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Implementation service public in service population and records civil Surabaya city for making E-KTP

Tribuana Tunggal Dewi Rachman[1], Vieta Imelda Cornelis[2], Hartoyo[3], Taufik[4]
[1,2,3,4] Faculty of Law, Universitas Dr. Soetomo, Surabaya, Indonesia

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ABSTRACT

This research discusses legal issues related to Public Services at the Surabaya City Population and Civil Registry Office in Making E - Ktp so that the civil registry population office can solve legal problems that are problematic among the community. This type of research uses empirical juridical methods or is a type of sociological legal research. Based on the results of the study, the results obtained are that (1) The regulation of forgery in the Forgery of letters (valschheid in gescheriften) is regulated in Chapter disparities. Therefore, it is required that the minimum sanction in forgery of documents (valschheid in gescheriften) is regulated in Chapter XII of Book II of the Criminal Code, from Articles 263 to 276 in order to create legal certainty. (2) Liability in the Criminal Code regarding the criminal act of forgery of e-KTP, is considered no longer in accordance with the demands of the times. Because in the Criminal Code the criminal responsibility is only to the perpetrator, while the institution that produces and distributes e-KTP is not regulated. For this reason, the criminal offense of e-ID card forgery must use the Criminal Code. (3) It is necessary to emphasize the application of the threat of imprisonment and fines for the forgery of e-KTP, which is increasingly developing with a more sophisticated mode.

Corresponding Author:

Tribuana Tunggal Dewi Rachman
Faculty of Law, Universitas Dr. Soetomo
Jl. Semolowaru No.84, Menur Pumpungan, Kec. Sukolilo, Surabaya, Jawa Timur 60118
Email: tribuanatunggaldewi23@gmail.com

1. INTRODUCTION

One of reject measuring progress a country in frame fulfil need public with the implementation service public managed government related with aspect life public in a way general. Based on Republic of Indonesia Law Number 25 of 2009 concerning Public Service is defined as a activity or a series activity in scope fulfillment need service as determined by Law Number 25 of 2009 concerning Public Services: Article 29 regulates that means, infrastructure and facilities service public only may used by authorized persons. Article 36 regulates that organizer service public must provide means complaints and assign competent persons for manage complaints. Article 12 regulates that for increase efficiency and effectiveness service, organizer can Work The same.

Referring to Article 63 of the Law Number 24 of 2013 concerning Changes to the Law Number 23 of 2006 Concerning Administration Population state that Indonesian citizens (WNI) who have 17 years old or has marry or once marry must have an e -KTP, e- KTP is documents containing personal data, such as name, phone number parent population (NIK), address, job, and status. KTP- el

equipped with chip for storing population data in a way Electronics Currently, digital ID cards or IKDs are not yet available required For all population, but government appeal public for do IKD activation. IKD is digital version of e-KTP which displays personal data as identity via mobile phone for make it easier accessing citizen data provided by the providing institution public services according to Article 13 paragraph (2) of the Minister of Home Affairs Regulation Number 72 of 2022 concerning standard specifications device hard, Device software, and blank Electronic Population Cards and organization identity digital population.

One of form service public given from government that is provision interest recording civil and population to every citizens . With mechanism management orderly administration to society so that ensure protection document population with obstruct action discriminatory. Protection document population the in the form of implementation of the Electronic ID Card (KTP- el) program." "In the Regulation of the Minister of Home Affairs No. 9 of 2011 concerning Guidelines Issuance of Resident Identity Cards Based on Number Parent Population Nationally it reads that the National NIK- based KTP which will then be called Electronic KTP is a KTP that has specifications and format of National ID card with System security special applicable as Official identity issued by the Population and Registration Service Civil Regency /City. Then for Implementation e- KTP application set up in " Regulation of the Minister of Home Affairs No. 38 of 2009 concerning Standards and Specifications Devices Hardware, Software and Identity Card Forms Based on Number Parent Population Nationally set interest Implementation of National NIK -based ID Cards, Government will provide device hardware, software and NIK- based KTP forms equipped with With code security and records electronics.known that East Java Province Has density amount population in Surabaya City So need about e - KTP more important city of Surabaya compared cities others. "The city of Surabaya is the most populous metropolitan city in East Java Province every year the year Keep going continuously experience Improvement population. Head Head of Population and Civil Registry Office of Surabaya City, Eddy Christijanto mention that amount residents in Surabaya during last year 2023 reached 2,987,863 people . While until mid March 2024 amount That increase to 3,009,286 people. So there is addition as many as 21,423 people (Nanda Pramudya Fadli Illahi, 2024). Population and Population Registration Service Civil City of Surabaya has role in Implementation service public related service Population and records civil through the e -KTP program with enforce socialization since year 2012” As per with scope of work area Population Office Surabaya Civil Registry Office is to " serve UPTD (Civil Service Implementation Unit)" Technical Service) at the level The sub-district consists of from "31 Districts (Restu Afandi & Priyanto, 2023).

