

Implementation of Public Service Policies for Making Electronic KTPS in the Adaptation of New Habits (New Normal)

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Abstract. The outbreak of the COVID-19 pandemic has destroyed all aspects of life for the world community, including Indonesia. The public service sector is one of the most affected by this pandemic. The prohibition on gathering and gathering to cut the chain of spreading COVID-19 causes obstacles in providing optimal public services to the community. Making Electronic KTP is the most basic public service offered by the government to the community. Electronic KTP is an essential population document containing personal data and control from the administrative and information technology side based on national population data. The service for making and recording Electronic KTP data is a form of public service that cannot be done over a long distance. This service still requires the public to come to the Population and Civil Registration Service. The aim of this study is to try to notify the Public Service of the development of electronic KTPs or Electronic KTP during the adaptation time for new habits (new normal). This research uses a qualitative method, using a literature study approach, to interpret the topic under study. The study results explain that the Covid-19 pandemic has made the government carry out various policies and innovations in public services as a form of adaptation to new habits. This includes services for making electronic KTPs such as implementing strict health protocols, implementing registration, and taking queue numbers online, and simplifying the procedures and bureaucracy of making electronic KTPs. Besides, this research also suggests the government make an application that allows making Electronic KTPs, no need to face-to-face anymore by utilizing the sophistication of information technology.

Keywords: Public Service, Electronic KTP, New Normal Adaptation, COVID-19.

1. Introduction

COVID-19 Or Coronavirus disease 2019 was first invented in Wuhan, China, with the 2019 coronavirus novel (2019-nCoV) caused by the Severe Acute Respiratory Syndrome Coronavirus-2 (SARS-CoV-2) virus (Muniyappa & Gubbi, 2020; Holmes et al., 2020; Feng et al., 2020). Coronavirus is a genus of Orthocronavirinae subfamily viruses in the Coronaviridae family and the Nidovirales group. This category of viruses can cause disease in birds and mammals, including humans. In humans, coronavirus typically causes minor respiratory infections, such as colds, but certain diseases include SARS, MERS, and COVID-19. (Yunus & Rezki, 2020; Setiyadi et al, 2020). In present circumstances, the coronavirus is not a disease that can be overlooked. Looking at the signs, ordinary people would believe it was confined to ordinary influenza, but this strain is very harmful and lethal for medical analysis. At present, this dissemination of the virus is very important in 2020

because it is spread across the world, and all countries feel the effects (Zajenskowski et al., 2020; Sohrabi et al., 2020).

During the Pandemic of COVID-19, it has not only had an impact on the health sector but affects almost other sectors such as the economy, education, and also the public service sector (Zhang et al., 2020; Ozili & Arun, 2020). Many factories are laying off and even laying off their employees due to sluggish demand for goods. Many schools have closed, where students learn from home, and employees who do not go to the office because they work from home instead of in the office have caused the economy to slow down. Several conventional and new markets have briefly halted their activities to crack the chain of COVID-19 spread and put additional burdens on the economic sector (He & Harris, 2020; Hadiwardoyo, 2020).

As mentioned above, to break the chain of transmission of the COVID-19 virus, the government has introduced various measures, such as working and studying from home, prohibiting activities outside the house and in groups, and always maintaining distance. Such policies are practiced by many countries around the world. This policy is known as a lockdown (Mahato et al., 2020; Yunus & Rezki, 2020). Lockdown will help deter the transmission of coronavirus to the area, meaning that people in the area are expected to escape a sudden epidemic (Atalan, 2020). This policy can only be carried out by the government by conducting a rigorous inspection of several areas and considering the consequences carefully, both from an economic and social perspective. In Indonesia, this policy is known as large-scale social restrictions (PSBB) (Thorik, 2020; Muhyiddin, 2020).

Indonesia has called for Large-Scale Social Restrictions (PSBB) as an effort of social distancing. PSBB is a ban on people of an area accused of being contaminated with Covid-19 to avoid the transmission of the virus. PSBB controls school and work holidays, religious events, public places or facilities, social and cultural activities, modes of travel, and prohibitions on other activities directly related to safety and security. Individual quarantines, which are only for individual patients, are no longer considered effective in breaking the virus's chain during the pandemic (Pradana & Casman, 2020; Rahmatullah, 2020).

The pandemic of COVID-19 has had an impact on the civil service sector. Article 1, number 1 of Law Number 25 of 2009 states that public services are activities or series of activities to meet service needs following statutory regulations for every citizen and resident for goods and/or services or administrative services provided by the organizer—state in the form of providing official documents for citizens. Meanwhile, Article 1, number 2 states that public services are any state administering institutions, corporations, independent institutions established under the law for public service activities, and other legal entities formed solely for public service activities. He experienced by medical personnel due to the increasing number of COVID-19 victims, which in the end, many hospitals closed their

health services because they could not accommodate existing patients. In other public services, such as making SIM, there are also obstacles where the SIM service is temporarily closed to prevent crowds that can cause the spread of COVID-19. In the licensing sector, there are also obstacles as a result of many employees working from home.

