SERVICE QUALITY MANAGEMENT WITH E-GOVERNMENT SYSTEM BASED ON WEB IN JATINANGOR SUBDISTRICT, SUMEDANG REGENCY, WEST JAVA PROVINCE, INDONESIA

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Abstract

A change is something that is a must and will happen. As well as organizations that are required to be able to change and adapt to the change in order to be able to continue to survive. Organizations must have the right strategy and implemented continuously over time. Briefly change management can be defined as the process to make a difference and lead towards a better condition. Definition of change management according to Karen Coffman and Katie Lutes (Coffman and Lutes, 2007) is a structured approach to help organizations and people to slowly transit from the current state toward a desired state. Another definition according to Holger Nauheimer (Nauheimer, 2007) that a change management can be described as process, tools, and techniques to arrange the change on people in achieving the required results and to realize the change effectively through change agents, teams and the wider system.

Today, Indonesian Apparatus Human Resources are called as Bureaucracy reformation. Reform has given rise to various changes in the system of governance implementation, one of which is the change in the local government system since the enactment of Law no. 22 of 1999 which was later refined by Act No. 32 of 2004 on Regional Government. Fundamental changes in this law lies in the paradigm used, namely by providing autonomy power through the powers to conduct domestic affairs of the region, especially to the Regency and City, by referring to the laws in force in the framework of the Unitary Republic of Indonesia.

The purpose of this research is: implementing service quality management with e-Government system based on web in Jatinangor subdistrict, Sumedang Regency, West Java province.

As for some of the expected benefits of this research are: implementation of the service quality management with e-Government system based on web so that the performance of apparatus Jatinangor subdistrict, Sumedang Regency, can be better in giving public service, and help the community in maintaining the truths of the population data, accessing data, and makes it easy to find other data in Jatinangor subdistrict, in accordance with the sophistication of information and technology.

The implementation of service quality management with e-government system based on web in Jatinangor subdistrict, Sumedang regency, west java province is the form of implementation of the Ministry of Home Affairs' policy on e-ID card, that is by implementing the making of identity card through electronically which in the previous years was still manual. The purpose of Government in making a policy to implement the e-ID card program is to make the creation of orderly administration and to prevent the negative impact of the use of the manual of ID card that made by the irresponsible parties that can harm the Government and society. From the analysis of the research on the implementation of e-ID card program in Jatinangor subdistrict, Sumedang regency in this study, it can be concluded that the policy has not been effective in its execution, it is visible in the field on the implementation of e-ID card that experienced by the government.
I. PREFACE

1.1. Background of Matters

A change is something that is a must and will happen. As well as organizations that are required to be able to change and adapt to the change in order to be able to continue to survive. Organizations must have the right strategy and implemented continuously over time. Briefly change management can be defined as the process to make a difference and lead towards a better condition. Definition of change management according to Karen Coffman and Katie Lutes (Coffman and Lutes, 2007) is a structured approach to help organizations and people to slowly transit from the current state toward a desired state. Another definition according to Holger Nauheimer (Nauheimer, 2007) that a change management can be described as process, tools, and techniques to arrange the change on people in achieving the required results and to realize the change effectively through change agents, teams and the wider system.

According to Curtis W. Cook in his book Management and Organizational Behavior (Cook et al, 2001), there are several factors that cause changes, among them are: (1) The development of technologies, such as technologies that can replace or speed the work; (2) Conditions - Economic conditions, fluctuations in interest rates, the level of international labor and government regulation; (3) Global competition, the more advanced Asian economies, the unification of the European Union; (4) Changes in social and demographic, increased attention to environmental issues, the increases of education level, as well as the living standards gap; (5) Challenges -- internal challenges, problems --

problems of organizational behavior, such as employee turnover, strikes, work ethic and organizational politics.

Today, Indonesian Apparatus Human Resources are called as Bureaucracy reformation. Reform has given rise to various changes in the system of governance implementation, one of which is the change in the local government system since the enactment of Law no. 22 of 1999 which was later refined by Act No. 32 of 2004 on Regional Government. Fundamental changes in this law lies in the paradigm used, namely by providing autonomy power through the powers to conduct domestic affairs of the region, especially to the Regency and City, by referring to the laws in force in the framework of the Unitary Republic of Indonesia.

