



The Comparison of Quality Recording Services KTP-El With J-Monalisa Services in Jember District

Arinda Septy Arum Cahyani¹), Sutomo²), Hermanto Rohman³), Yu Feng Ng⁴)*

¹Faculty of Social Science and Political Science, University of Jember
E-mail: arindasepty@gmail.com

²Faculty of Social Science and Political Science, University of Jember
E-mail: arindasepty@gmail.com

³Faculty of Social Science and Political Science, University of Jember
E-mail: arindasepty@gmail.com

⁴Curtin University Malaysia
E-mail: student.curtin.edu.my

DOI: <https://doi.org/10.35719/jiep.v6i1.152>

Received: February 3, 2024

Revised: February 19, 2024

Approved: February 28, 2024

*Corresponding Author

Abstract

The researchers have an interest to research and study this phenomenon with the aim of finding out how much There is a big difference regarding the quality of e-KTP recording services Population and Civil Registration Service Office with J-Monalisa services at Jember Regency. In this research, the approach used is a quantitative approach with a comparative method, for measurement in this study used Service Performance method (SERVPERF) while the population in this study is an infinite population with each-50 samples each. Results of the Mann Whitney non-parametric statistical test on service quality e-KTP recording between the Dispendukcapil Office and the J-Monalisa service resulting in a Mean Rank of 48.2 for Dispenduk capil Office services Jember Regency and 52.28 for J-Monalisa services and obtained rates The significance is 0.538, which is above 0.05 and the statistical value of Zcount is -0.616 below -1.96 so the decision is taken that H₀ is accepted. H_a is rejected, which means no There are significant differences in the quality of e-KTP recording services between the Dispendukcapil Office and the J-Monalisa service For the results of data analysis on each dimension of service quality (dimension by dimension) Mann Whitney hypothesis test shows that all significance values per dimension are more than the 0.05 significance level and the Z value is less than Ztable -1.96 which shows that there are no service quality dimensions for each dimension significant differences in the quality of e-KTP recording services between offices Dispendukcapil Jember Regency and the J-Monalisa service, considering that the J- Monalisa is an innovation from the Jember Regency Population and Civil Registration Department in the form of a car mobile population administration services designed with similar infrastructure with conventional services from the Jember Regency Population and Civil Registration Office. So From that, the quality of service can be said to be equivalent or as good.

Keywords : KTP-EL, Office of Population and Civil Registration, J-Monalisa Services, Jember District



1. INTRODUCTION

The government is an institution that has authority over certain areas which has two types of functions, namely primary functions and secondary functions (Ndraha in Suryadi, 2020). The primary functions of government are service functions and regulatory functions. Meanwhile, the secondary function consists of the development function and the empowerment function. The services referred to in the primary function are public services whose quality needs to be continuously improved.

Public Services are a series of activities aimed at meeting all public needs. In Indonesia, public services are regulated in Law Number 25 of 2009 concerning the Implementation of Public Services which defines public services as an activity or series of activities in order to fulfill service needs in accordance with statutory regulations for every citizen and resident regarding goods, services and/ or administrative services provided by public service providers. Public service according to Sinambela (Harbani Pasolong: 2013) is every activity carried out by the government for a number of people who have every activity that is profitable in a group or unit, and offers satisfaction even though the results are not tied to a physical product.

Services and government are two things that cannot be separated, where the government as a service provider is obliged to always be optimal in responding to the needs and problems of society. Where the public has the right to receive quality services from the government. In its efforts to meet public needs, the Indonesian Government has implemented a regional autonomy policy with the aim of ensuring that the community can access services and vice versa. The government can provide better services to the community.

According to the Big Indonesian Dictionary, regional autonomy is the right, authority and obligation of a region to regulate and manage its own household, in accordance with applicable laws and regulations. The Indonesian government divides its powers by giving a number of authorities to regional governments so that they can optimally manage their regions, including improving services for their communities. In the regulations governing Regional Government, namely Law no. 23 of 2014 concerning Regional Government, Regional Autonomy is the right, authority and obligation of autonomous regions to regulate and manage their own Government Affairs and the interests of local communities in the system of the Unitary State of the Republic of Indonesia.

The Jember Regency Government regulates the implementation of public services based on Jember Regent Regulation No. 18 of 2022 concerning Guidelines for the Implementation of Public Services within the Jember Regency



Government Article 5 states that the scope of public services includes public goods services and public services as well as administrative services in accordance with the provisions of statutory regulations. In this case, population administration services are one of the many types of public services that must receive special attention. Based on Law No. 24 of 2013 concerning amendments to Law no. 23 of 2006 concerning Population Administration Article 1 Paragraph (1), Population administration is a series of structuring and controlling activities in the issuance of documents and data.

Population through population registration, civil registration, management of Population Administration information and utilization of the results for public services and development of other sectors. Population administration is carried out with the aim of providing people with guarantees of personal status and legal status. Population administration is also a form of community participation in government administration which is appropriate for the community to participate in as Indonesian citizens.

Jember Regency is one of the regencies in East Java Province which consists of 31 sub-districts, 22 sub-districts and 226 villages. Jember Regency has a fairly dense population and continues to increase every year. Based on data from the Jember Regency Central Statistics Agency, obtained from the 2020 Population Census, the population of Jember Regency reached 2,536,729 people. With this amount, the Jember Regency Government must be able to ensure that its people receive quality population administration services. Because population administration is a crucial matter that influences people's lives. Where with population documents the community gets certainty of status and law from the state and can also obtain other public services easily. For example, Indonesian residents aged 17 years and over based on Law Number 23 of 2006 concerning Population Administration Article 63 are required to have a Resident Identity Card (KTP), in this case the KTP functions as citizenship identity which is one of the requirements for residents to be able to obtain other public facilities such as health and education.

Apart from KTP, there are other population documents such as cards Family (KK), Child Identity Card (KIA), Birth and Death Certificates with their respective functions that must be fulfilled by the people of Jember. So, it is mandatory for the Jember Regency Government to provide population administration services that make things easier for the community. As time progresses, it is also in line with society's increasingly complex demands, where people want services that are easy, fast and of course effective. The Jember Regency Government through the Jember Regency Population and Civil Registry



Service carries out various activities various types of policy innovation as a form of real government effort to improve the quality of services for the community.

The Population and Civil Registration Service (Dispendukcapil) of Jember Regency is the service that has the task of carrying out government affairs which are the authority of the Jember Regency Government in the field of population administration and civil registration. Where in 2020-2021 Dispendukcapil has issued several public service innovations including online population administration services via the SIP, Lahbako and Whatsapp applications. The SIP (Service Information System) application is a semi-online product of the Jember Regency Population and Civil Registration Service system based on website applications and Android applications. The SIP application can be obtained on the Google Play Store or the official website of the Jember Dispendukcapil Jember by typing the URL page <https://sipdispendukcapiljember.id/>. The SIP application provides 12 population administration services such as Birth and Death Certificate Applications, printing KTP, KK, KIA etc. Furthermore, the Lahbako Application, which is an acronym for Daily Services for Jember People's Administration, is an application provided by the Jember Regency Population and Civil Registration Department for sub-districts or villages in Jember Regency as an effort to accelerate the creation of Adminduk. So, people don't need to go far to come to the Dispendukcapil Office to take care of their administrative needs. Then, the service with Whatsapp, where the Jember Regency Population and Civil Registration Department provides different WhatsApp numbers for each type of population administration service. So, people can contact via chat according to service needs.

The innovation issued is Dispendukcapil's commitment to improving the quality of public services within the Regency Government Jember, which was given a yellow report card by the ombudsman in 2019. The provision of a yellow report card to the Jember Regency Population and Civil Registration Department in 2019 shows that in the previous year the quality services of the Jember Regency Population and Civil Registration Department still encounter many problems. This is also reinforced by complaints from the people of Jember regarding services from the Jember Regency Population and Civil Registration Department in 2018 which were chaotic, such as every day there were long queues and the process of printing documents took quite a long time. This seems to be a separate evaluation for the Jember Regency Government and the Jember Regency Population and Civil Registration Department to improve the quality of service by carrying out many innovations in the following years.

The innovation carried out by Dispendukcapil to improve the quality of service after previously finding many problems and the yellow report card by



the ombudsman began to show a positive impact. This can be seen from the realization of the performance of the Jember Regency Population and Civil Registration Department in 2022.

