities. Delays in issuing KTPs can hinder people in dealing with education, employment, health services, banking, and social assistance. Therefore, the public strongly expects fast and timely service so that their administrative needs can be fulfilled properly.

b. Output Unit

One way the government can meet community needs, particularly in the field of population administration, is through public services. The Identity Card (KTP) service is one of the most important administrative services for the community. Every Indonesian citizen is required to have a KTP, an official identity document that is important for various administrative processes, including banking, health, education, employment, elections, and other public services. Based on an interview with the Head of Panjang District, Bandar Lampung City, it was stated that:

The effectiveness of KTP services from the output-unit dimension can be seen from the achievement of service targets for the community, such as the number of KTPs successfully processed and issued according to community needs. Although several technological problems still affect service results, overall the service is quite good. (Interview results, May 2026).

In assessing the effectiveness of public services, one indicator that can be used is the output-unit dimension. This dimension relates to the success level of services in producing outputs or work results that are in accordance with service objectives. In KTP services, output units can be seen from the number of KTPs completed, the accuracy of service results, and the accuracy of population identity data. Based on an interview with the Head of the Public Service Section of Panjang District, Bandar Lampung City, it was stated that:

KTP service results are already quite optimal because most people can receive KTP documents according to the applicable procedures. In addition, the level of data errors continues to be minimized so that people receive KTPs that are valid and consistent with their population identity. (Interview results, May 2026).

By achieving service effectiveness through the output-unit dimension, KTP services in Panjang District are expected to provide optimal benefits to the community. Services that produce documents accurately, quickly, and correctly will increase public trust in the government and support the creation of professional, transparent, and satisfaction-oriented public services.

c. Work Quality

Panjang District in Bandar Lampung City is an area with relatively high population growth and community activity. As a port, industrial, and trade area, Panjang District has significant community mobility, so the need for population administration services, especially KTP services, continues to increase. Based on an interview with the Head of Panjang District, Bandar Lampung City, it was stated that:

The ability of employees to serve the public politely, on time, and systematically shows the high quality of their work in Identity Card services. To ensure public satisfaction, they also strive to provide the best possible service. (Interview results, May 2026).

The work-quality dimension is important to examine because the performance and ability of government officials have a significant impact on the quality of public services. Officials will be able to provide more efficient and superior services if they demonstrate discipline, accountability, capability, and strong service ethics. In addition, good work quality reflects government professionalism in carrying out service functions for the community. Based on an interview with a KTP service officer/operator at the Panjang District Office, Bandar Lampung City, it was stated that:

We strive to provide polite, accurate, and fast service to the community. In addition, we ensure that the data entered matches the documents provided so that errors do not occur in the issued KTP. (Interview results, May 2026).

The effectiveness of KTP services through the work-quality dimension is not only measured by the ability of officials to complete work, but also by their attitude in serving the public. Friendly, polite, communicative, and responsive service to community needs creates comfort and increases public trust in the government.

CONCLUSION

Based on the discussion of the effectiveness of Identity Card (KTP) services in Panjang District, Bandar Lampung City, it can be concluded that: (1) in the time-unit dimension, KTP services still experience several obstacles, such as delays in the service process due to disruptions in the population administration system network and limited supporting service facilities; (2) in the output-unit dimension, KTP services have been able to produce population documents for the community, but several obstacles remain, such as administrative data errors and delays in printing electronic ID cards; and (3) in the work-quality dimension, officials at Panjang District generally provide services quite well and in a friendly manner.

The inhibiting aspects include: (1) in the time-unit dimension, delays in the service process due to the limited number of employees and disruptions in the population administration system network; (2) in the output-unit dimension, remaining administrative data errors, delays in KTP printing, and the non-optimal achievement of service targets; and (3) in the work-quality dimension, the less-than-optimal capability and professionalism of service officials.

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