Through this legislation, Indonesia has taken steps to leave development paradigm as the basis for the government to shift to paradigm of services and community empowerment. This paradigm shift does not mean that the government no longer has a commitment to build, but more on laying the construction of the value foundation of service and empowerment. Changes in the local government system has an implication to the change of the Law No. 8 of 1974 into Law. 43 Year 1999 on the Principles of Civil Service. The most fundamental change is about the personnel management is more oriented to the professional apparatus human resources (Civil Servants), which are responsible for providing services to the public in honesty, fair, and equitable in the administration of state duties, governance and development, not partisan and neutral, out of the influence of all groups and political parties and do not discriminate in providing services to the public.
To carry out community service tasks with such requirements, apparatus human resource required to have professionalism, has global insight, and able to act as an adhesive element of the Unitary Republic of Indonesia. The enactment of Act No. 43 of 1999 as a substitute of Law No. 8 of 1974 on the Principles of the Civil Service brought about fundamental changes in order to realize the professional apparatus human resource, that is by coaching career of the Civil Service that held on the basis of a combination of work achievement system and career that focused on work achievement system and essentially to improve public services.

Service management in the public sector as a whole activity of service management that is undertaken by the government, are required to have characteristics, have a clear legal basis in its implementation, has a broad interest groups including the target group who want to be served and have a social purpose and accountable to the public. In line with the development of the management of state implementation, and in an effort to realize an excellent service and quality, the paradigm of public service developed with a focus on management that oriented customer satisfaction (customer-driven government) which are characterized by more focused on regulatory functions, community empowerment, and implementing competition system and achievement targets which are based on the vision, mission, goals, and objectives. Principally, in every government apparatus, there is attached roles, duties, and responsibilities are based on values, ethics, and morals.

With the development and advancement of information and communication technology today, both in terms of infrastructure, hardware and software, are expected to help to overcome the public service system better. Thus, the performance of existing human resources can be a maximum with the help of software systems. In regional autonomy era, terms of e-Government is increasingly popular, several provinces, cities / counties and districts in Indonesia have implemented e-Government in the affairs of government institutions and management. Areas that have a wide area with small number of human resources, and have a large number of people, are suggested to develop the e-Government.

E-Government is to deliver information and services from a government agency to the community, businesses people and industry, and other government agencies through the use of information and communication technology to realize the implementation of effective and efficient government, better and comfortable service, includes a more wide range.

Jatinangor districts in Sumedang Regency, West Java Province is currently include several villages / urban villages, namely: (1) Village of Cibeusi (Post Code: 45363), (2) Village of Cikeruh (Post Code: 45363), (3) Village of Cilayung (Post Code 45363), (4)Village of Cileles (Post Code: 45363 ), (5) Village of Cinta Mulya (Post Code 45363), (6) Village of Cipacing (Post Code: 45363), (7) Village of Cisempur (Post Code: 45363), (8) Village of Hegarmanah (Post code : 45363), (9) Village of Jatimukti (Post Code: 45363), (10) Village of Jatiroke (Post Code: 45363), (11) Village of Mekargalih (Post Code: 45363), (12) Village of Sayang (Post Code: 45363) and has a large number of population, therefore services at the district office, for example filing services for ID card is always crowded every
As it is not proportional with the amount of officers who are in charge for ID cards services, have consequences in time-consuming in the process of the ID Card making. Not to mention the frequent errors in the population data base. It can actually be helped if people can check the form of charging demographic data (data base) in requesting for ID card making via the internet.

Current conditions in Jatinangor district has also no facility that provides web-based ID card. Therefore, the authors will examine how an e-Government system can help even improve the district officers services through the implementation of a web-based service quality management which is expected to facilitate and speed up the process and minimize errors in the population data entry (eg. ID card data base) by officers of Jatinangor districts, Sumedang regency.

1.2. Problem Identification

a. Apparatus’ human resource portrait currently shows a low professionalism, especially in the quality service management to the community which is convoluted, less creative and innovative, work based on technical and operational guidelines as well as many other negative portrait.

b. Public service is a form of service activities which are undertaken by government agencies at the central, local, state owned enterprises and local owned enterprises in the form of goods or services in order to meet the public needs (satisfaction) in accordance with the laws and regulations in force. Along with the implementation of regional autonomy, the level of service at the local level will be felt by the community in improving the quality of public services.

c. Apparatus human resource is a part of the whole elements of public service system which are so vast and complex, because the duties and functions of apparatus human resource that is so important and strategic. Currently, the functions of apparatus human resource become more complex, not only has a function of the setting, management, and control, but also it is more oriented on empowerment functionality (empowering), opportunities (enabling), openness (democratic), and partnerships in decision-making, making and policy implementation in public service efforts.

d. The main duties and functions of apparatus human resource at its core is a public servant, that is to give good service to the community; become a stabilizer, that is a buffer of national unity; become motivators, that is empowering communities to be actively involved in the development; become innovators and creators, that is producing new innovations in community service in order to generate new services, effective and efficient; and to become the initiator, that is always eager to serve by orienting on the functions of services, aegis, and community empowerment based on the sincerity and integrity.