Based on identification condition Already done in a way good concerning simplicity condition However lack of socialization information in a way continuous about understanding community. Identification procedure Already done in a way good concerning conformity with provision Constitution in detail and its existence standard operational clear procedures. However with existence regulation that every inhabitant Surabaya city is mandatory have an E-KTP from identification condition Found applicant Still bring missing requirements and identification time Still Not yet Maximum if blank No available. Suggestions that can be given to the problem condition for Organizer service should socialize information condition making E-KTP according to Need each type service as well as for public can utilize electronic media on the channels provided Population Office Capil remember importance look after document recording civil and advice Deadline settlement making E-KTP can give service as promised and thorough input population in the data center and accuracy settlement E-KTP issuance for Government more notice availability blank , how much effort government Already done with as good as Possible including socialize Surabaya residents for access digital ID card for speed up progress information and processes in the digital era and minimize stock blank, but a number of inhabitant Still Not yet understand digital ID cards and not yet Can access it consequence not enough his understanding in the digital world as well not enough supportnya electronic make a number of inhabitant no can access digital KTP (Identity) Digital Population). Results, Services making E-KTP at the Population and Registration Service Civil City of Surabaya in general in words Enough good and done in accordance standard service public However Not yet fully optimized.

2. METHOD

2.1 Type Study

The type of research used is Juridical Sociological, namely emphasize existing research the aim of gaining legal knowledge in a way empirical with jump direct to object (Yusiti.et al, 2024). This study analyzes the application of applicable legal provisions, such as e-KTP creation procedures, prevention of data duplication, and transparency of public services, in the context of real events that occur in society. This approach provides a comprehensive understanding of how the law applied in practices and their impact on society.

2.2 Approach Study

This study uses a Socio-Legal Approach, namely a legal research approach that utilizes social sciences to analyze the application of law in the context of society (Banakar & Travers, 2005). This approach relevant because this research not only focus on the rules or regulation law related to service public, but also review social aspects, such as interactions between officers and the public, levels of service satisfaction, and efforts to prevent violations such as duplication of e-KTP data. By applying a social perspective to legal studies, this approach allows for a more holistic analysis of the quality of public services at the Population and Civil Registration Service.

2.3 Source Data

2.3.1 Data Primary

In In this study, primary data was obtained through the distribution of questionnaires to the community of e-KTP service users at the Population and Civil Registry Service of Surabaya City. This data used to measure public perceptions regarding service time, service quality, and ease of access, which are then analyzed to evaluate their impact on the quality of public services.

2.3.2 Secondary Data

Secondary data in research This is in the form of laws and agency performance reports, which function as indirect sources of information to support the analysis. Laws are used to understand the legal basis and regulations governing public services, including procedures and standards in making e-KTP. Meanwhile, reports agency performance, such as report annual Population Service And Civil Registry, provides an overview of achievements, efficiency, and obstacles in services, thus becoming an important reference for evaluating policy implementation. With use data secondary this, study can connect between regulation Which applicable (so) sollen) with its implementation in the field (das sein).

2.4 Population And Sample

2.4.1 Population

In the context of this study, the population includes all people who use e-KTP services at the Population and Civil Registration Office. This population was chosen because they have direct experience related to service quality, timeliness, and ease of access, so they can provide relevant data to evaluate the level of public satisfaction with public services.

2.4.2 Sample

In this study, the sample consisted of a number of people who had used the e-KTP creation service at the Population and Civil Registry Service. This sample was selected to represent the population. as a whole, so that the data obtained can be used to measure the level of public satisfaction, analyze the quality of service, and evaluate the effectiveness of time and ease of access in the manufacturing process. e-ID card.

The following are the inclusion and exclusion criteria for research on public services in making e-KTP at the Population and Civil Registry Service: Criteria Inclusion (Residents who have used the e-KTP creation or extension service; Aged 17 years to on or has fulfil condition ownership e- KTP; Ready become Respondent study And give information required; Domiciled in area covered services; Population and Civil Registry Service where the research was conducted; Capable understand and answer question questionnaire in a way independently or with the help of researchers). Criteria Exclusion (Residents) which not yet once use service making or e-KTP extension; Respondent Which not willing participate in research; Population that has physical or mental limitations that prevent active participation without special assistance; Population Which only use e-KTP service in a way on line without interacting directly with the Population and Civil Registry Service; Respondents Which give information no complete or not relevant to the research objectives).