Table 1.3 Realization of Dispendukcapil Performance as of 31 December 2022

No.	INDIKATOR SASARAN	TARGET	REALISASI	CAPAIAN (dalam%)
1	Rasio Penduduk ber KTP per satuan penduduk	100%	1.974.736	98.60
2	Rasio bayi berakte kelahiran	97%	29.600	91.03
3	Rasio pasangan berakte nikah	34%	29.600	100
4	Penerapan KTP Nasional berbasis NIK	100%	100	100

Sumber : ppid.jemberkab.go.id

In 2022, the Jember Regency Population and Civil Registration Department will continue to make efforts to improve a number of existing services, maintaining previous programs that were superior and creating new services. All new and old programs implemented by the Jember Population and Civil Registration Department are aimed at making the community happy. On data The realization of the performance of the Jember Regency Population and Civil Registration Department shows that this has been achieved targets related to ownership of the population administration by the people of Jember. However, in 2022, the people of Jember are considered to have low awareness of taking care of things population administration. This can be seen from the administrative management come in every day. Head of Administrative Information Management Division Population of the Jember Regency Population and Civil Registration Department in the news published in Radar Jember said that the average applicant for a new KTP in Jember is only 200 people per day, even though the number is 17 years old reach thousands of people. In addition, there are other real problems. This is an old problem but still occurs today in society who choose to take care of their population through a bureau or broker so that people are required to pay a certain amount of money. Even though the community can receive services from Dispendukcapil for free.

One of the latest innovations issued by the Jember Regency Population and Civil Registration Department is for J-Monalisa. J-Monalisa is an acronym for Jember Mobil Sadar Adminduk Mobile Service, namely a mobile admin service from the Jember Regency Department of Population and Civil Affairs which has been running since the beginning of 2022, to be precise on January 3 2022 when J-Monalisa was first launched. J-Monalisa presented by the Jember Regency Population and Civil Registration Department is a mobile population



administration service prepared to reach villages in Jember. The J-Monalisa service will visit villages or sub-districts in Jember Regency on a scheduled basis. J-Monalisa will also be present at the Car Free Day activity on Sunday at the Jember Regency Square, precisely in front of the Jember Regency Government Office, 07.00-09.00.

The presence of J-Monalisa is an effort by Dispendukcapil to make the programs that have been prepared a success, especially in terms of improving service quality through on-the-spot or pick-up services as written in the Regulation of the Minister of Home Affairs of the Republic of Indonesia concerning Improving the Quality of Population Administration Services Article 2 paragraph (2), namely, "Improving the quality of population administration services as referred to in paragraph (1) can be carried out through integrated services and/or pick-up and drop-off". Apart from that, in Regional Regulation no. 02 of 2011 Hember Regency concerning Population Administration apparently also contains provisions for pick-up services, namely in Article 68 paragraph (9) which states "Under certain conditions, the Department can make direct efforts through registration of pick-up and drop-off services in order to update and validate population data or community services ". Furthermore, the J-Monalisa service is an effort to accelerate Adminduk services as a form of the Indonesian Adminduk Aware Movement (GISA). GISA is the Instruction of the Minister of Home Affairs of the Republic of Indonesia Number 470/837/SJ which has 4 objectives, namely; aware of ownership of population documents, aware of updating population data, aware of the use of population data for all matters, and aware of Adminduk services that make the community happy.

The aim of the J-Monalisa service is so that population administration services provided by the Jember Regency Population and Civil Registration Department can be reached by all communities, in the sense that the Population and Civil Registration Department is trying to bring services closer to the people of Jember. In this case, the J-Monalisa service is designed in such a way as to present a number of population administration service features and supporting infrastructure that are similar to direct services at the Dispendukcapil Office. So, J-Monalisa can serve a number of population administrations such as electronic KTP recording, Child Identity Card (KIA) printing service, service for creating new/revised Family Cards, services for making Birth Certificates and Death Certificates.

The J-Monalisa service is a pick-up service where most people come with requirements in the form of a hard file, which is known to no longer be enforced at the Dispendukcapil Office. Jember which transfers population administration services online using the SIP or Whatsapp application. However, Dispendukcapil



is still opening conservative services, namely services as usual at the Jember Regency Dispendukcapil Office specifically for recording e-KTPs, legalizing and retrieving e-KTPs and emergency services. Based on this, in this research a comparison was made of the quality of the conservative model of population administration services with the football pick-up service via J-Monalisa.

Then the comparison of the quality of population administration services in this research focuses on e-KTP recording. Based on Law no. 24 of 2013 concerning Amendments to Law no. 23 of 2006 concerning Population Administration Article 1, what is meant by Electronic Resident Identity Card (KTP-el) is a Resident Identity Card equipped with a chip which is the official identity of the resident as proof of self issued by the implementing agency. In this research, the e-KTP service was used as a research object for two reasons. Firstly, the e-KTP is a very important population document because it is the personal identity of Indonesian citizens (WNI) which must be obtained when they reach the age of 17. As a personal identity, an e-KTP is needed for many main requirements such as banking, making a passport, applying for a job, and continuing education. To support the acceleration of ownership of e-KTPs by the community, Dispendukcapil gives authority to sub-districts to record e-KTPs through the "Wayan Adus Ketan" program, namely Wes Wayahe Adminduk Tuntas in the sub-district, where several sub-districts in Jember are given the authority to print Adminduks including Recording e-KTP.

The second reason is the e-KTP recording service, which is a service that is still available conventionally at the Jember Regency Dispendukcapil office where people come to the Dispendukcapil office with the required documents and are served directly by officers, which also applies to the J-Monalisa service so that You can compare the quality of the service with the e-KTP service via J-Monalisa. Even though conventional services at the Dispendukcapil office and J-Monalisa services are classified as the same or parallel services, there are differences in service mechanisms between the two, namely differences in service times. it is known that the service at the Dispendukcapil Office takes longer than the number of J-Monalisa service hours. However, apart from the service schedule mentioned, J-Monalisa will visit villages or sub-districts in Jember Regency and participate in various events within Jember Regency to provide services closer to the community.

The second difference is regarding the environment or situation of the service location. The Jember Regency Dispendukcapil Office is located in the urban center area, while the J-Monalisa service is a service using a car that operates in front of the Jember Regency Government Office during Car Free Day and can go around villages, sub-districts or events in Jember Regency flexibly.



The third difference is based on the perception of people who have taken care of their e-KTP needs at the Jember Regency Population and Civil Registration Office or through the J-Monalisa service. One of the people gave a review via Google regarding the service at the Jember Population and Civil Registration Office, Bagus Nugraha Deby Ariyadi, "Public service is always unprofessional, they have processed the KK & KTP files several times, input errors from the officers, but the applicant has to come back again and several times, the CS was busy himself with unimportant things (distribution of 17 contestant participants at the Department of Education, waiting chairs were still free but the applicant was asked to wait outside". Apart from that, comments were also given by an account called wasilatulsofa25 "bad service, not friendly, insistent even though I'm polite, and irregular, please help, choose the right workers again, how to serve you well and politely (as if you don't get paid) it's better to look for There are just other workers, there are many who need work more than people who get emotional easily, especially those who are busy, there are interns who are really songong, they really know it, hahaha. This is just a lesson to remind each other, the world of work is not as beautiful as on FTV, right? "So work politely without getting angry hahaha". Then, almost the same review was also given by Inka Puteri Leonita "The service was not very friendly, just asked if I wanted to make a new ID card. The answer was very rude in a high tone, please say it to be more friendly, you know that taking care of everything is free, but don't treat it as you please". Based on this perception, it can be said that the problem that occurs at the Jember Regency Population and Civil Registration Office is that officers are less professional and are not friendly towards the community as service recipients, thus causing discomfort to the community. This is different from the perception of people who have applied for e-KTPs using the J-Monalisa service. Sri Dewi gave a positive comment which was published in an Instagram post @dispendukcapiljember "So I am very grateful that there is service this Sunday. The service is fast and friendly". Then, positive comments were also made by the Instagram account @jami.lia86 "Usually every week in Jember Square, I take care of death certificates, KK and KTP revisions are completed in 1 day, the process is fast. I'm very happy with the civil registration service, wes wayae Jember is cool."

Based on this description, it can be said that the Jember Regency Population and Civil Registration Office and the J-Monalisa service are two service units that are parallel in nature but there are differences in terms of mechanisms. Then, opinions the public conveyed this via the comments column on the Jember Dispendukcapil Instagram service, the e-KTP service via the J-Monalisa service is considered better than the conventional service at the Jember



Dispendukcapil Office. Based on the perceptions expressed by the public for the two service units, it is known that there is a gap.

Therefore, researchers want to find out the comparison of the quality of e-KTP services between the two service units. The unit of analysis in this research is people who have completed recording their e-KTP at the Jember Regency Population and Civil Registration Office and the J-Monalisa service which is an independent sample (not paired) with. In this case, comparative analysis is carried out by drawing out similarities and differences so that the cause of the inequality is known. Then, by comparing the quality of service, it is hoped that the two service units will both provide quality service or both improve any shortcomings. So the focus of this research is to compare the quality of e-KTP recording services between the Jember Regency Population and Civil Registration Service Office with the J-Monalisa service which is a service innovation from the Jember Population and Civil Registration Department itself.

Based on this definition and the background that has been explained, the formulation of the problem in this research is "Is there a difference in the quality of e-KTP recording services between the Jember Regency Population and Civil Registration Office and the J-Monalisa service?"