e. Broadly speaking, an obligation that must be carried out by officials in Indonesia are providing the best service to the community (excellent service for people). In order the duties and functions as well as the obligations can be done well, then it must be supported by adequate infrastructure. The existence of clear rules and supported by professional human resources and reliable is a supporting factor that should not be abandoned. Facilities and infrastructure which are adequate, complete and sophisticated will accelerate the process of care that are provided to the public, clear rules in the
provision of public services will provide guidance for personnel in providing services. In addition, the public is given access to be able to control and monitor the quality and procedures of provided services.

f. The existence of support to apparatus human resource in carrying out the main duties and functions and also its obligations have the ability or competence of the good, the service is provided in a transparent, fair, undiscriminating, and it is held in accountable with full of sincerity and integrity.

g. The greater demands of community needs are marked with the dominance of communication technologies, most of the works lie in the services and information sectors. Informations are strength and power in postmodern era. The world is currently grappling in transition towards economic services. Communication technology eliminates the boundaries of space and time. The exchange of information among the world’s population goes on quickly in great numbers. Man has to react quickly, whereas the available alternatives are very diverse. Because of the extent of the changes happening are all aspects of our lives are affected by family, work, education, leisure, even diverse life.

1.3. Formulation of Matter

The problem in this research is: How does the application of service quality management with e-Government system based on web in Jatinangor subdistrict, Sumedang Regency, West Java province? system based on web in Jatinangor subdistrict, Sumedang Regency, West Java province.

As for some of the expected benefits of this research are: implementation of the service quality management with e-Government system based on web so that the performance of apparatus Jatinangor subdistrict, Sumedang Regency, can be better in giving public service, and help the community in maintaining the truths of the population data, accessing data, and makes it easy to find other data in Jatinangor sub district, in accordance with the sophistication of information and technology.

1.5. Limitation of Matters

In the implementation of this study, limited to:

a. Quality management on e-Government system of electronic ID card making to the level of sub districts of Jatinangor.

b. The system’s assumption is the residents’ status are still resides in Jatinangor Subdistrict.

c. The system can perform storage and changes of population data and also able to print ID card application forms for the people.

d. The system can deliver information regarding the filing of ID cards over the internet to people and convey information regarding the submission by the residents to the authorities.

e. The system can perform the ID card printing only in sub district office through the sub district officers.

f. The system does not take care of the fee.

1.4. Objectives and Benefits of Research

The purpose of this research is: implementing service quality management with e-Government system based on web in Jatinangor subdistrict, Sumedang Regency, West Java province.

1.6. Framework of Thoughts

a. Quality in management science is quality in relative meaning. A measure of the quality is the needs of customers. In other words, the customer has also a
role in determining quality, and not only the producer who specify one. Customer’s needs are changing from time to time. There is quality adjustment with the tertiary customers' needs and the existence of a relationship of partnership between the two sides. Services which are the results of used research are submitted directly to the tertiary customer. Thus, the quality also change, the quality of which is based on the customer's needs is quality in a meaning of a relative. To manage the quality of a product, it takes a quality management which is geared to meet the needs of consumers consistently and achieving improvements in every aspect of the activity of the Organization on an ongoing basis (Tenner & De Toro, 1992). Nowadays, it is known that there are three developed quality management systems, namely (a) quality control (b) Total Quality Management; and (c) Quality Assurance (Tampubolon, 2001).

b. The existence of Apparatus Human Resource needs to get special attention, related to quality improvement strategies and its competencies. Improvement of the competences of Apparatus Human Resource in carrying tasks or bureaucracy duties through training is a standard of competence position according to the challenges of reform and globalisation which is of course adapted to the needs of its stakeholders. Quality apparatus cannot be increased without any concrete efforts to increase it. Therefore, training needs to be constantly improved in order for Apparatus Human Resource really has competence in carrying out his duties professionally.

c. In the outline, the obligations to be performed by the apparatus in Indonesia is providing service to the community as good as possible (excellent service for people). In order for the basic tasks and functions as well as the obligations can be implemented by the apparatus in Indonesia, that is by providing services to the community as well as possible (excellent service for people). In order for the basic tasks and functions as well as the obligations can be implemented properly, it must be supported by adequate infrastructures and facilities. With clear regulations and supported by professionals and reliable human resources becomes a support factor that should not be abandoned. Infrastructures and facilities which are adequate, fully equipped and sophisticated will accelerate the process of the service provided to the community, clear rules in the provision of community service will provide guidelines for apparatus in providing service. In addition, the public is given access to be able to control and monitor the quality and procedures of service provided.