In this study, 40 respondents were selected as a sample to represent the community who use e-KTP services at the Population and Civil Registration Office. The selection of respondents was based on the inclusion and exclusion criteria that had been set, thus ensuring that they had direct experience related to e-KTP services. The number of respondents expected to be able to provide relevant and representative data to evaluate the quality of service, timeliness, ease of access, and the implementation of legal provisions in public services. The results of this study are expected to be used as evaluation material to improve public services that are more transparent, efficient, and accountable.

2.5 Procedure Collection Data

2.5.1 Questionnaire

In this study, a questionnaire was used as the main tool to collect data from 40 respondents regarding their experiences in using the service. e-KTP making at the Population and Civil Registry Office. This questionnaire is designed to evaluate the quality of service, timeliness, and ease of access, so that it can provide a comprehensive picture of the level of public satisfaction with these public services.

2.5.2 Documentation

In the context of this research, documentation is used to collect secondary data, such as laws, regulations related to public services, and performance reports of agencies related to the creation of e-KTP. The data provides additional context that strengthens the analysis and understanding of the quality of services provided by the Population and Civil Registration Service.

2.6 Analysis Data

2.6.1 Test Instrument

a. Test Validity

The validity test process in this study was carried out by measuring the correlation between the scores of each question in the questionnaire with the total score obtained from the sum of the scores of all questions. The purpose of this validity test is to ensure that each question in the questionnaire actually measures the intended aspects in the variables studied, such as service quality, timeliness, and ease of access. If the results correlation shows a significant value, then the question is considered valid and can be used to collect accurate and relevant data in research. If the calculated correlation value (r) is greater than the critical value (table), then the respondent's answer is considered valid. If the significance value of the test results (p-value) is less than 0.05, then the respondent's answer is considered valid (Azwar, 2019:68).

b. Test Reliability

The reliability test in this questionnaire was conducted using Coefficient Alpha, also known as Cronbach's Alpha. This method is used to measure the level of consistency or reliability of a measuring instrument, in this case a questionnaire. Cronbach's Alpha measures the extent to which items in a questionnaire correlate with each other and provide consistent results. Mark Cronbach's Alpha is considered adequate or reliable if the value exceeds 0.60, which indicates that the questionnaire has good internal consistency and can be trusted for use in collecting research data. (Ghozali, 2018).

2.6.2 Test Assumptions Classic

a. Test Normality

Understanding data normality is very important in research because many parametric statistical methods require the assumption of normal distribution in order for the results of the analysis and interpretation to be reliable and valid. One of the The method used to test normality is the Kolmogorov-Smirnov method. This test evaluate whether data follow distribution normal by comparing the sample distribution with the theoretical normal distribution. The assessment of normality is based on the significance value or probability value resulting from the test. If the probability value is less than 5%, the distribution data considered No normal, whereas If mark probability greater than 5%, data considered to have distribution normal. This is It is important to ensure that the statistical analysis carried out is valid and in accordance with the required assumptions. (Ghozali, 2020).

b. Multicollinearity Test

Multicollinearity testing can be done by checking the tolerance and variance inflation factor (VIF) values of each independent variable. The general guideline used is if the VIF value is less than 10 and the VIF value is tolerance is greater than 0.10, then there is no multicollinearity problem.

Conversely, if the VIF value exceeds 10, then further attention is needed to overcome the multicollinearity problem. Therefore, the multicollinearity test is very important to ensure the validity of the regression model and so that the analysis results can be interpreted correctly.

c. Test Heteroscedasticity

To overcome heteroscedasticity problem, this study uses the Glejser test method. Method This is approach Which general used in heteroscedasticity analysis, which aims to evaluate whether the variability of errors in a linear regression model is influenced by the value of the independent variables.

2.6.3 Test Hypothesis

a. Test T

The results of the t-test include the values t and p-value, in where is the value t describes size effect and p-value indicate the level of significance.

a) When the hypothesis zero (H0) is accepted, while hypothesis alternative (Ha) rejected If mark probability more big or The same with 0.05. This implies that variable independent own significant influence to variable dependent .
b) When the hypothesis zero (H0) is rejected, while hypothesis alternative (Ha) accepted If mark probability not enough from 0.05. This is show that variable independent No own significant influence to variable dependent .

b. Test F

In this test, the research will evaluate the influence of all variables. free to variable bound in a way simultaneous. Usually, the level of significance used is 0.05 or 5%. If the significance value of F is less than 0.05, then the null hypothesis (H0) is rejected and the alternative hypothesis (H1) is accepted, which indicates that all independent variables have a significant effect on the dependent variable. Conversely, if the significance value of F is greater than 0.05, then H0 is accepted and H1 is rejected, which means that there is no significant effect of the independent variables as a whole on the dependent variable. (Ghozali, 2016:105).

c. Coefficient of Determination

The determination test (R^2) is used to measure the extent to which the independent variables, in this case the variables of work stress and work conflict, affect the dependent variable, namely employee performance. The coefficient of determination (R^2) functions as an indicator to assess the contribution of the independent variable in explaining the variation in the dependent variable. The R^2 value ranges from 0 to 1, where a value of 0 indicates that the independent variable does not make a significant contribution to the dependent variable, while a value of 1 indicates a full contribution in explaining the variation in the dependent variable.