2. LITERATURE REVIEW

The Public Administration

Public administration is a form of art and science that regulates public affairs and carries out various predetermined tasks, Chandler and Plano (in Pasolong, 2016). Meanwhile, according to Maskudi (2017) public administration is a form of government relationship with the community in order to increase responsibility through providing services to the community by providing goods that are needed by the community, as well as forming effective and efficient government institutions.

In this case, the aim of public administration is to find solutions to problems that occur in the public domain by making improvements, especially in the areas of organization, socio-economics and human resources.

Furthermore, according to Keban Y.T (2014) public administration is divided into 3, namely first, Administration of public, meaning the role of the government as the sole agent in power and the sole regulator of government. Second, administration for the public, meaning the government's role as a public service provider. And third, administration by public, meaning the government focuses on community empowerment.

Public Administration Paradigm



As time progresses, science, study and practice of state administration in various countries continue to develop. Many changes have occurred as the problems have become increasingly complex. This has received a response from many experts by developing the science of public administration. According to Denhardt & Denhardt, there are three perspectives on public administration, namely Old Public Administration, New Public Management, and New Public Service.

The Old Public Administration Paradigm or what is known as the old public administration began with the movement for change initiated by Woodrow Wilson regarding the separation between public administration and the world of politics (Ahmad in Supriyadi, 2021). The focus of public administration science lies on problems organization, staffing, and budget preparation in bureaucracy and government, politics and policy which are the substance of political science. Meanwhile, the locus of this paradigm is the problem of where public administration should be located. According to Frank J. Goodnow, public administration should be centered on government bureaucracy

This paradigm is known as a reformative paradigm, namely Reinventing Government, initiated by David Osborne and T. Gaebler (Pasolong, 2016). This paradigm is understood as the privatization of activities related to government with the hope that the country will progress quickly and be able to improve the welfare of society by providing satisfactory services (Supriyadi, 2021).

According to Alamsyah (2016), New Public Management creates changes in the management of public management, where previously problems only focused on budgets and personnel, then developed along with advances in technology and information and included decision-making systems, planning, courts, supervision and other sectors. Thus, New Public Management is a paradigm that requires Good Governance criteria in public bureaucracy.

This paradigm is a paradigm that opposes the concept of New Public Management, namely criticizing and rejecting the existence of business elements in the implementation of government, especially in terms of services to the community. According to Denhardt (in Pasolong: 2016) that NPS leads to democracy, pride and community rather than market and consumer competition such as the private sector.

New Public Service is a paradigm that seeks to restore the position of citizens as "consumers" and the government's position as previously only as a director and then become a public servant. In this case a goals in a country can be achieved with cooperation between the government, private sector, and civil society. New Public Service provides the position of owner government to citizens, so that citizens can act responsibly together to achieve specified goals.



This paradigm emerged from recognition of the importance of citizens in government and desire public administrators to involve the community in government and are tasked with serving the community.

The concept of shifting the administrative paradigm by Denhardt and Denhardt which is appropriate to this research is the New Public Service paradigm because this research examines problems in services to the community. The focus of this research lies in how the quality of services from the Jember Regency Population and Civil Registration Office as a service provider in the scope of population administration, especially KTP-EL recording, is compared with quality. The J-Monalisa service is an innovation from the Regency Population and Civil Registration Department Jember itself.

Public Services

Public service is an activity carried out by individuals or groups with the aim of providing satisfaction that can be felt by the people served (Moenir, 2010). Service is a series of activities carried out continuously and in connection with one another which covers all the needs of people's lives. Activities to fulfill these needs are called services (Moenir, 2010). Public services aim to provide public services that people want in taking care of something they need.

Public services according to Sinambela in Harbani Pasolong (2013) is every activity carried out by the government for a number of people who have every activity that is profitable in a group or unit, and offers satisfaction even though the results are not tied to a physical product. Meanwhile, Hardiyansyah (2018) defines public service as providing services (serving) the needs of people or society who have an interest in the organization in accordance with the basic rules and procedures that have been determined.

Based on the definition above, it can be concluded that public service is an activity carried out by a person or group and within an organization order to meet public needs that are oriented towards satisfaction. In this case, the government and public services are two things that are closely related because the government has the responsibility to provide the best services for the community.

In the public service process there are factors or elements that support the course of activities. According to Moenir (2010) the elements in question include: systems, procedures and methods, namely in public services the existence of information systems, procedures and methods that support the smooth delivery of services is necessary. Then personnel, namely the emphasis on the attitude of officials when providing public services. As government service personnel, they must be able to act professionally, disciplined and open to public criticism.



The next is facilities and infrastructure, in carrying out public services, equipment, work space and public service supporting facilities such as waiting rooms or adequate parking are required. And the last is the community as customers, in public services as customers, the existence of the community is very heterogeneous both in terms of education and behavior.

Providing good public services must pay attention to the principles of public services. According to Sinambela (2011) things that must be considered in providing services are transparency, meaning that it is open and can be easily accessed by all parties who need it, is also provided in a complete and easy to understand manner. Accountability, meaning that it can be held accountable in accordance with applicable laws and regulations. Conditional, meaning that it is adjusted to the conditions and capabilities of the service provider and recipient while still adhering to the principles of efficiency and effectiveness. Participatory, meaning involving the community in providing services by paying attention to the aspirations, needs and hopes of the community. Equal rights, meaning no discriminatory behavior by not discriminating against gender, ethnicity, race, religion or socio-economic status. Balance of Rights and Obligations, meaning that the service provider and recipient must be able to fulfill their respective rights and obligations.

In providing public sector services, there are service principles that must be considered. According to Mustopadijaja in Setyaningrum (2021), these principles include setting service standards, the standards in question are not only regarding standards for service products, but also related to standard service procedures related to procedures for providing quality services. open to all criticism, suggestions and provide all information needed for service. In providing services there must be instruments that enable the public to convey criticism, suggestions or complaints and must provide various information that the public needs. treating the entire community as customers fairly in providing certain goods and services. According to Dwiyanto (2008), the principle of justice in providing services is also seen as a measure to assess how far a form of service has paid attention to aspects of justice and ensures that the public has equal access to the service system offered.

Facilitate access to the entire community. Correcting something in the service process when it is deviant or out of place. Use all resources used to serve the community effectively and efficiently. Efficiency, effectiveness and economy are criteria for public services so that the use of resources in services must be able to meet the criteria.

Always look for updates and strive to improve service quality. Service delivery must be able to carry out continuous updates and improvements, either



responsively according to community input and service performance assessments or proactively at the request of management.

Public Service Innovation

Innovation according to Rogers in Prawira, et al. 014) is an idea, practice or object that is considered new by individuals from one unit of adoption to another. An innovation can be in the form of a new product or service, new production process technology, new structural and administrative systems or new plans for organizational members (Damanpour in Prawira et al., 2014). Innovation in the public sector is one way or even a breakthrough to overcome bottlenecks and impasses in public sector organizations. The characteristics of systems in the public sector that are relatively static and seem rigid must be able to be diluted through the transmission of a culture of innovation. The culture of innovation must be maintained and even developed better. This cannot be separated from external dynamics and demands for change in society with better literacy levels having an impact on the emergence of better awareness of their rights (Prawira et al, 2019).

In this case, J-Monalisa is the latest service innovation from the Jember Regency Population and Civil Registration Department which utilizes transportation technology as a breakthrough in the desire of the people of Jember Regency for closer and faster services. Before the existence of the J-Monalisa service, Dispendukcapil had initiated many innovations, but many were still emerging shortcomings such as online service innovation where obstacles arise from people who are less aware of the internet and application servers that often have problems.

Quality of public services

According to Tjiptono and Chandra (2011), the concept of quality is considered as a measure of perfection or goodness of a product/service, which consists of design quality and conformity quality. In simple terms, quality can be interpreted as a product that is free of defects (Tjiptono, 2019). Meanwhile, according to Kotler (2008), services are any action or performance that one party can offer to another party which is essentially intangible and does not result in any ownership.

Service quality according to Parasuraman (in Istianto: 2011) refers to the difference between reality and the expectations of customers or the public regarding the service they receive. Public service quality is a dynamic condition related to products, services, people, processes and the environment where the quality assessment is determined at the time the public service is provided



(Ibrahim, 2008). Meanwhile, according to Tjiptono (2014) service quality is defined as an effort to fulfill consumer needs and desires as well as accuracy of delivery in keeping with consumer expectations. In this case, the quality of public services is an important component that a government bureaucratic organization must pay attention to in providing public services.

According to Zeithaml (in Hardiansyah, 2018) there are four gaps that become obstacles to public services, including don't know what society really expects; giving the wrong measurements in community services 2; misrepresentation of oneself in public service, when making an agreement

As a result of these four gaps, it creates obstacles in public services which in turn creates gaps between government and society. Service providers provide services to service recipients, when the service meets customer expectations, it can be said that the service is quality. There are five models of service quality gaps that can cause service delivery to not be considered successful. Zeithaml, Parasuraman, and Berry (in Tjiptono, 2016) put forward five models of gap analysis.