d. The greater demands of community needs are marked with the dominance of communication technologies, most of the works lie in the services and information sectors. Informations are strength and power in postmodern era. The world is currently grappling in transition towards economic services. Communication technology eliminates the boundaries of space and time. The exchange of information among the world's population goes on quickly in great numbers. Man has to react quickly, whereas the available alternatives are very diverse. Because of the extent of the changes happening are all aspects of our lives are affected by family, work, education, leisure, even diverse life.

e. With the development and advancement of information and communication technology nowadays, both in terms of infrastructure, hardware and software, it is expected to help to overcome
problems of the system to make a better public service. Thus, the existing human resources can maximize their performances with the help of a software system. In the era of regional autonomy, the term e-Government is increasingly popular, there has been several provinces, cities/counties and sub districts in Indonesia which are implementing e-Government in the affairs of their Government institutions. The regions which have vast territories, with few human resources, and have a large number of populations are encouraged to develop e-Government.

f. E-Government is to deliver information and services from a government agency to the community, businesses people and industry, and other government agencies through the use of information and communication technology to realize the implementation of effective and efficient government, better and comfortable service, includes a more wide range.

II. RESEARCH METHOD

Research methods that will be used in this research is descriptive method with qualitative approach. Descriptive research method is the method used in the study to analyze the events that occur when the research underway. Winarno Surachmad (1988: 19) stated that “a descriptive research focused on solving the problem that exists in modern times”. The implementation of descriptive method is not limited only to the collection and compilation of data but through analysis and interpretation of the meaning of the data.

The method which is used in collecting data is as follow:

a) Browsing method: make data collection regarding to e-Government web-based of the making of ID card which is sourced from the internet;
b) Survey method: conducting a survey to the office of Jatinangor sub district, Sumedang, West Java to get the required data;
c) Literatures method: looking for a source that can be used as reference from the data source or literatures.

2.1. Population and Sample

In this sense, the descriptive method basically gives an overview which is clearly derived from the actual reality and supported by data and can be believed to be true, and it is also adjusted to the observation through the senses of a writer that can be found in the field. After that, the data are collected and further will be analyzed to be drawn a conclusion. To find out how the readiness of the sub district government apparatus in the implementation of the electronic ID cards in Jatinangor, writers made some interviews that contains some information about the readiness of apparatus human resources and infrastructures that have been owned by Jatinangor sub district in the implementation of electronic ID cards.

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<th>Concept</th>
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<th>Observation Focus</th>
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<td>The readiness of government apparatus</td>
<td>a. The Readiness of Socialization</td>
<td>a. Socialization to Community</td>
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Letter

| b. Cost Readiness               | a. Electronic ID cards funding 
| b. Incentives for Officers       |
| c. The Readiness of Infrastructures | a. E-ID card equipment  
| b. Building Support             |
| a. The Readiness of Quality     | a. Education Level 
| b. Education and Training       
| c. Professionalism              
| d. Labor Productivity           
| e. Ability and Willingness       
| f. Work Discipline              
| g. Experience                    |
| b. The Readiness of Quantity    | The number of apparatus in 
| Jatinangor sub district who give his service in implementing e-ID card (operator). |

Source: Data processed, 2013

2.2. Data Sources

To achieve the goal of observations, then there are two kinds of classification data used in this study, which are: (1) primary data, that is data which are obtained from an informant directly, which can be obtained through the method of interview with the head section of Sumedang Population Development Projection, the head of Jatinangor subdistrict, the head section of public service, and the service provider’s operations officer authorities in implementing e-ID CARDS in Jatinangor; (2) Secondary Data, objective data are usually have already been processed by a third party and can be found in the monograph, previous research results become reference research, information or affidavits relating to the object of observation in the form of records, official archives and documents containing information relating to data obtained in the field.

2.3. Data Collection Techniques

Techniques or methods used to obtain necessary data for this scientific research are:

1. Interview: interview are conducted freely and deeply, that is in the form of dialogue or a question and answer to the informant in this case is the employee or related agency officials to get primary data. While the tools used to dig out information is by interview guide, that is lists of question which are
addressed to the program executor to obtain the needed information.

2. Observation: observation is data collection technique which is done through observation and recording of symptoms that appear on the research object which its implementation is directly on an event, circumstance or situation that is going on. The events, circumstances or situations can be created and it can also be the truth.

3. Documentation: documentation is data collection techniques by examining the relevant documents. The authors do it by reading literature through the print and electronic media related to this research.