3. RESULTS AND DISCUSSION

3.1 Characteristics Respondents

Characteristics Respondent in study This covering a number of demographic factors, namely gender, age, and occupation.

3.1.1 Characteristics Respondents Based on Type Sex

Respondent characteristics based on gender are presented in the following table:

Table1 . Characteristics Respondents Based on Type Sex

Type Sex	Frequency	Percentage (%)
Man	15	37.5
Woman	25	62.5
Amount	40	100

Respondent characteristics based on gender show that out of a total of 40 respondents, the majority are female with 25 respondents or 62.5%, while 15 respondents or 37.5% are male. This data provides an overview of the distribution of respondent gender in this study.

3.1.2 Characteristics Respondents Based on Age

Respondent characteristics based on age are presented in the following table:

Table 2 . Characteristics Respondents Based on Age

Age	Frequency	Percentage (%)
20-30 Year	20	50
31-40 Year	10	25
Amount	30	75

Respondent characteristics based on age show that most respondents are in the 20-30 year age range, with a total of 20 respondents or 50%. Meanwhile, 10 respondents or 25% are in the 31-40 year age range. The total respondents recorded in the age category These are 30 people, which covers 75% of the total respondents in this study.

3.1.3 Characteristics Respondents Based on Work

Respondent characteristics based on age are presented in the following table:

Table 3 . Characteristics Respondents Based on Work

Work	Frequency	Percentage (%)
civil servant	2	5
Employee Private	20	50
Businessman	5	12.5
Mother House Ladder	6	15
Other	7	17.5
Amount	40	100

Respondent characteristics based on occupation show that the majority of respondents work as private employees, namely 20 respondents or 50%. Meanwhile, there are 6 respondents or 15% who work as as Mother House ladder, 5 Respondent or 12.5% as entrepreneurs, 2 respondents or 5% as civil servants, and 7 respondents or 17.5% have other jobs. The total number of respondents involved in this study was 40 people.

3.2 Statistics Answer Respondents

3.2.1 Accuracy Time (X1)

Answer statistics Respondent variable accuracy time in This research is presented in the following table:

Table 4. Answer Variables Accuracy Time

Question	Answer					Average	Category
	SS	S	N	TS	STS		
e-ID card accepted appropriate time	13	10	3	14	0	3.55	Tall
delay reception e-ID card	14	12	4	10	0	3.75	Tall
delivery e-KTP according to timetable	15	10	3	12	0	3.70	Tall
officer give information appropriate time	13	12	3	12	0	3.65	Tall
information time making e-KTP is clear	17	9	4	10	0	3.83	Tall
accept Updates information appropriate time	14	11	4	10	1	3.68	Tall
officer give information delay appropriate time	14	12	4	10	0	3.75	Tall
service in accordance time Which promised	15	12	2	11	0	3.78	Tall
service in accordance rule law	13	8	9	10	0	3.60	Tall
effort prevent abuse data	16	4	8	12	0	3.60	Tall
Average						3.69	Tall

Statistics answer respondents to variable accuracy time shows that majority Respondent give evaluation positive, with an average category of "High" for most questions. The overall average score was 3.69, indicating that respondents felt that service e-KTP that they accept generally on time And as promised. Some aspects that get high marks, such as delays in receiving e-KTP, sending e-KTP according to schedule, and clear information on the time of making e-KTP, shows that officers have provided information and services in a timely manner. In addition, the response to efforts to prevent data misuse and the implementation of legal regulations also shows a high level of satisfaction from the public regarding e-KTP services.