To be able to provide an assessment regarding the extent of the quality of public services provided by the government, it is necessary to have criteria that indicate whether the services provided can be said to be good or bad, quality or not (Hardiyansyah, 2018). Regarding this matter, Parasuraman, et al (in Hardiyansyah 2018) put forward an empirically derived method that can be used by service organizations to improve the quality of their services. This method is the Servqual method which includes developing an understanding of the service needs felt by customers.

Furthermore, according to Parasuraman, et al (in Hardiyansyah, 2018) stated that service quality is determined by two things, namely expected service and perceived service. To find out the quality of service that is actually felt by consumers, there are ten indicators of consumer satisfaction which then in subsequent research, Parasuraman, et al simplified it to five dimensions of ServQual (in Asnawi, 2017). This is because these five dimensions are able to summarize the other five dimensions. First, tangibles (direct evidence) is the quality of service regarding the physical appearance of service facilities, equipment/equipment, human resources and company communication materials. The form of physical evidence service usually includes the service facilities and infrastructure available and the service technology provided.

Second is reliability is related to the ability and reliability to provide reliable services and deliver the promised services accurately from the first time. Every service requires a reliable form of service, meaning that in providing services, each employee is expected to have the ability in knowledge, expertise,



independence, mastery and high work professionalism, so that the work activities carried out produce a form of service that satisfies the public without excessive complaints and impressions.

Third is responsiveness dimension is related to the willingness and ability of service providers to help customers and respond to consumer requests and desires in providing services quickly and precisely. Fourth is assurance (guarantee) dimension concerns the knowledge and politeness of employees as well as their ability to foster a sense of trust and consumer confidence. This means that the guarantee for the services provided must provide reliable, independent and professional service which can have an impact on customer satisfaction. And fifth is empathy dimension relates to the firm but attentive attitude of employees towards consumers in understanding consumer problems and interests and having comfortable operating hours. Empathy in a service is the presence of attention, seriousness, sympathy, understanding, involvement of parties interested in the service to carry out service activities in accordance with the meaning and understanding of each party. The service provider must have an empathetic attitude in understanding the problems of the party being served, while the party being served should also understand the limitations and abilities of the person serving.

3. RESEARCH METHOD

Based on the background, problem formulation and objectives explained in the introduction, the approach in this research uses a quantitative approach with a comparative nature. The research was conducted in two places, Jember Regency Population and Civil Registration Service and Jember Regency Square. The choice of location was based on the J-Monalisa service operating on a scheduled basis during the car free day which is held every Sunday.

The population in this study is an infinite type of population. Because researchers will collect data directly when service users have finished receiving services, the number of e-KTP applicants at the Population and Civil Registry Office or through the J-Monalisa service varies every day so the number cannot be determined with certainty. In this research, the NonProbability Sampling technique was used. NonProbability Sampling is a sampling technique that does not provide equal opportunities for each element (member) of the population to be selected as a sample (Sugiyono, 2019). Measurement of service quality variables in this research uses service quality dimensions from Parasuraman, et al (in Hardiyansyah: 2018). which cover: Tangibles, Reliability, Responsiveness, Assurance, Empathy. The primary data collection technique in this research is as follows: Observation, Questionnaire technique, Documentation. In this research, secondary data used includes journals, theses/ previous research, articles, news,



and other supporting data that helps researchers analyze the problems studied in this research or additional information that is useful in this research. Research Instrument Test in this research is as follows: Validity Test and Reliability Test. Data Analysis Techniques in this research is as follows: Analysis of Test Data for Differences in Service Quality, Data Normality Test, Homogeneity Test, Hypothesis Test.

4. RESULTS AND DISCUSSION

This The focus of this research is to find out how big the difference is in the quality of KTP-EL recording services at the Jember Regency Population and Civil Registration Service Office and J-Monalisa services using hypothesis testing with the Mann Whitney non-parametric statistical method. In this research, analysis of quality differences was carried out by measuring performance in both types services, namely conventional services at the Jember Regency Population and Civil Registration Service Office and J-Monalisa Services. The performance in question is the service that is actually felt by the people who apply for KTP-EL recording at the Department of Population Affairs Office and at J Monalisa based on the SERVPERF (Service Performance) theory from Cronin and Taylor (in Dharmayanti, 2006).

Measuring service quality is carried out by distributing questionnaires to service recipient communities. The questionnaire contains statements that have been adapted to indicators in the dimensions of service quality which are then answered by the people who receive the KTP-EL Recording service at the Dispenduk Office and J Monalisa. The following are the results of distributing questionnaires to respondents on two types of services based on the service performance actually received.

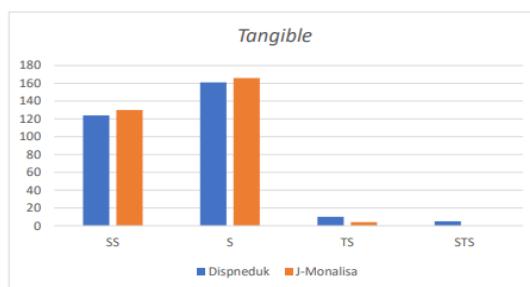
Recapitulation of the answers of respondents Strongly Agree (SS) answers to statement item number 9, namely 60% or as many as 30 respondents and the least was found in statement number 12, namely 24% or as many as 12 respondents. Meanwhile, in the Agree (S) answer, the highest number of respondents gave statement item number 6, namely 64% or 32 respondents, and the least in statement item number 9, 36%, namely 18. Furthermore, the Disagree (TS) answer was the most Most were given to statement item number 10, amounting to 20% or 10 respondents and the least to statement items number 1,2,8,13,16, 17, namely 0%. For the Strongly Disagree (STS) item, respondents gave the most answers to statement items number 13 and 16, namely 6% and at least 0%, namely to statement items number 1,2,7,10,14,18,22.

Recapitulation of the answers of respondents who use the e-KTP recording service via the J-Monalisa service. It can be seen that in the Strongly Agree (SS) answer, respondents gave the highest rating to statement items

number 17 and 18, namely 58% or 29 respondents and the least in statement items number 11 and 12 it was 28% or 14 respondents. In the Agree (S) answer, respondents gave the highest rating to statement items number 11 and 12, amounting to 72% or 36 respondents, and the least assessment was given to statement items number 17, 18, 20, amounting to 42% or 21 respondents. Furthermore, in the Disagree (TS) answer, the average respondent gave no assessment or 0%, except that statement item number 20 received the highest rating, namely 12%, then number 5 at 4%, numbers 3, 6, 19 at 2%. Meanwhile, in the Strongly Disagree (STS) answers, most respondents did not give a rating or 0%, except for item number 20, which was 8% or 4 respondents.

Comparison of Respondent Assessment Scores

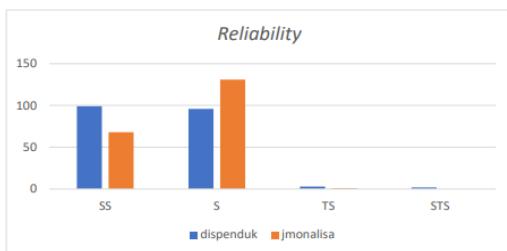
The research was conducted at two locations or two different types of services so that respondents had various answers regarding the quality of service they felt. For this reason, the researcher created a graph that presents a comparison of respondents' answers on each dimension of service quality so that it can be understood easily. The graph is presented by separating each dimension so that it can be easily seen which dimensions have significant differences based on respondents' answers to the questionnaire regarding the quality of KTP-EL recording services at the Jember Regency Population and Civil Registration Office and the J Monalisa service.



Gambar 4.1 Grafik Perbandingan Skor Penilaian Responden pada Dimensi *Tangible*

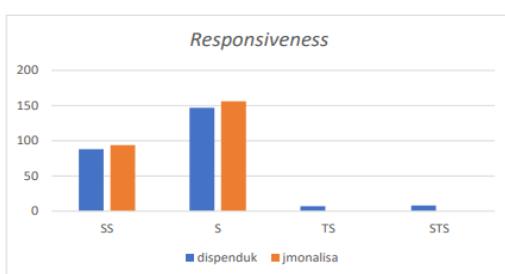
Based on graphic image 4.1, it is known that the comparison of respondents' answers for Strongly Agree (SS) answers on the Tangible dimension (Physical Evidence) for the KTP-EL Recording service at the Jember Regency Population and Civil Registration Office and the J Monalisa service is 41% versus 43% with the majority of answers awarded for the services of J Monalisa. For the answer Agree (S), the ratio of answer scores is 54% versus 55%, which is only a 1% difference with the majority of answers for the J Monalisa service. In the Disagree (TS) answer item, the Jember Regency Population and Civil Registration

Office was 2% ahead of the J Monalisa service which only scored 1%. Furthermore, for the Strongly Disagree (STS) answer item, the Dispendukcapil Office again received a score 2% higher than the J Monalisa service whose Tangible dimension (physical evidence) was not given a Strongly Disagree (STS) rating by respondents.