III. RESEARCH RESULT

3.1. E-ID Card Service

According to Act No. 23 of 2006 about the Population Administration, the definition of e-ID card is population documents that contain a security/control system, either from the administration or information technology based on the national population database. People are only allowed to have 1 (one) ID CARD that is listed with the Single Identification Number (SIN). SIN is a single identity of every person and it is valid for a lifetime. The SIN number in the e-ID card will be a reference in the issuance of a passport, driving licence, taxpayer identification number, insurance policies, certificates of land rights and the issuance of other identity documents.

With the e-ID card is certainly the community can support the enhancement of the security of the State through the closing opportunity of the existence of fake or double ID card that during the time the criminals including terrorists, illegal Indonesian labors and human trafficking are often use double or fake ID card to falsify identity in order not to be identified by law enforcement authorities. From the number of very large fake ID cards, it can be ascertained that with the use of manuals ID card, Government often have cheated in overseeing the use of ID cards since the manual ID card can be made easily anywhere, especially if you have a network in sub districts office. Thus, the irresponsible society can freely commit fraud and irregularities by using manual ID card.

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National e-ID card is regulated in Act No. 23 of 2006 about the Population Administration, the Presidential Regulation No. 26 of 2009 on the application of ID card based on Population Identification Number nationally, and presidential Regulation No. 35 of 2010 regarding the changes to the presidential Regulation No. 26 of 2009. With such regulations then the e-ID CARD applies nationally, thus facilitating the community to obtain services from Government and private agencies because it no longer requires local ID card.

3.2. E-ID Card Implementation

This research is qualitative research. Method of data collection is based on criterion-based selection, that is data collection technique which is done through data sources that represent information about the implementation of the e-ID card policy in Jatinangor sub district, Sumedang Regency, West Java province. This research data collection technique is using interviews, observation and data research study using the method of qualitative descriptive analysis with an examination of the validity of the data using the technique of source and time triangulation. As for the data analysis techniques using interactive model.

The implementation of the e-ID card program in Jatinangor sub district is well-executed in accordance with the instructions and provision of the e-ID card policy. The program is implemented smoothly without constraint means that interfere with the provision of services. The implementation process is starting from: (1) implementation of coordination and dissemination; (2) preparation of human resources, (3) equipment, (4) facilities and infrastructure; (5) a compulsory ID card population callings; (6) recording data services implementation of compulsory ID card, and will end with (7) the implementation of the distribution of e-ID card.

The driving factor in the success of the implementation of the e-ID card program in Jatinangor sub district, namely: (1) communication is done clearly and consistently among policy implementer and objectives (2) resources are allocated adequately, (3) a positive disposition of policies implementer and the efficiency of the bureaucracy. Besides, it is supported by (4) effective supporting policy, (5) sub district motivation and the positive characteristics of the population.

Inhibiting factors of success are: (1) the information conveyed through direct socialization does not reach to the whole society, (2) the delay in the distribution of devices and limitations capacity of device and also the disappointment factor of people, (3) the domicile and the timeliness of the population, sub district authorities provide services in the implementation of e-ID card programs transparently, accountably, conditionally and participatory, and also upheld equality.

If it is seen in terms of excellence, e-id card certainly has many advantages of which are as follows:
1. There are no longer people/inhabitants that have more than one ID card although they have been renamed or moved to other areas. That means, if someone has had an e-ID card or his data have been recorded for the making of e-ID card in Jatinangor, and thereafter he moved to another area to do the data recording and move again to another area to do the same thing, then the result will be just pointless. He would have the e-ID card just in Jatinangor, Sumedang and will never get an e-ID card in other areas.

2. Can be used to capture and prevent terrorism. Since someone only have 1 piece of ID card then someone cannot move to other areas without being noted by the origin and the destination Department of population and the civil registry. If he moved without the moving letter, he will not get the e-ID card in the intended place. In addition, it may be a terrorist does not perform data recording of e-ID card so that he does not have an e-ID card, then by conducting raid of e-ID card then terrorists will be quickly caught.

3. Facilitate the identification of a person. For example, if there is a person who had an accident and could not be identified anymore and also his e-ID card cannot be found, then only through the fingerprint in question be known who the person is and where he comes from. Another example is if a burglar entered the House through the window and leaving a trail of prints, then the burglar will be quickly known.

4. Protect the creditors and prevent corruption. For example, if someone has a debt to another person or bank, and because he cannot pay off the debt, he finally fled. Although he escaped, his presence will be able to be known or he will be back to his hometown because of the issue of e-ID card, since he will never have the e-ID card in other places. A corruptor cannot escape to overseas for the issuance of a passport based on the data of the e-ID card and he cannot use another person passport or use a name of another person, and many more other advantages of e-ID card.