3.2.2 Convenience Access

The statistics of respondents' answers to the punctuality variable in this study are presented in the following table:

Table 5 . Convenience Access

Question	Answer					Average	Category
	SS	S	N	TS	STS		
instruction making e- KTP is clear	17	9	4	10	0	3.83	Tall
information condition easy understood	17	9	4	10	0	3.83	Tall

process registration easy followed	16	4	10	9	0	3.60	Tall
difficulty access e-KTP service	16	2	10	12	0	3.55	Tall
procedure making e- KTP is efficient	16	4	10	10	0	3.65	Tall
process making e- ID card need A little business	16	11	6	9	0	4.00	Tall
application registration e-ID card easy used	16	10	6	8	0	3.85	Tall
can access service e-ID card without difficulty	15	10	5	10	0	3.75	Tall
No There is cost No legitimate in making e- ID card	22	3	15	0	0	4.18	Tall
rates making transparent e-KTP	13	11	6	10	0	3.68	Tall
Average						3.79	Tall

The statistics of respondents' answers to the ease of access variable show that the majority of respondents gave a positive assessment, with an average category of "High" for most questions. The overall average score was 3.79, indicating that respondents felt that the process of making And submission e-KTP is quite easy to follow And does not cause much difficulty. Aspects such as clear instructions for making e-KTP, easy-to-understand information on requirements, and an easy-to-use e-KTP registration application scored high. In addition, most respondents felt that there were no unauthorized fees in the e-KTP making process and that the rates were transparent. This shows that the e-KTP making procedure is efficient and free from obstacles or unauthorized fees.

3.2.3 Quality Service

Statistics of respondent answers to variables The punctuality in this study is presented in the following table:

Table 6 . Quality Service

Question	Answer					Average	Category
	SS	S	N	TS	STS		
facility counter modern e-KTP	18	7	5	10	0	3.83	Tall
system biometrics accurate	17	17	5	1	0	4.25	Very high
officer thorough prevent duplicate data	14	7	10	9	0	3.65	Tall
There is sanctions For duplication data	16	10	8	6	0	3.90	Tall
officer Ready help	16	4	10	10	0	3.65	Tall
service fast in accordance request	16	10	7	7	0	3.88	Tall
service transparent e-KTP And in accordance rule	18	10	8	4	0	4.05	Tall
principle accountability applied	17	8	6	9	0	3.83	Tall
data personal You safe	17	7	7	9	0	3.80	Tall
There is sanctions For abuse data	16	11	6	7	0	3.90	Tall
Average						3.87	Tall

Statistics of respondents' answers to the service quality variable show that most respondents gave a positive assessment, with an average category of "High" for most questions. The overall average is 3.87, which shows that respondents felt that the quality of e-KTP services was adequate and in accordance with expected standards. Aspects such as system accurate biometrics, transparency services, and implementation accountability principle scores high, even system Biometrics scored "Very High" with a value of 4.25. In addition, respondents also felt safe regarding their personal data and were satisfied with the service. fast and on-demand. Aspects such as sanctions for data duplication and data misuse are also considered adequate, reflecting the commitment of officers in maintaining service quality and data security.

The following is the respondents' understanding of sanctions for data leaks or duplication:

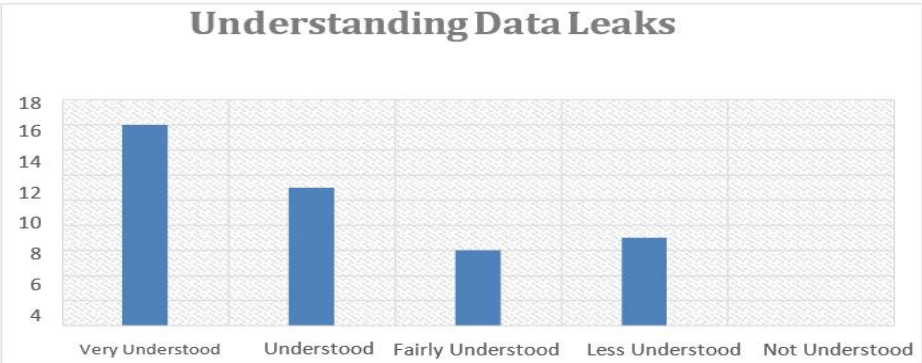

Figure 1. Understanding Leakage or Duplication Data

The majority of respondents in Figure 1 showed a good understanding of data leaks or duplication, with 16 respondents claiming to understand very well, 11 respondents understanding, and 6 respondents quite understanding. This shows that most respondents have a good understanding of the importance of proper data management and the sanctions applied in the event of a data leak or duplication.