The existence of large-scale social restrictions or PSBB requires government employees to work at home, which impacts public services. This has also caused the pattern of public services to change where previously it was done by coming to places that serve public services such as offices of government agencies into services from home using information technology such as internet-based applications (Kramer & Kramer, 2020). However, not all public services can be done with this method. There are still some public services that still require people to come to the place or location of services, such as recording services and making Electronic KTP.

Based on this, the writers are involved in researching the implementation of electronic KTP making services during the adaptation of new habits. It is hoped that this research can provide an overview of how a policy that requires it to be adapted to existing situations and conditions can run well without causing unwanted risks.

2. Methods

Research on the implementation of public services for making electronic KTP uses a qualitative approach. Using qualitative methods in terms of study goals explains how a group or a person embraces such problems. In this situation, researchers need to use qualitative approaches to ensure the analysis methodology's accuracy since these researchers can view the evidence they have gathered. Qualitative methods help provide rich descriptions of phenomena. Qualitative encourages understanding of the substance of an event (Gunawan, 2013)

Qualitative analysis is not only about satisfying the researcher's need to provide a description/explanation, but also about helping to provide better explanations (Sofaer, 1999). In qualitative analysis, however, researchers ought to provide themselves with sufficient knowledge of the problems to be examined. Qualitative research begins with the idea that is expressed by research questions. These research questions will determine the data collection methods and how to analyze them. Qualitative methods are dynamic, meaning that they are always open to changes, additions, and replacements during the analysis process (Srivastava & Thomson, 2009).

This study uses descriptive methods in presenting a complete picture and exploring a phenomenon or social reality that occurs in research subjects. According to Sugiyono,

descriptive research is research with methods to describe a research result. However, this description's results are not used to make more general conclusions (Sugiyono, 2010). Researchers do not have the power of such factors to describe social patterns in descriptive studies. Control over variables is in the hands of the research subject or participant.

3. Result and Discussion

In the wake of the Coronavirus Pandemic (Covid-19), people are demanding many adaptations in their daily lives; this adaptation also applies to the implementation of public services (Pamell et al., 2020). Many regulatory measures to discourage the dissemination of this epidemic have, of course, had an impact on public sector quality adopted by service providers. Increasing the quality of public service would be one of the measures to deter this epidemic's dissemination. Here are some things service providers can do to improve their services during a pandemic, including:

First, provide clear information regarding service standards. Most service providers already have social media (online) and websites. Still, often these media have not been used to convey service standards, whether to deliver service products, terms, mechanisms, procedures, costs, and timeframes or to convey activities/performance carried out. Along with this pandemic, providing precise and up-to-date information through various media will significantly assist the public in getting clear information so that there are no crowds in the service room.

Second, improve the Online Service Delivery System. Services with an online system are beneficial for the community during this pandemic; however, attention has to be paid to the fact that some programs have not been able to shift the system to an online system, for example, the creation of a new driving license (SIM), STNK, recording Electronic KTP, and several other services. The online system in this service can be carried out in the registration process, completing files, or taking queue numbers, so that the arrival time of service users can be arranged.

The third is the adaptation of facilities, infrastructure, and service facilities. The facilities, infrastructure, and facilities that have been in service locations so far need adjustments. Adaptations that can be done include providing direct services using Personal Protective Equipment (PPE) such as goggles or facial covers, social distancing by distancing the lines and waiting areas, hand washers/hand washers, and routine sterilization by spraying disinfectants and washing the air conditioner daily.

Fourth, improve the competence of service implementers. Various adjustments and adaptations are made in the service process; of course, to support this is carried out properly,

it is necessary to increase the competence of service providers (Human Resources), especially in systems based on information technology and other principles of public service (Muhamidin, 2019).

The emergence of the Covid-19 pandemic can be interpreted from two sides. On the one hand, the pandemic is a major disaster that threatens the continuity of human life, disrupting the established norms of life. It can change habits and behavior that have long been practiced in society with new norms. The pattern of human interaction, which was previously marked by close social cohesion, suddenly has to avoid physical contact between individuals, both in social, business, and other activities (Nicola et al., 2020; Ashraf, 2020).