Apart from the advantages (benefits) the e-ID card above, then there are some problems that arise in the application of e-ID card, among others, as follows:

1. There is a data error of the population. In the process of recording data of e-ID card, an operator confirms to the people by asking whether the data is correct and then the recording process continued. However, since the number of people or because the recording took place into the night, some of the residents are not confirmed continuously about the truth of the data that are being recorded and the operator forgot to edit it, that ultimately the concerned population data become incompatible with the actual data and resulting a mistake in concerned population data.

2. When the residents want to make data recording in subdistrict/village/mobile, and they don't have
population data, then they are suggested to make a family card first at the department of population and the civil registry and its location is very far away and will spend quite a lot of money.

3. The e-ID CARD that has been printed is not activated. Please note that the e-ID card that has been ready should be activated in place of the data recording. The purpose of this activation process is to see if the corresponding population data is valid or invalid. The validity of the data on the population can be proven by fingerprints since the activation of e-ID card is only can be done by the owner's fingerprints. The reality in the field, there are some of communities' e-ID cards in Jatinangor subdistrict are not activated or inactive, in fact, when the distribution of e-ID card, there are some communities in some villages which are reluctant to activate their e-ID card since the place for the activation is far away from their villages. In addition, the e-ID card in Jatinangor subdistrict and villages in Jatinangor subdistrict, are distributed without going through the stage of activation first.

4. Although the e-ID card data is correct but the photo owner does not comply, the e-ID card still be shared.

5. The resident's SIN does not correspond to the actual structure of SIN. The rule of SIN writing is following this sequence: Province Code; Regency Code; Subdistrict Code; Date of birth (if women plus 40); Month of Birth; Year of birth (2 last numbers digits of the year); Numbers sort by birth date, meaning if there is a person who was born on December 18, 1981 and there is also another person who was born in the same date and lives in the same district but he still doesn’t have the sort number, then his SIN will be 0001.

6. When performing data recording in subdistrict / village / mobile and it turns the date of birth is wrong and directly modified, for example, the date of birth is 12 January 1981, the SIN of the concerned person is unchanged in e-ID card application, but the e-ID card will be still published. Only if the concerned person makes some data changes on civil registry after making changes in sub-district / village / mobile the SIN in population and civil registry will be changed.

7. The e-ID card can be activated without the fingerprints beforehand. There are several e-ID card when are activated, the verification menu does not appear, but the operator can perform the activation since the activation menu on the application can be used.

8. When e-ID card is read by the Card Reader using the application of old version, for instance, the application of Benroller 2.2, the ID-card cannot be read, although it has been slided, well-thumbed, or restarted, but when using the latest applications such as the applications of Benroller 3.0, the e-ID card can be read by a Card Reader and can be activated. It was feared at one point in the future, for example when dealings with banks, e-ID card cannot be read by a Bank Card Reader.
9. Most of the population data on e-ID card erased. when e-ID card will be distributed to residents, apparently the data are partly erased or not imprinted but the relevant electronic data is correct. Residents who have made data recording of e-ID card somewhere, abruptly move to another place/region which are very far away. One of the examples is someone who has been doing the recording data in sub district which is located in Sumedang district, before he accept the e-ID card, he moved to other districts. That person although he can perform data recording in one of sub district in Sumedang district, because the data exists, but the e-ID card cannot be issued (duplicate status), which at the end he must return to the Sumedang district to take e-ID card and take care of moving letter and so on.

The results showed that more than 3,000 e-ID CARD that has been distributed to the applicant was found misfit’s of name and address as well as other vital identity. It was certainly disappointing for the applicants because they have given accurate data when there was data collection of names, addresses and other details, but when the e-ID card was printed, the data are changed.

Head of the Division of administration of Jatinangor subdistrict explains that currently being carried out an evaluation of the e-ID card in the subdistrict level, including noted about how much ID card that is experiencing the error. According to him, it is not yet known how the procedural of improvement for error writing from the Ministry of Home Affairs as the owner of the authority. "We have to evaluate the overall first, after that it can be determined how to fix the error e-ID card, because there should be a policy of the Ministry of Home Affairs and when is the time for the improvement. In addition, from the available data of e-ID card applicant in every village in Jatinangor subdistrict, there are still some people who do not give their data for the making of e-ID card in its territory. “It is still not clear with the rules issued by the Ministry of Home Affairs at this time. Because the evaluation should be done nationally”, he added.