3.3 Test Instrument

3.3.1 Test Validity

Results Validity test in this research uses the application SPSS, if the calculated r value is more than the r table, then the instrument is declared valid. The results of the validity test are as follows :

Table 7. Validity Test

Variables	Question Items	Mark R count	Mark R table	Testing	Decision
Punctuality (X1)	X1.1	0.8246	0.312	r count > r table	Valid
	X1.2	0.8498	0.312	r count > r table	Valid
	X1.3	0.7949	0.312	r count > r table	Valid
	X1.4	0.7962	0.312	r count > r table	Valid
	X1.5	0.7481	0.312	r count > r table	Valid
	X1.6	0.8012	0.312	r count > r table	Valid
	X1.7	0.6827	0.312	r count > r table	Valid
	X1.8	0.7462	0.312	r count > r table	Valid
	X1.9	0.7507	0.312	r count > r table	Valid
	X1.10	0.5463	0.312	r count > r table	Valid
Convenience Access (X2)	X2.1	0.8599	0.312	r count > r table	Valid
	X2.2	0.8931	0.312	r count > r table	Valid
	X2.3	0.9063	0.312	r count > r table	Valid
	X2.4	0.8439	0.312	r count > r table	Valid
	X2.5	0.8539	0.312	r count > r table	Valid
	X2.6	0.8646	0.312	r count > r table	Valid
	X2.7	0.8280	0.312	r count > r table	Valid
	X2.8	0.8718	0.312	r count > r table	Valid
	X2.9	0.7854	0.312	r count > r table	Valid
	X2.10	0.8931	0.312	r count > r table	Valid
Quality Service (Y)	Y1	0.8541	0.312	r count > r table	Valid
	Y2	0.7821	0.312	r count > r table	Valid
	Y3	0.7146	0.312	r count > r table	Valid
	Y4	0.8936	0.312	r count > r table	Valid
	Y5	0.7146	0.312	r count > r table	Valid
	Y6	0.8936	0.312	r count > r table	Valid
	Y7	0.7823	0.312	r count > r table	Valid
	Y8	0.7720	0.312	r count > r table	Valid
	Y9	0.8157	0.312	r count > r table	Valid
	Y10	0.8030	0.312	r count > r table	Valid

Based on the data in the table, it can be seen that all calculated r values are greater than r table, so it can be concluded that the data instrument meets the validity standards.

3.3.2 Test Reliability

Reliability test using SPSS application, if the Cronbach alpha value is greater than 0.6 then the instrument is declared reliable. The results of the reliability test are as follows:

Table 8. Uij Reliability

Variables	Cronbach alpha	Information
Accuracy Time (X1)	0.940	Reliable
Convenience Access (X2)	0.970	Reliable
Quality Service (Y)	0.955	Reliable

Based on the data in the table, it can be seen that the Cronbach alpha values of 0.940, 0.970, and 0.955 are all greater than 0.6, so the data instrument in this study meets the reliability standards.

3.4 Test Assumptions Classic

3.4.1 Test Normality

Normality test using application SPSS with the Kormogolov-Smirnov method, if the significance value is greater than 0.05 then the data is normally distributed. The results of the normality test in this study are presented in the following table:

Table 9. Normality Test

One Sample Kolmogorov-Smirnov Test

		Unstandardized Residual
N		40
Normal Parameters [a,b]	Mean	,0000000
	Std. Deviation	2.03739949
Most Extreme Differences	Absolute	,109
	Positive	,095
	Negative	-,109
Test Statistics		,109
Asymp . Sig. (2- tailed)		.200 [c,d]

a. Test distribution is Normal.
b. Calculated from data.
c. Lilliefors Significance Correction.
d. This is a lower bound of the true significance.

Based on the data in the table, the significance value of 0.200 is greater than 0.05, then can be concluded that data on This research is normally distributed.

3.4.2 Test Heteroscedasticity

The heteroscedasticity test in this study uses the SPSS application with the glacier method, if the significance value is greater than 0.05 then the data passes the test. heteroscedasticity. The results are presented in table as following:

Table 10. Test Heteroscedasticity

Coefficients [a]

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	1,739	1,051		1,654	,107
	X1	-,199	,073	-1,141	-1,735	,095
	X2	,187	,070	1,120	1,684	,081

e. Dependent Variables: abs

Based on the data in the table, the significance value is 0.095. And 0.081 is greater than 0.05, so it can be concluded that the data in this study did not experience heteroscedasticity.

3.4.3 Multicollinearity Test

The multicollinearity test in this research uses the SPSS application, if the tolerance value is greater than 0.1 and the value VIF is smaller of 10, then the data passes the multicollinearity test. The results are as follows:

Table 11. Test Multicollinearity

Coefficients [a]

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
		B	Std.Error	Beta			Tolerance	VIF
1	(Constant)	1,344	1,695		,793	,433		
	X1	,314	,118	,310	2,669	,011	,129	7,768
	X2	,651	,113	,672	5,784	,000	,129	7,768

a. Dependent Variables: Y

1. Based on data on Study the, mark tolerance as big as 0.129 greater than 0.1 and the VIF value of 7.768 is less than 10, then Based on

3.5 Test Hypothesis

3.5.1 Test T

The T-test in this research uses the SPSS application, if the significance value greater than 0.05 then the result is There is an influence. Results test T is as follows:

Table 12. Test T

Coefficients [a]

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
		B	Std. Error	Beta			Tolerance	VIF
1	(Constant)	1,344	1,695		,793	,433		
	X1	,314	,118	,310	2,669	,011	,129	7,768
	X2	,651	,113	,672	5,784	,000	,129	7,768

a. Dependent Variables: Y

Based on the test results using the SPSS application, the T test results can be explained as follows:

a. Variables accuracy time own T test value of 0.011 < 0.05, then can concluded that accuracy time influential to quality service in a way partial .
b. Variables convenience access own mark test T is 0.000 < 0.05, so can concluded that convenience influential to quality service in a way partial .

3.5.2 Test F

The F test in this study uses the SPSS application, if the significance value is greater than 0.05 then the result shows an influence. The results of the F test are as follows:

Table 13. Test F

ANOVA [a]

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	2358,511	2	1179,256	269,521	.000 [b]
	Residual	161,889	37	4,375		
Total		2520,400	39			

Dependent Variables: Y
Predictors: (Constant), X2, X1

Based on the results in the table, the significance value is 0.00 < 0.05, so it can be concluded that the variables of punctuality and Ease of access has a simultaneous influence on service quality.

3.5.3 Coefficient Determination

The results of the determination coefficient in this study using the SPSS application, the results are as follows:

Table 14. Coefficient Determination

Model Summary [b]

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.967 [a]	,936	,932	2.09174

Predictors: (Constant), X2, X1
Dependent Variables: Y

Based on the results in the table, the value r square is 0.936, it can be concluded that the variables of punctuality and ease of access have a simultaneous influence of 93.6% on service quality.

3.6 Discussion

3.6.1 Government Efforts in Protecting Citizens ' Personal Data from Being Cheated Data Duplication

According to Hardiyansyah (2011), service quality is a dynamic condition that involves various aspects, such as products, services, people, processes, and the environment, which as a whole influence the assessment of the service. Results research shows that society has high level of satisfaction with e-KTP making services at the Population and Civil Registry Office of Surabaya City, especially in terms of timeliness and ease of access. Based on the data, the average satisfaction score of 3.87 is in the "High" category. Modern counter facilities, accurate biometric systems (4.25, "Very High" category), and service transparency (4.05) are the main factors that support public satisfaction.

The government's efforts to protect citizens' personal data to prevent duplication are very important to ensure the integrity and public trust in the population administration system. One of the important steps taken is to ensure accuracy time and ease of access in the e-KTP making process. Service time *according* to Azizi (2022) refers to the duration required by officers to provide services to customers. In the context of making e-KTP, this service time includes all stages required to complete the administrative process, from registration to issuance of e-KTP.

In addition, ease of access also allows people to more easily access services and verify their data, thereby minimizing the risk of errors or data manipulation that could lead to identity duplication. According to Le-Hoang (2020), ease of access refers to the increased control provided by the application to make it easier for users in access the service. With existence convenience access, users can save time and energy, because the services offered become more efficient and easier to reach.

Law Number 25 Year 2009 on Public Services regulates that every public service, including the making of e-KTP, must be completed on time in accordance with the standards set out in Article 4 (Kominfo, 2009). Law Number 25 of 2009 on Public Services emphasizes the importance of ease of access in public services. Article 15 letter d mandates that public service providers are required to provide means, infrastructure and facilities that support the creation of adequate services that can be easily accessed by the public (UUD, 2009).

The government has also introduced sophisticated biometric technology in the creation of e-KTP, which serves to verify identity accurately and prevent data duplication. With fingerprints, irises, and facial data recorded in the system, every citizen only can have one valid e-KTP. This effort further strengthens the protection to data personal, remembering data biometrics hard to fake and ensure that each individual is only recorded once in the population administration system. This is evident from research results showing that timeliness and ease of access have a significant impact on service quality, which in turn contributes to more accurate and reliable data management.

However, supervision remains the main key in ensure that the system is running well and is not misused. The government need Keep going develop system technology information Which safer and educate community about the importance of protecting data their personal. In matter This, enforcement law Which firm to all form of abuse data, including duplication identity, become step which is crucial. With thus, through accuracy time, convenience access, and technology biometrics that reliable, government can ensure that data Citizens' personal data remains safe and is not misused for detrimental purposes.

3.6.2 Sanctions Given to Officers Who Misuse Duplication of Citizen Data

Discussion on sanctions given to officers who misuse the duplication of citizen data is important in the context of safe and reliable population data management. Duplication of e-KTP data by officers not only violates the principle of integrity of the population administration system, but can also damage public trust in the government. Therefore Therefore, there needs to be strict regulations regarding sanctions given to officers involved in such actions, both from aspects of criminal law and work discipline. This discussion aims to identify the legal basis and consequences faced by officers who abuse their authority in managing population data.