Gambar 4.2 Grafik Perbandingan Skor Penilaian Responden pada Dimensi *Reliability*

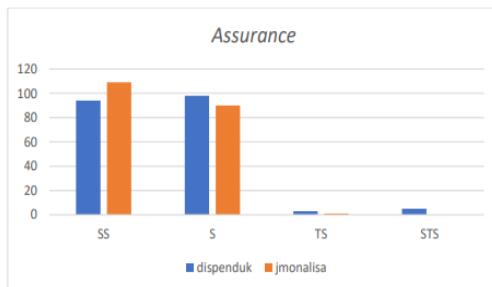
Based on the graph above, it can be seen that in the Strongly Agree (SS) answer item for the Reliability dimension, the comparison of respondents' answer scores for the KTP-EL Recording service at the Jember Regency Population and Civil Registration Office and the J Monalisa service is 50% and 34%. In the Agree (S) option, J Monalisa's service received 66%, a difference of 12% from the Dispendukcapil Office which received an answer of 48%. For Disagree (TS) answer items, the ratio of answer scores is 2% to 1% where the Dispendukcapil Office gets more lots. Furthermore, for the Strongly Disagree (STS) option item, the Dispendukcapil Office received 1% and the J Monalisa service received no score at all or 0%.



Gambar 4.4 Grafik Perbandingan Skor Penilaian Responden pada Dimensi *Responsiveness*

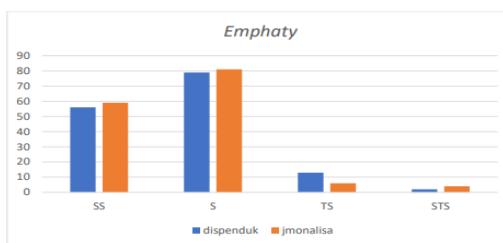
In the graph above, it can be seen that for the Responsiveness dimension, the comparison of scores for Strongly Agree (SS) KTP-EL Recording services at the Jember Regency Population and Civil Registration Office and J Monalisa services is 35% versus 38% or a difference of 3% for answers with more J Monalisa answers. . Furthermore, the answer Agree (S) also received a difference of 3%

with the answer being more J. Monalisa, namely 62%, while Dispendukcapil had 59%. Then for the Strongly Disagree (STS) answer item, the Jember Regency Population and Civil Registration Office received a score of 3% and 0% for the J Monalisa service.



Gambar 4.5 Grafik Perbandingan Skor Penilaian Responden pada Dimensi *Assurance*

Graphic image 4.4 above is a comparison of answer scores for the assurance dimension. It can be understood that for the Strongly Agree (SS) Dispendukcapil answer, the score was 47% and J Monalisa's service was 55%. For the answer S (Agree), the Jember Regency Population and Civil Registration Office was 4% ahead, namely getting 49% compared to J Monalisa who got 45%. Furthermore, for the Disagree answer (STS) item, the score comparison is 2% to 1% with more answers for the Dispenduk Office. Then for the answer Strongly Disagree (STS) Dispendukcapil got 3% while J Monalisa got no answer at all.



Gambar 4.6 Grafik Perbandingan Skor Penilaian Responden pada Dimensi *Emphaty*

In the graph above, it can be understood that for the empathy dimension for the Strongly Agree (SS) answer choice, the score comparison between the conventional services of the Jember Regency Population and Civil Registration Office and the J Monalisa service is 37% versus 39% with a difference of 2%. In the Agree (S) option, it is known that the answer score is only 1% different, with the J Monalisa service getting more, namely 54% and the Dispendukcapil Office 53%. Furthermore, for the Disagree (TS) answer item the ratio of answer scores is 9% to 4%, and for the Strongly Disagree (STS) answer the score difference is 2%



with the J Monalisa service getting 35% and the Jember Regency Population and Civil Registration Office 1%.

Analysis of Significant Differences in Service Quality

In this study, the analysis used is Mann Whitney non-parametric statistical analysis, where the analysis technique is used to test the proposed hypothesis and find out how big the difference is in the quality of conventional KTP-EL recording services at the Dispendukcapil Office Jember Regency and the J Monalisa alternative service are the focus of this research. The underlying reason for this research using the Mann Whitney analysis technique is that the results of the normality test on the data that has been collected based on respondents' answers using the Kolmogorov Smirnov normality test show that the data is not normally distributed.

Apart from that, a homogeneity test was also carried out to find out whether the data originating from the respondents' answers had the same variation or not. The homogeneity test in this study used the Levene homogeneity test which resulted in all data in this study being divided into the dimensions of Tangible (Physical Evidence), Reliability (Reliability), Responsiveness (Responsiveness), Assurance (Guarantee) and Empathy (Empathy) show the same variations or can be said to be homogeneous. Furthermore, the requirements for the parametric statistical analysis test are that the data obtained must have a normal and homogeneous distribution, whereas the data obtained in this study was proven to be non-normally distributed, which means it does not meet the requirements for a parametric statistical test, so the analysis test was carried out using the Mann Whitney non-parametric test alternative.

Furthermore, the analysis of differences in research focuses on differences in the quality of KTP-EL recording services at the Jember Regency Population and Civil Registration Office and J Monalisa services which are based on the SERVPERF (Service Performance) theory by Cronin & Taylor (in Dharmayanti, 2006), namely the performance of the services received by consumers and assess the quality of service that they actually feel. In other words, the quality of service measured in this research is based on the perception or acceptance of the community receiving the service without measuring the recipient's expectations.

1. Mann Whitney Hypothesis Test

Hypothesis testing in this research uses the Mann Whitney non-parametric statistical test. In this research, the significance level used for hypothesis testing is 0.05, meaning the research confidence level is 95%.



Meanwhile, the significance level for Zabel is $a = 5\% / 0.05 = 1 - a / 2 = 1 - 0.05 / 2 = p = 1 - 0.025 = 0.975$. So the calculated Zabel value is 0.975, then if you look at the Z table the value obtained by Zabel is 1.96. As in Dahlan (2014) 5% is a very popular alpha value which is the result of converting a statistical value of ± 1.96 on a normal curve. The following are the criteria for the Z test, namely:

If the calculated Z statistical value is \leq the $Z_{\alpha/2}$ -table statistic, then H_0 is accepted and H_1 is rejected. On the other hand, if the Z statistics are calculated using the $Z_{\alpha/2}$ table statistics, then H_0 is rejected and H_1 is accepted.

In this research, hypothesis testing also describes each dimension of service quality which consists of the dimensions Physical Evidence (Tangible), Reliability, Responsiveness, Assurance, Empathy. Each dimension is described so that it is known which dimensions have significant differences in the quality of e-KTP recording services at the Jember Regency Population and Civil Registration Service Office and the J Monalisa service.

a. Mann Whitney Hypothesis Test Results for Service Quality

Based on the results of respondents' answers to a questionnaire containing statements regarding the quality of e-KTP recording services at the Jember Regency Population and Civil Registration Office and the J Monalisa services that have just been experienced, the following results were obtained:

Tabel 4.11 Ranks Kualitas Layanan

Ranks				
	JENIS LAYANAN	N	Mean Rank	Sum of Ranks
KUALITAS LAYANAN	DISPENDUK	50	48,72	2436,00
	JMONALISA	50	52,28	2614,00
	Total	100		

Sumber : Data Primer, 2023

Based on the table above, the Ranks values are known for the two types of services, namely conventional services from the Jember Regency Population and Civil Registration Office and J Monalisa services. The N value in the table shows the amount of data collected in the research, namely 50 respondents for each type of service. The Mean Rank value for the Jember Regency Population and Civil Registration Office is 48.72 and the J Monalisa service is 52.28. Based on these figures, the difference in respondents' assessments regarding quality between the two services does not show a significant difference. However, there is still a difference in the Mean Rank value which shows that the Mean Rank of the Jember Regency Population and Civil Registration Office is smaller than the J Monalisa



service so that it can be concluded that the quality of the e-KTP recording service at the J Monalisa service is better than the Jember Regency Population and Civil Registration Office.

Based on the significance value obtained in the research hypothesis test, the difference in the quality of e-KTP recording services between the Jember Regency Population and Civil Registration Office and the J Monalisa service shows a value of 0.538, where this value is more than 0.05 ($0.538 \geq 0.05$). So a decision can be made that H_0 is accepted and H_a is rejected, namely that there is no significant difference in the quality of e-KTP recording services at the Jember Regency Population and Civil Registration Office and J Monalisa services. Next, look at the Z statistical value, namely -0.616, where this value is less than Zubet (-0.616 -1.96), so the conclusion is that H_0 is accepted, which can be concluded that there is no significant difference between the quality of e-KTP recording services at the Jember Regency Population and Civil Registration Office and the J Monalisa service or It can be said that the quality of the e-KTP recording service at the Jember Regency Population and Civil Registration Office is the same as the J Monalisa service.