In Circular Letter of the Minister of Home Affairs issued on 11 April 2013, mentioned that the e-ID card may not be photocopied and stapled. If the the old model of ID card can be treated as diverse as plastics, photocopied and other, then e-ID card cannot be treated as such. Because in the e-ID card, it is embedded a chip that could be damaged if it is treated carelessly. In this regard, Minister of Home Affairs also describes procedures for treatment of e-ID card. Some of the points referred in the circular it is stated that it needs the use of card reader or chip reader. "The advantage of the fundamental e-ID card is that in the e-ID card is equipped with a chip that contains biographical data, photograph, signature and fingerprint of the citizens, so that the e-ID card is no longer possible to be falsified / duplicated. "This article is contained
in Circular Letter of Home Affairs No. 471.13/1826/SI. It is also mentioned, the chip which is stored in the e-ID card can only be read by a card reader (chip reader). So that it should not be photocopied, laminated or even stapled.

The Head of department of Population and Civil registry of Sumedang district says, not many institutions that got information from the Minister of Home Affairs and provide cardreader. "We socialize, that all units and business entities must provide the card reader by the end of this year, as per January 1, 2014 the old ID card is not used anymore. Meanwhile, procurement and budgeting of card reader are submitted for each unit and a business entity."

Electronic ID cards are population documents that contain security system / control both in terms of administration or information technology with based on a nationwide population database. Residents are only allowed to have one (1) ID card which have been listed a single identity number (SIN). SIN is a single identity of every person and it is valid for a lifetime. The SIN number in the e-ID card will be a reference in the issuance of a passport, driving licence, taxpayer identification number, insurance policies, certificates of land rights and the issuance of other identity documents. (Article 13 of Law no. 23 of 2006 on population administration).

The functions and the uses of e-ID card is: as an identity; Applicable nationally, so no longer need to create a local ID-card for making a clearance, opening a Bank accounts, and so on; preventing the making and forgery of double ID card; The creation of the accuracy of the population data to support program development.

Advanced technology is not a guarantee in administering the program. The proof, the electronic identity cards (e-KTP) which is predicted as a sophisticated program still has many fundamental errors in data collection. In fact, the existence of sophisticated tools such as chip, retinal eye scanner, finger print and it is processed with computer devices, the e-ID cards that have been made and distributed to the citizens are still found errors in it. The fundamental error occurred in the data of citizens, from the turn of the old ID card to the e-ID card, the data of residents should have been updated. Some of the errors are: marital status, address, full name, up to the job. Head of the Department of population and the civil registry of Sumedang regency said, there are indeed a number of e-ID cards that still need improvement because the data is incorrect. Like the address error because it is still printed the old address. "There is also married person but written unmarried. The error rate was almost the case in every sub district. He called the error rate is still fairly low. But the errors that happened today will be noted to be a reference for the improvement in the future. "If it is still a dozen, that means the error is still low. Although the means are already electronic, the error is still there, "he said. For the error e-ID cards, they will not be
given to people because the errors e-ID card that have already printed should be returned to the Ministry of Home Affairs to be fixed. "It should be fixed first, so we can not distribute it with the errors in it," he said. One of residents said he has not taken the e-ID card in the subdistrict. He said he remains hopeful that there is no fundamental mistake when he takes the ID-card.

Therefore the Ministry of the Interior (Kemendagri) should soon complete the electronic Identity cards program (e-ID). In the newspaper of Sindo, the Commission Deputy II of Parliament, Gandjar Pranowo said, the e-ID card program that rolled out by Government through Kemendagri should be immediately enforced. This Program is very important for a wide range of data collection. One of them is the data collection for the Elections of 2014. "There is no other way than e-ID card must be completed and applied until whenever since the population data collection process is still incorrect until recent time," According to him, the e-ID card program is not only for the purpose of the election, but also for various purposes such as the elections of regional leader, the process of taxation, population census, and others. "The most important of e-ID program is not only for elections, but the main one for the population census," he said. PDIP politician said the government has been targeting the e-ID card program is completed this year. However, if the program can not be completed this year, the government should be able to complete and implement the program in the future. "the Minister of Home Affairs, Gamawan Fauzi, should resign if he cannot complete the program. There is no bargaining for the program, it must be applied until whenever," he said. In fact, the Head of Information Center of Home Ministry Reydonnyzar Moenek believe the e-ID card program can be completed this year. Until now, the e-ID card physically can already be distributed to 55 million of the 172 million voters of the election in the entire part of Indonesia.