On the other hand, this pandemic is a boon for the process of internalizing the Industrial Revolution 4.0. Like a tit-for-tat with the urge to implement the Industrial Revolution 4.0, which is in the process of internalization, this pandemic seems to be a big scenario of an era of disruption that was deliberately created to accelerate the revolution process towards the development of a Post-modernism culture (Bragazzi, 2020). The speed of change can even be said to be more than what was previously thought. The emergence of a new life order (New Normal) was induced to become a new pattern of association in the social and economic life of society, which of course greatly influenced the patterns of communication and interaction between human beings, both individually and as a group (Habibi, 2020)

The public service sector experienced the effect of the Covid-19 because it had to change the service model from face-to-face to long-distance (online) services. A series of policies were issued to respond to the Covid-19 pandemic. It was starting from limiting social relations (social distancing), transferring work at home (work from home) for most of the State Civil Service (ASN), eliminating worship activities, policies limiting community activities in almost all sectors in the form of PSBB (Darmawan & Atmojo, 2020; Noor, 2020).

Public services in the new normal civilization are considered by many circles to be quite difficult because they must fulfill the public service standards of the society, namely: service certainty, service responsiveness, and clarity of service information. The PAN-RB Ministry has also issued Circular Number 58 of 2020, which contains instructions for the State Civil Apparatus (ASN) work system in a new normal. To be able to meet the expectations of the community regarding public services, it was revealed the need for five strategies, namely:

- Simplify business processes and service SOPs by utilizing ICT;
- Using information media to convey service standards;
- Opening online communication media as a forum for consultation and complaints;
- Ensuring the quality of the output of service products;

- Observing health protocols established by the Minister of Health.

The momentum of the Covid-19 pandemic must be used as a momentum to build a New Normal Public Service Innovation by building a public service innovation ecosystem, which includes building awareness, capacity building, and empowerment, integrating and orchestrating processes, and strengthening inspiring leadership. If that happens, then we should not worry anymore when we enter the New Normal era (Dunlop et al., 2020). Public Service Innovation, we will no longer encounter an abnormal situation. The government is planning Indonesia to enter a new habit adaptation process (new normal) during the Covid-19 pandemic that is still affecting the region. Thus, several economic activities that were previously halted during large-scale social restrictions (PSBB) can resume operations. Indonesia must remain productive but also safe from the Covid-19 respiratory infectious disease outbreak. The public must improve discipline in implementing health protocols before entering into a new normal lifestyle in the Covid-19 pandemic.

The pandemic of the Covid-19 outbreak must be a valuable momentum for the public sector to develop and cultivate innovation, namely by making radical changes and bureaucratic fundamentals towards a digital bureaucracy that is getting leaner, faster, and more efficient and effective but accountable. Employees are forced to work with new systems and methods by applying online models, so they are not bound by rigid models and procedures, changing old cultures and habits that are afraid to create breakthroughs in getting work done. This is in line with the demands of the current development era, which is entering the Age of Industrial Revolution 4.0. The characteristics of this era include the development of digitalization, optimization, and customization of production systems, automation, adaptation, and big data. Other characteristics are "big data, internet of things, cloud computing, and cognitive computing" (Elhoseny et al., 2018). The more human positions are removed and replaced by machines, the shorter the company's life span, and the higher the intensity of labor mobility (turn over) (Frey & Osborne, 2017). All these characteristics lead to creating a cyber-physical system, known as robotization, which is starting to be widely used by industry. Machines are replacing many human jobs. Human power becomes a secondary commodity because the use of machines is more profitable.

If the conditions are like this, then adaptation to the development of that era must be made. Innovation is one way to balance this accelerated era. The stage of innovating in the public sector will result in a deeper downturn in the public sector, which will ultimately lead to citizens' misery.

Public service innovations can also be implemented in population data recording services and electronic KTP's. Electronic KTP service is a type of basic service offered to the public by the government. Electronic Identity Card or Electronic KTP is a residence identification card that must be owned by every Indonesian citizen with an age limit of 17

years and over or is currently married/has been married. The Department of Population and Civil Registration is assigned to carry out government affairs in population administration and civil registration, including facilitation of population administration services and management of population administration information and data utilization. The Department of Population and Civil Registration lists people who are expected to provide Electronic KTP in the region and to satisfy requests from residents who want to document the printing of Electronic KTP. The state shall represent and be obliged to provide security and acknowledgment of the determination of personal identity and legal status for any Population Incident witnessed by inhabitants of Indonesia and/or citizens of the Republic of Indonesia. It will also guarantee the enforcement of the administrative privileges of the population in public services and provide safeguards concerning the issuing of population records.