If you refer to the SERVPERF (Service Performance) theory by Cronin and Taylor (in Dharmayanti, 2006) which states that service quality is the performance of the service received by the service recipient so that the service recipient provides an assessment of the service they feel. In this case, service users give a higher assessment of the quality of e-KTP recording services for the J Monalisa service. This can be seen from the Mann Rank of the Jember Regency Population and Civil Registration Service and the J Monalisa service which has a difference of 3.58, where the J Monalisa service received a higher Mann Rank.

b. Mann Whitney hypothesis test results for each dimension (dimension by dimension)

Previously, a non-parametric Mann Whitney statistical test was carried out on the overall dimensions of service quality, then to make it easier to find out how big the difference between dimensions is in the e-KTP recording service at the Jember Regency Population and Civil Registration Office and the service J Monalisa was tested hypothesis for each dimension so that it can be seen which dimensions have significant and insignificant differences.

1. Mann Whitney hypothesis test results on the Tangible dimension (Physical Evidence)



In the Tangible dimension (physical evidence) there are 6 statement items made based on Tangible indicators (physical evidence). The results of the calculation of the Tangible dimension hypothesis test are as follows:

Tabel 4.3 Ranks Dimensi *Tangible*

	JENIS LAYANAN	N	Ranks	
			Mean Rank	Sum of Ranks
TANGIBLE	DISPENDUK	50	48,71	2435,50
	JMONALISA	50	52,29	2614,50
Total		100		

Sumber : (Data Primer, 2023)

Based on the table above, the Ranks values for the two types of services that are the focus of the research can be seen. The N value shows the number of respondents for the type of service with a total of 100 respondents. Furthermore, the Mean Rank for the Jember Regency Dispendukcapil Office shows a smaller value than the J Monalisa service, namely 48.71, while the J Monalisa service is 52.29. These results show that respondents who received the service gave a higher assessment to the items in the Tangible dimension (physical evidence) of the J Monalisa service and gave a low assessment to items in the Tangible dimension (physical evidence) at the Jember Regency Population and Civil Registration Office.

In the results of hypothesis testing for the Tangible dimension (physical evidence), the resulting significance value is 0.530, which means the value is greater than 0.05 (0.530 > 0.05) so that a decision can be made for H_0 to be accepted and H_a to be rejected, there is no significant difference in the quality of e-KTP recording services at the Jember Regency Population and Civil Registration Office and J Monalisa services. Apart from that, it can be seen from the calculated Z value that it shows the number -0.628 which means it is smaller than -1.96 (-0.628 < -1.96) so it can be concluded that H_0 is accepted by H_a rejected or it can be said that there is no significant difference for the Tangible dimension (physical evidence).) the quality of the e-KTP recording service for the Jember Regency Population and Civil Registration Office and the J Monalisa service.

If you look at the SERVPERF (Service Performance) theory by Cronin and Taylor (in Dharmayanti, 2006) which states that service quality is the performance of the service received by the service recipient so that the service recipient provides an assessment of the service they feel. Therefore, based on the test results, the average (mean) value of service users tends to give the same assessment of the Tangible (physical evidence) dimensions of quality e-KTP recording services at the Jember Regency Population and Civil Registration Office and J Monalisa services. So it can be said that the quality of the e-KTP



recording service between the Jember Regency Population and Civil Registration Office and the J Monalisa service both received good assessments from service recipients.

However, even though the results of the statistical hypothesis test show there is no significant difference. Previously it was known that there was a difference in the Mean Ranks value, the result of which was that the value of the J Monalisa service was greater than that of the Jember Regency Population and Civil Registration Office or that respondents gave a greater assessment of the J Monalisa service. This is reinforced by the fact that researchers found in the field that the indicators used as a comparison between the Jember Regency Population and Civil Registration Office and the J Monalisa service, especially for services at the Jember Regency Population and Civil Registration Office, were often not conducive because of the large number of service applicants. Apart from that, the researchers found an atmosphere that was not conducive because of crying babies or small children who may be confused by the crowds and the playground area which is not separated from the service area further adds to the unconducive atmosphere and the rubbish bin facilities are lacking so there is a lot of rubbish scattered around.

2. Results of the Mann Whitney hypothesis test on the Reliability dimension

In the Reliability dimension, there are 4 statement items made based on Reliability indicators. The results of the calculation of the Reliability dimension hypothesis test are as follows:

Tabel 4.15 Ranks Dimensi Reliability

		Ranks		
		JENIS LAYANAN	N	Mean Rank
RELIABILITY	DISPENDUK	50	54,87	2743,50
	JMONALISA	50	46,13	2306,50
	Total	100		

Sumber : (Data Primer, 2023)

Based on the table above, the Ranks values for the two types of services that are the focus of the research can be seen. The N value shows the number of respondents for the type of service with a total of 100 respondents. Furthermore, the Mean Rank value for the Dispenduk Office shows a greater value than the J Monalisa service, namely 54.87, while the J Monalisa service is 46.13. These results show that service recipient respondents gave a higher assessment of the items in the Reliability dimension for conventional services at the Jember Regency Population and Population and Civil Registry Office and gave lower



ratings for items in the Reliability dimension for the J Monalisa service. The mean rank value between the two types of services does not show a big difference, meaning there is no big difference in the Reliability dimension in the quality of the e-KTP recording service at the Jember Regency Population and Civil Registration Office and the J Monalisa service.

The significance value obtained from the Reliability dimension hypothesis test is 0.116, which means the value is more than 0.05 ($0.116 \geq 0.05$) so that a decision can be made that H_0 is accepted. Apart from that, looking at the Z statistical value which shows the number -1.572 which means less than -1.96 ($-1.572 \leq -1.96$) and a decision can be made that H_0 is accepted and H_1 is rejected which means that for the Reliability dimension there is no significant difference in the quality of Recording services E-KTP at the Jember Regency Population and Civil Registration Office and J Monalisa services.

If you look at the SERVPERF (Service Performance) theory by Cronin and Taylor (in Dharmayanti, 2006) which states that service quality is the performance of the service received by the service recipient so that the service recipient provides an assessment of the service they feel. Therefore, based on the test results of the average value (mean) on the Reliability dimension, service users tend to give the same assessment of the quality of e-KTP recording services at the District Population and Civil Registration Office.

Jember and J Monalisa services because the difference obtained is not quite large. So it can be said that in the Reliability dimension, the quality of the e-KTP recording service between the Jember Regency Population and Civil Registration Office and the J-Monalisa service both received good assessments from recipients service.

3. Results of the Mann Whitney hypothesis test for the Responsiveness dimension

In the Responsiveness dimension, there are 5 statement items made based on the Responsiveness indicator. The results of calculating the hypothesis test for the Responsiveness dimension are as follows:

Tabel 4.17 Ranks Dimensi Responsiveness

Ranks				
	JENIS LAYANAN	N	Mean Rank	Sum of Ranks
RESPONSIVENESS	DISPENDUK	50	47,85	2392,50
	JMONALISA	50	53,15	2657,50
	Total	100		

Sumber : Data Primer, 2023



Based on the table above, it can be understood that N is the number of respondents for each type of service with a total of 100, which shows that the Mean Rank value of the Jember Regency Dispendukcapil Office is 47.85, this value is smaller than the Mean Rank of J-Monalisa, namely 53.15. The Mean Rank value of the two types of services does not show a big difference, so it can be said that the quality of the e-KTP recording service at the Jember Regency Population and Civil Registration Office is almost the same as the J-Monalisa service. However, there are still differences which show that the quality of e-KTP recording at the J-Monalisa service is better than at the Jember Regency Population and Civil Registration Office based on the Responsiveness dimension.

The resulting significance value for the Mann Whitney hypothesis test on the Responsiveness dimension is 0.349, where this value is greater than 0.05 ($0.349 \geq 0.05$) and the resulting z value is -0.937, which is less than Zabel -1.96 (-0.937 - 1.96) so that it can be decided that H_0 is accepted and H_a is rejected, namely that there is no significant difference in the quality of the KTP-EL recording service between the Jember Regency Population and Civil Registration Office and the J Monalisa service.

If you look at the SERVPERF (Service Performance) theory by Cronin and Taylor (in Dharmayanti, 2006) which states that service quality is the performance of the service received by the service recipient so that the service recipient provides an assessment of the service they feel. Therefore, based on the test results, the average value (mean) of service users tends to give the same assessment of the quality of the KTP-EL recording service at the Jember Regency Population and Civil Registration Office and the J Monalisa service because the Mean Rank between the two types of service does not have a big difference, namely only 5.3. So it can be said that the assessment of the Responsiveness dimension of the quality of e-KTP recording services between the Jember Regency Population and Civil Registration Office and the J-Monalisa service both received good assessments from service recipients.