The first stage or the first target of e-ID card program which is effectively rolled out since October 2011 in 197 districts / cities have already reached 43 districts / cities. "We (Ministry of Home Affairs) believe the e-ID card can be completed this year. The first target of 67 million voters of the election for 2011 shall be extended until April 2012 and had reached 55 million voters of elections," he said. The Ministry of Home Affairs in implementing the program work for 14 hours a day and in the process of recording and administration of e-ID card physically.

IV. CLOSING

4.1. Conclusion
The implementation of service quality management with e-government system based on web in Jatinangor subdistrict, Sumedang regency, west java province is the form of implementation of the Ministry of Home Affairs' policy on e-ID card, that is by implementing the making of identity card through
electronically which in the previous years was still manual. The purpose of Government in making a policy to implement the e-ID card program is to make the creation of orderly administration and to prevent the negative impact of the use of the manual of ID card that made by the irresponsible parties that can harm the Government and society. From the analysis of the research on the implementation of e-ID card program in Jatinangor subdistrict, Sumedang regency in this study, it can be concluded that the policy has not been effective in its execution, it is visible in the field on the implementation of e-ID card that experienced by the government, namely:

a. There are 1,200 residents of Jatinangor subdistrict who have not been recorded for the recording of e-ID card;
b. The ability of employee resources that handle e-ID card have not been ready and optimal to serve the community;
c. The lack of good service that delivered by the operator of e-ID card to the public;
d. The lack of facilities which are needed when the policy is implemented. In this case the government of Jatinangor sub district is deficient of tools;
e. The socialization by the Jatinangor sub district government to the people has not been done well so there is lack of information received by residents Jatinangor about the implementation of e-ID card;
f. The coordination and communication between the Department of Population and Civil Registry with Jatinangor sub district was not going well;
g. There is indiscipline that committed by the operator in the implementation of e-ID card program.

After gradually discussed on previous chapters, especially in an attempt to describe and analyze the quality of service and the factors which become obstacles in the process of the making of e-ID card service in Jatinangor sub district, which said that: the service quality of the e-ID card making is still less than maximum, it is due to poor of several indicators of service qualities, which are:

a. Assurance Services: still not good due to the lack of timeliness of service;
b. Environmental Conditions: still not good, namely the lack of facilities, especially the lounge area which is not proportional to the number of people who want to make e-ID card.
c. The empathy of Service Officers: it is still quite lacking, which is characterized by the complaints from residents who apply for the making of e-ID card about the the lack of attention of officials to the people who apply for the making of e-ID card;
d. Responsiveness of Service Officers: still not good.
Suggestion

a. The Government of Indonesia through the Ministry of Home Affairs has initiated the implementation of the e-ID card program, which is done widely in 2011. The implementation of e-ID card utilizes the latest communication and information technologies, electronic printing and personalization technologies, smart card, biometric technology in recording data, identification of the singularity of identity, social demographic database. It is expected by the end of 2013, all the people who have recorded the biometric data will receive the e-ID card. Therefore socialization and finalization of the e-ID card must be immediately carried out, including in the Government of Jatinangor sub district and always strives to make improvements of the implementation of the e-ID card program, by doing an regular intervals evaluation of the operators of e-ID card and the sub district parties, so when there is a problem in the field, it may soon be resolved together.

b. The Government of Jatinangor sub district should set up a special team that has the capabilities associated with the e-ID card program, so that it can deal with any problems that occurs when the program is executed. In the information system of the making of web-based e-ID card (electronic ID), the government of Jatinangor sub district has not run it well in practice. Therefore, the author recommends the implementation of e-ID card with a bureaucratic system that is free for the public services, it can be indicators of the other services in Jatinangor sub district, so the quality services will be better, both in governance service, development, and community.

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Instructions of Charging Questionnaire
Mr. / Ms. is required to choose one answer in the opinion and judgment of Mr. / Ms. most that consistent with the fact that actually based on the experiences. Answer the statement with sign (x) in the appropriate alternative answers. Mr. / Ms. is required to fill all available statements.
Name:
Age:
Occupation:
Mr. / Ms. Response to the questions below:
No.
It is a worth statement, less worthy, Improper, Not Worth It
a. Content
(1) Operators are experts in providing services.
b. Process
(2) Services provided in accordance with standard operational procedures that have been defined. (3) Employees give clear instruction in providing information to the Applicant.
c. Structure
(4) The provided waiting room is sufficient for the applicant.
(5) The provided waiting room is very convenient for the applicant.
(6) The Room for making the Electronic ID card is very convenient for the applicant.
d. Result
(7) The applicants have been very satisfied with the services provided by the employee in the making process of Electronic ID card.
e. Impact
(8) The applicants have been very satisfied with the SIN on the new ID card