Electronic KTP is a program organized by the government since 2011 and has not been completed. The long process of completing the recording of Electronic KTP for the Indonesian people ultimately forced the government to take special steps to accelerate its task. This is done by issuing the Minister of Home Affairs Regulation number 471/1768 / SJ dated 12 May 2016 concerning the acceleration of Electronic KTP and birth certificates. Making Electronic KTP, has many benefits compared to regular KTP because it can prevent the double identity of residents, prevent fake permanent voter lists in general elections, trace terrorists, prevent human trafficking, and so on. Initially, the Electronic KTP was targeted to be completed for several months in 2013. In fact, until now, the Electronic KTP creation has not been completely completed. This indicates that there are multiple obstacles and challenges to the solution of Electronic KTP in society (Apriliani et al., 2019).

To complete the target of recording population data and making Electronic KTP, the government is trying to improve services optimally by improving services in various ways, including also using mobile cars to reach further in the community. However, the covid-19 pandemic has hampered these efforts. The existence of large-scale social restrictions causes restrictions on activities outside the home, and the prohibition of crowding directly or indirectly will undoubtedly have an impact on the service process for making Electronic KTP. Coupled with areas that are included in the red zone of Covid-19, requiring employees to work from home, of course, this will also hamper the service for making Electronic KTP. Based on this, several approaches and innovations are needed to implement Electronic KTP making services so that the government can still provide optimal services to the community and the public remains safe and comfortable in making Electronic KTP without worrying about the Covid-19 outbreak.

The first thing that can be done is implementing strict health protocols to stop the chain of transmission of the COVID-19 outbreak. The implementation of health protocols

that can be carried out by the Population and Civil Registry office as a place for KTP-making services, among others, can be by:

- Provide a place to wash hands and hand sanitizer in any place deemed necessary
- Measurement of body temperature for each community who will make Electronic KTP
- Require the public and service personnel always to wear a mask
- Regularly spraying disinfectants to kill virus diseases related to COVID-19.
- Restrict visitors by setting a schedule in such a way as to prevent crowds that could potentially spread COVID-19
- Reduce service hours and regulate shit tighter to minimize the impact caused by COVID-19.
- Officers who record population data are advised to wear complete PPE clothes to prevent contracting COVID-19 because there will be a lot of direct contact with the community.
- Install plastic dividers reducing the possibility of contracting Covid-19 as a result of face-to-face activities

The second is the application of online queues equipped with an estimated time when people have to go to the agency to get direct services so that people do not need to accumulate in public service agencies to wait their turn. Because it is impossible to implement health protocols in a crowd due to the many queues in the little room, this online queue has begun to be applied in many regions in Indonesia. This queue is expected to reduce or even break the chain of transmission of COVID-19 because it avoids the buildup when making Electronic KTP.

The third is to simplify bureaucratic procedures by minimizing the flow of KTP-making documents so that there is no need to introduce RT, village, or sub-district, which is felt to increase the risk of spreading Covid 19. If the population data has been integrated, it is sufficient to verify the data in one place, such as the sub-district or village office. When the Electronic KTP process is complete, it is sufficient to schedule when to collect documents to avoid crowds that can spread COVID-19.

In addition to the above method, which is carried out when making a KTP must be done face-to-face, then in the future, the government must think about how to make an KTP, which does not have to be done face-to-face but simply by utilizing technological sophistication. This has begun to be applied to several implementations, such as the online account creation application without coming to the bank office. Online loan applications are now mushrooming without bringing applications to the office (sometimes we don't even know where the office is) also, some applications such as star up companies whose registration does not require coming to their office. Maybe things like this can be used as

material for the government's thought to create an innovation in public services, especially in the implementation of making Electronic KTP during the adaptation period of new habits (new normal) to minimize and stop the spread of the COVID-19 epidemic, which knows when this will end.

4. Conclusion

Covid-19 pandemic has changed the entire order of human civilization around the world. This pandemic impacts all life sectors, ranging from politics, economy, society, culture, and health. The Covid-19 pandemic has also created an adaptation to a new habit, which is sometimes referred to as the new normal. This new customary adaptation also applies in the public service sector. Simplifying service SOPs, implementing health protocols, using more massive information technology are some of the things implemented in public service policies.

The implementation of Electronic KTP-making services is one sector that has experienced several innovations. This is because the Electronic KTP making service requires people to come to the service place and meet face to face. This will certainly leave the community vulnerable to contracting the Covid-19 outbreak. For this reason, the government uses several innovations to prevent this from happening, starting from implementing strict health protocols such as the mandatory wearing of masks, mandatory hand washing, checking body temperature, and maintaining a distance of approximately 1 or 2 meters and not crowding. Besides that, the application of online queues can also prevent crowds from minimizing the spread of covid-19. It is also possible to simplify the bureaucratic flow of making KTP.

In the future, it is hoped that the government will also start thinking about the implementation of making Electronic KTP without the public having to come to the office. Still, it is enough to do it using existing applications using information technology such as the use of artificial sophistication and the internet of things where this has been applied in several applications such as opening a savings account loan accounts and at star-up companies.

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