However, the results of the Mann Whitney hypothesis test for the Responsiveness dimension did not show a significant difference. The results of the researcher's observations show that there are still so many queues that the Jember Regency Population and Civil Registration Service area feels full and people are still confused about finding the designated parking space. Jember Regency Dispendukcapil parking officers are less responsive to their work. Seeing this, of course there is a need to increase the speed, skills and sensitivity of officers to provide services so that they can provide more optimal services and make the community happy.



4. Results of the Mann Whitney hypothesis test on the Assurance dimension

In the Assurance (guarantee) dimension there are 4 statement items made based on the Assurance (guarantee) indicator. The results of the Assurance dimension hypothesis test calculation are as follows:

Tabel 4.19 Ranks Dimensi Assurance

		Ranks		
		JENIS LAYANAN	N	Mean Rank
ASSURANCE	DISPENDUK	50	47,30	2365,00
	JMONALISA	50	53,70	2685,00
	Total	100		

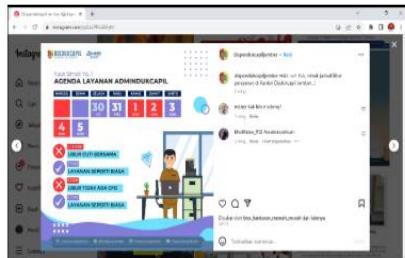
Sumber : (Data Primer, 2023)

Based on the table above, N is the number of respondents for two types of services, namely the Jember Regency Dispendukcapil Office and the J-Monalisa service with a total of 50 each. The Mean Rank value for Dispendukcapil shows the number 47.30, which is smaller than the Mean Rank for J Monalisa, which is 53.70. The difference in Mean Rank between the two types of service is not too big, this shows that respondents who use the service provide an assessment that the quality of service between the Jember Regency Dispendukcapil Office is as good as the J Monalisa service. However, the larger Mean Rank J value of Monalisa shows that there are several indicators in the Assurance dimension where service users are greater than the Jember Regency Population and Civil Registration Office.

If you look at the SERVPERF (Service Performance) theory by Cronin and Taylor (in Dharmayanti, 2006) which states that service quality is the performance of the service received by the service recipient so that the service recipient provides an assessment of the service they feel. In this case, service users give a higher assessment on the assurance dimension for the J Monalisa service. This means that, based on an assessment of the performance actually felt by service users, not based on an assessment of service expectations, J Monalisa is considered superior to the Jember Regency Population and Civil Registration Office in terms of assurance.

Hypothesis testing on the assurance dimension did not show any significant differences, but the Mean Rank results still showed that J Monalisa's services were considered better than the Jember Regency Population and Civil Registration Office. This is reinforced by observations made by researchers in the field where the J Monalisa service tries to provide timely service, at 06.00 on Sunday in Jember Square the J Monalisa service is ready to provide services to the community. Additionally, when If the J Monalisa service is not operating,

information will usually be provided via the Jember Regency Population and Civil Registration Department's social media such as Instagram.



Gambar 4.10 Pemberitahuan Jadwal layanan Dispendukcapil dan *layanan J-Monalisa* di Instagram

5. Mann Whitney Hypothesis Test Results for the Emphaty Dimension

In the empathy dimension, there are 5 statement items made based on empathy indicators. The calculation results of the empathy dimension hypothesis test are as follows:

Tabel 4.21 Ranks Dimensi Empathy

Ranks				
	JENIS LAYANAN	N	Mean Rank	Sum of Ranks
EMPHATY	DISPENDUK	50	50,10	2505,00
	JMONALISA	50	50,90	2545,00
	Total	100		

Sumber : (Data Primer, 2023)

Based on the table above, it is known that the Mean Rank values for the Jember Regency Population and Civil Registration Office services and J Monalisa services are 50.10 and 50.90. This value was obtained from the number of respondents (N) with a total of 100, namely 50 for each type of service. The Mean Rank value shows a very small difference, namely only 0.80. This difference shows that there is no difference in the quality of the KTP-EL recording service between the Jember Regency Population and Civil Registration Office and the J Monalisa service in the empathy dimension.

If you refer to the SERVPERF (Service Performance) theory by Cronin and Taylor (in Dharmayanti, 2006) which states that service quality is the performance of the service received by the service recipient so that the service recipient provides an assessment of the service they feel. In this case, service users give a higher assessment on the empathy dimension for the J-Monalisa service. That is, based on judgment. from the performance actually felt by service users, not based on the assessment of service expectations. J-Monalisa is considered



superior to the Jember Regency Population and Civil Registration Office in empathy.

In the Mann Whitney hypothesis test on the empathy dimension, it was proven that there was no significant difference in the quality of e-KTP recording services between the Jember Regency Population and Civil Registration Office and the J-Monalisa service or it could be said that service users gave the same good assessment for the empathy dimension. both types of service. However, the Mean Rank shows a superior value for J Monalisa's services, which means there are indicators in the emphary (empathy) dimension of service quality. The e-KTP for the J-Monalisa service is considered superior at the Jember Regency Population and Civil Registration Office. This is in accordance with the problems that exist in the background regarding the public's perception of the friendliness of the employees of the Jember Regency Population and Civil Registration Office and is based on facts encountered by researchers while in the field who several times saw employees of the Jember Regency Population and Civil Registration Office who seemed less friendly and even had time to raise their voice intonation. This is often a concern for people using the services of the Jember Regency Population and Civil Registration Office who feel uncomfortable about this.

5. CONCLUSION

The purpose of this research was to find out whether there was a significant difference in the quality of e-KTP recording services between the Jember Regency Population and Civil Registration Service Office and the J-Monalisa service. To determine whether there is a difference or not, a Mann Whitney non-parametric statistical hypothesis test was carried out which resulted in the following conclusions:

1. For the overall data analysis results in the Mann Whitney hypothesis test, it shows a significance value of 0.538, which is a value greater than the significance level of 0.05 ($0.538 \geq 0.05$). Apart from that, for the Z value, the number obtained is -0.616, where this number is smaller than the Zabel value-1.96 ($-0.616 \leq -1.96$), therefore a decision is taken and it can be concluded that H_0 is accepted and H_a is accepted, which means there is no significant difference in the quality of recording services. E-KTP between the Jember Regency Dispendukcapil Office and the J-Monalisa service. However, the mean rank results for the two types of service show a difference of 3.52 where the mean service rank indicates the quality of service. The E-KTP recording on the J-Monalisa service is greater, which shows the service J-Monalisa received an assessment that was superior to conventional services from the Jember Regency Population and Civil Registration Office. These results are strengthened by the researcher's observations regarding several dimensions,



such as the Tangible dimension of the service space which is sometimes not conducive, then the Responsiveness dimension, employees at the J-Monalisa service are more responsive in responding to the community. However, in the Assurance dimension, the J-Monalisa service lacks commitment in terms of providing information if the J-Monalisa service is not operational. So, service Dispendumukcapil offices with J-Monalisa services have their respective advantages and disadvantages.

2. For the results of data analysis on each dimension of service quality (dimension by dimension), the Mann Whitney hypothesis test shows that all significance values per dimension are more than the 0.05 significance level and the Z value is less than Zatel -1.96, which shows that for each dimension of service quality there is no significant difference. The quality of the e-KTP recording service between the Jember Regency Population and Civil Registration Service and the J-Monalisa service is significant, considering that the J-Monalisa service is an innovation from the Jember Regency Population and Civil Registration Service in the form of a mobile population administration service car designed with infrastructure similar to the service. conventional Jember Regency Population and Civil Registration Office. Therefore, the quality of service can be said to be equivalent or as good.
3. The mean rank results for each dimension show that there are differences or different assessments for the two types of services. The biggest difference is in the Reliability dimension, namely 8.74, where the Mean Rank is greater for the Jember Regency Population and Civil Registration Office. This shows that there are indicators in the Reliability dimension in the quality of the e-KTP recording service at the Jember Regency Population and Civil Registration Office which received a greater assessment than the J-Monalisa service. Meanwhile, the smallest difference is in the Emphaty dimension, namely 0.8, in this case the J-Monalisa service received a greater Mean Rank than the Jember Regency Population and Civil Registration Service Office, which means that respondents gave a greater assessment for the em dimension indicators of the service. J-Monalisa.

REFERENCES

Arikunto, S. (2017). Pengembangan Instrumen Penelitian dan Penilaian Program. Yogyakarta: Pustaka Pelajar

A.S. Moenir. 2010. Manajemen Pelayanan Umum Di Indonesia. Jakarta: Bumi Aksara



Alamsyah, A. (2016). Perkembangan Paradigma Administrasi Publik (New Public Administration, New Public Management dan New Public Service). *Jurnal Politik Profetik*. 4(1).