The following are some laws that regulate sanctions for officers who abuse their authority in duplicating citizen data:

1. Constitution Number 24 of 2013 concerning Administration Population: Article 95B regulates sanctions criminal for anyone who orders, facilitates, or do manipulation data population and/ or population data elements, with threat criminal imprisonment for a maximum of 6 years and/ or a maximum fine of IDR 75 million.
2. Constitution Number 27 of 2022 concerning Protection of Personal Data: Article 65 paragraph (1) states: that violation to provision personal data protection can charged criminal imprisonment for a maximum of 5 years and/ or a maximum fine of IDR 5 billion.
3. Constitution Number 19 of 2016 concerning Information and Electronic Transactions: Article 32 paragraph (1) regulates sanctions criminal for everyone who with intentionally and without right or oppose law access computer and/ or system electronic belonging to someone else, with threat criminal imprisonment for a maximum of 6 years and/ or a maximum fine of IDR 600 million.
4. Constitution Number 23 of 2006 concerning Administration Population: Article 92 regulates sanctions for officer who with on purpose No carry out obligation in service administration population, with threat criminal imprisonment for a maximum of 6 years and/ or a maximum fine of IDR 75 million.
5. Criminal Code (KUHP): Article 263 regulates about forgery letter, which can charged sanctions criminal maximum 6 years imprisonment.

Case applicant who tries duplicate data with reason Not yet have an e-KTP even though his age Already carry on show importance accuracy and integrity in service administration population. In the example this, the officer who suspects claim applicant do verification with system biometrics and find that the applicant's data Already recorded previously. Rejection Submission of new e-KTP by the Population and Civil Registry Service Civil on base the presence of the same biometric data prove that system has functioning For prevent effort data duplication .

In the case of applicant who tries duplicate data with reason Not yet have an e-KTP even though his age Already continue, action the can charged sanctions in accordance with provision in Constitution Administration Population. Article 93 of Law No. 24 of 2013 states that every residents

who with on purpose to fake letter and/ or document to agency executor in report incident population and events important convicted with criminal imprisonment for a maximum of 6 years and/ or fine maximum of Rp50 million. In addition, Article 94 of the same Law arrange that any person who orders, facilitates, or do population data manipulation and/ or population data elements can convicted with criminal imprisonment for a maximum of 6 years and/ or a maximum fine of IDR 75 million.

In July 2023, it was revealed that a person honorary at the Population and Civil Registry Service Civil Service of Tanjungpinang City do duplication of KTP without permission for interest personal. This action violate Constitution Number 23 of 2006 concerning Administration Population and can charged sanctions criminal in accordance applicable provision.

In the case of person honorary at the Population and Civil Registry Service Civil The city of Tanjungpinang which is doing duplication of KTP without permission for interest personal, action the violate provision in Constitution Number 24 of 2013 concerning Administration Population. Article 95B of the Law the arrange that every person Which without right printing, publishing, and/ or distribute document population convicted with criminal maximum ten years in prison year and/ or a maximum fine of Rp1 billion. In addition, Article 93 of the same Law state that every residents who with on purpose to fake letter and/ or document to agency executor in report incident population and events important convicted with criminal imprisonment for a maximum of 6 years and/ or a maximum fine of IDR 50 million.

Sanctions given to officers who abuse citizen data duplication own role important in guard integrity system administration population. Based on Constitution Number 24 of 2013 concerning Administration Population, every action involving forgery or data duplication without permission can charged sanctions strict criminal penalties, both in the form of criminal prison and also fines. Cases as happened at the Population and Registry Service Civil Service of Tanjungpinang City show that strict supervision and transparent system are essential For prevent data misuse . Therefore that, the implementation appropriate sanctions, accompanied by with education and supervision, will strengthen trust public to system administration population and reduce potential loss the one that can caused consequence unauthorised data duplication valid.

4. CONCLUSION

Based on the results of the research and discussion that have been described, the conclusion in this research is as follows: The government's efforts to protect citizens' personal data so that data duplication does not occur are carried out through the implementation of an accurate biometric system and strict procedures in recording e-KTP data. This aims to ensure that citizen data is not misused and data duplication can be detected early, so that public trust in the population administration system is maintained. The sanctions given to officers who misuse the duplication of citizen data serve to uphold integrity in population administration services. Based on applicable regulations, officers who are proven to have committed violations can be subject to criminal sanctions in the form of imprisonment and fines, as an effort to prevent data misuse and protect citizens' rights.

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