Bungin, Burhan. 2015. Metodologi Penelitian Sosial & Ekonomi Format-format kuantitatif dan Kualitatif untuk Studi Sosiologi, Kebijakan Publik, Komunikasi, Manajemen, dan Pemasaran. Jakarta : Kencana

Dahlan, S. 2014. Statistik untuk Kedokteran dan Kesehatan. Jakarta : Epidemiologi Indonesia

Hardiansyah. 2018. Kualitas Pelayanan Publik. Yogyakarta: Gava Media

Ibrahim, Amin. 2008. Teori dan Konsep Pelayanan Publik Serta. Implementasinya. Jakarta: Mandar Maju

Istianto, Bambang. 2011. Manajemen Pemerintahan Dalam Perspektif Pelayanan. Publik. Jakarta: Mitra Wacana Media.

Keban, Yeremia. T. 2014. Enam Dimensi Strategis Administrasi Publik (Konsep Teori dan Isu). Yogyakarta: Gava Media.

Kotler, Philip. 2008. Manajemen Pemasaran Edisi 12 Jilid 2. Jakarta: Indeks.

L.P.Sinambela,dkk. 2011. Reformasi Pelayanan Publik Teori, Kebijakan, dan Implementasinya. Jakarta: Bumi Aksara

Maskudi, B.L.2017. Dasar-dasar Administrasi Publik dari Klasik ke Kontemporer. Depok: PT. Rajagrafindo Persada.

Nazir, M. (2009). Metode Penelitian. Bogor : Ghalia Indonesia. Nuryadi. Astuti, T.D., Utami, E.S., Budiantara, M. 2017. Dasar-Dasar Statistik Penelitian. Yogyakarta : Pustaka Pelajar.

Pasolong, Harbani. 2013. Teori Administrasi Publik. Makassar : Alfabeta.

Pasolong, Harbani. 2016. Teori Administrasi Publik. Bandung : Alfabeta.

Priyatno, D. 2018. SPSS Panduan Mudah Olah Data bagi Mahasiswa dan Umum. Yogyakarta : Andi

Siegel, S. 2011. Statistik Nonparametrik Untuk Ilmu-Ilmu Sosial. Jakarta : Gramedia Silalahi, Ulber. 2009. Metode Penelitian Sosial. Bandung : PT. Refika Aditama

Silalahi, Ulber. 2015. Metode Penelitian Sosial Kuantitatif. Bandung: PT. Refika.

Siregar. Syofian. 2014. Metode penelitian kuantitatif dilengkapi dengan perbandingan perhitungan manual dan SPSS. Jakarta: Kencana

Sugiyono. 2009. Metode Penelitian Kuantitatif, Kualitatif dan R&D, Cetakan ke24. Bandung: Alfabeta

Sugiyono. 2016. Metode Penelitian Kuantitatif, Kualitatif dan R&D, Cetakan ke24. Bandung: Alfabeta

Sugiyono. 2019. Metode Penelitian Kuantitatif, Kualitatif, dan R&D. Bandung : Alfabeta

Tjiptono, Fandy. 2008. *Service Manajemen: Mewujudkan Layanan Prima*. Yogyakarta: Penerbit Andi Offset

Tjiptono, Fandy dan Gregorius Chandra. 2011. *Service, Quality and Satisfaction*, ed. 3. Yogyakarta : Andi

Tjiptono, Fandy. 2014, *Pemasaran Jasa – Prinsip, Penerapan, dan Penelitian*. Yogyakarta : Andi

Tjiptono, Fandy dan Gregorius Chandra. 2016. *Service, Quality & Satisfaction*, Edisi 4. Yogyakarta : Andi

Tjiptono, Fandy 2018. *Jasa – Prinsip, Penerapan, dan Penelitian*. Yogyakarta ; Andi

Tjiptono, Fandy 2019. *Pemasaran Jasa – Prinsip, Penerapan, dan Penelitian*. Yogyakarta : Andi

Widoyoko. S. Eko Putro. 2016. *Teknik Penyusunan Instrumen Penelitian*. Yogyakarta: Pustaka Pelajar

Artikel :

Alamsyah, A. (2016). Perkembangan Paradigma Administrasi Publik (New Public Administration, New Public Management dan New Public Service). *Jurnal Politik Profetik*. 4(1).

Dharmayanto, D. 2006. Analisis dampak service performance dan kepuasan sebagai moderating variable terhadap loyalitas nasabah (studi pada nasabah tabungan bank mandiri cabang Surabaya). *Jurnal Manajemen Pemasaran*. 1(1):35-43

Hertanto, E. 2017. Perbedaan Skala Likert Lima dengan Modifikasi Skala Likert Empat Skala.
https://www.academia.edu/3458201/PERBEDAAN_SKALA_LIKERT_DENGAN_MODIFIKASI_EMPAT_SKALA

Kusyana, D.N.B., & Pratiwi, K.A 2019. Skala Pengukuran Kualitas Layanan : Sebuah Kajian Literatur. *Jurnal Widya Manajemen*. 1(2):21-39

Supriyadi, Endang Irawan. 2021. Pergeseran dalam Paradigma Ilmu Administrasi Publik. *Jurnal Sosial dan Humaniora*. 3(1)

Suryadi, Novan. 2020. Peran Pemerintah dalam Menanggulangi Banjir di Kota Samarinda. *Ejurnal Ilmu Pemerintahan*. 8(2). 425-436

Skripsi:

Buring, Monika Fluvia. 2018. Perbandingan Kualitas Pelayanan Publik dan Fasilitas Kesehatan Puskesmas antara Kecamatan Long Hubung dengan Kecamatan Laham di Kabupaten Mahakam Ulu. Skripsi. Samarinda : Universitas Mulawarman

Enggarani, Nuria. 2016. Kualitas Pelayanan Publik dalam Perizinan di Pelayanan Terpadu Satu Pintu (PTSP) Kantor Badan Penanaman Modal dan



Pelayanan Perizinan Terpadu (BPMP2T) Kabupaten Boyolali. Skripsi. Surakarta : Universitas Muhammadiyah Surakarta

Sofyah, Silvyatus. 2020. Perbandingan Kualitas Pembuatan Kartu Keluarga pada Kantor Dinas Kependudukan dan Pencatatan Sipil dengan Galeri Pelayanan Mall Roxy Square Kabupaten Jember. Skripsi. Jember : Universitas Jember

Setyaningrum, Mayda Eka. 2021. Efektivitas Program Samsat Corner di Kabupaten Jember. Skripsi. Jember : Universitas Jember

Undang-Undang :

Undang-Undang Pelayanan Publik No. 25 Tahun (2009)

<https://peraturan.bpk.go.id/Home/Details/38748/uu-no-25-tahun-2009>

Undang-Undang Pemerintahan Daerah No. 23 Tahun (2014).

<https://peraturan.bpk.go.id/Home/Details/38685/uu-no-23-tahun-2014>

Undang-Undang Administrasi Kependudukan No. 24 Tahun (2013).

<https://peraturan.bpk.go.id/Home/Details/38985/uu-no-24-tahun-2013>

Peraturan Bupati Jember Pedoman Penyelenggaraan Pelayanan Publik di Lingkungan Pemerintah Kabupaten Jember Tahun (2022).

<https://peraturan.bpk.go.id/Home/Details/228624/perbup-kab-jember-no18-tahun-2022>

Peraturan Daerah Kabupaten Jember No. 2 Administrasi Kependudukan, (2011)

<https://peraturan.bpk.go.id/Home/Details/45832/perda-kab-jember-no-2-tahun-2011>

Website :

Jember dalam angka tahun (2022).

<https://jemberkab.bps.go.id/publication/2022/02/25/aaa3aa445ab9ee0471f2399f/kabupaten-jember-dalam-angka-2022.html>

Laporan Kinerja Dispendukcapil Kabupaten Jember. (2023).

<https://ppid.jemberkab.go.id/storage/dokumenopd/hSPRqaq9AAehuieg6HIW4aIqAL3z99LihKfOdCEp.pdf>

Internet :

Ombudsman beri rapor kuning untuk pelayanan publik di Jember. (2019).

<https://ombudsman.go.id/perwakilan/news/r/pwk--ombudsmanberi-rapor-kuning-untuk-pelayanan-publik-di-jember>

Kesadaran urus Adminduk rendah. (2022).

<https://radarjember.jawapos.com/berita-jember/22/09/2022/kesadaranurus-adminduk-rendah/>

Yuk, lebih dekat dengan J-Monalisa. (2022).

<https://dispendukcapil.jemberkab.go.id/yuuk-lebih-dekat-dengan-jmonalis>



JIEP
Journal of

Journal of Islamic Economic Perspectives (JIEP)
ISSN: 2715-0445
Volume 6. Issue 1 (2024) doi:
<https://doi.org/10.35719/jiep.v6i1.152>