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To cite this article: I Kania *et al* 2019 *IOP Conf. Ser.: Mater. Sci. Eng.* **505** 012096

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Confusion around e-ID Card Service, Public Obligation versus Public Service

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Abstract. The issues of public services are complained by most people, one of them is the population problem. E-ID card as the identity of the population is the biggest public complaint reported to the State institution in charge of overseeing public services. Unavailability of the blanks, the uncertainty of the information and the non-proactive nature in providing services are the most common issues in the public complaints box for e-ID cards. This study aims to find out public opinion concerning e-ID card recording service. The method used by the researchers is descriptive survey in which the data were collected through observation, interview and questionnaire distribution. The sample in this study 578 respondents. Simple linear regression is used as a tool to measure the level of public satisfaction based on the services provided to them when signing up for e-ID cards. The result shows work culture influence the service quality by 0,35. The benefits of this research could have an impact on the policy of Garut regency government, especially in assessing the government performance in e-ID card recording service comprehensively.

1. Introduction

The General Election Commission (KPU) of Garut regency, West Java has recorded that there are 182,387 Garut residents who do not have Electronic Identity Card (e-ID) as a requirement to be included in the List of Temporary Voters (DPS) which will then be included in the List of Permanent Voters (DPT) in the 2018 Regional Head Elections [1]. Poor service in the process of Electronic ID card registration (e-ID card) has become a national problem. Ref. [2] reveals a number of problems found based on the result of the Ombudsman of the Republic of Indonesia (ORI) research on Electronic Identity Card services in 34 provinces throughout Indonesia, including the infrastructure, availability and quality of electronic ID cards, queuing facilities, electricity in the areas, internet network and the practice of illegal levies and brokering. One of the common tasks of Dukcapil in Garut Regency is to provide e-ID card registration service. There are still many people who do not have e-ID cards because they still consider that the e-ID registration process is complicated, and not everyone knows and understands some of the steps they need to go through in the e-ID card registration process such as the recording of the eye's retina, fingerprints and signatures which is conducted in sub-district office, while the e-ID card printing can only be done at the local office of population and civil registration service. Comfort in the office environment is still very minimal too without physical facilities such as TV and adequate waiting room. The service time provided does not match what it should be. Based on observations, some service quality issues were found in Garut Regency namely:

1) The e-ID card registration service is not completed within the appropriate timeframe. It should be finished in 15 minutes, but in reality it can take hours or even days
2) The internet network is unstable. Internet network is a supporting factor in e-ID service because the service is done online.

3) Lack of adequate facilities and infrastructure as a supporting factor in the service. There are only 3 computers used for e-ID recording and they sometimes get damaged.
4) Unprofessional Work culture. There are still many frontline employees working unprofessionally so that long queues become common;
5) The low level of employee work accuracy, in which errors in entering people's identity into the e-ID are still frequently found.

Culture and competence are widely debated topics in the academic world [3]. Based on the background of the problem, the purpose of this study is to find out how work culture can explain the service quality of e-id card registration service in Garut regency.

2. Literature Review

2.1. Public service

In Indonesia, efforts to improve services have long been implemented by the government, among others through Presidential Instruction (Inpres) no. 5 of 1984 concerning Guidelines for Simplification and Control of Business Licenses. This effort is continued through the Decree of the State Minister for the Empowerment of State Apparatus No. 81/1993 on Guidelines for Public Service Management. To further encourage the commitment of the government apparatus towards the improvement of service quality, then Presidential Instruction (Inpres) No. 1 of 1995 on improving the Quality of Government Apparatus Services to public was issued. The next development is through the issuance of Decree of State Minister for the Empowerment of State Apparatus No. 63 / KEP / M.PAN / 7/2003 on General Guidelines for the Implementation of Public Services. [4]

Ref. [5] observed the quality of public sector services by comparing government banks with private banks in Lucknow city India. Other public services which have been reviewed using SERVQUAL are public transportation services in the cities of Hyderabad and Secunderabad, India [6]. Ref. [7] examined the level of public service quality at the Divisional Secretariats of Gampaha District in Sri Lanka.

2.2. Good Governance

In the latest developments, the discussion of public services has become more noteworthy, especially in relation with good governance [8]. Good governance is a government driven by a new awareness and responsive attitude of the service users. Gore in [9] suggests that in order to manage the government well and to reduce operational costs, the government needs to pay attention to the following four points:
1) Downsizing. To reduce the size and number of government agencies, programs and staff;
2) Streamlining. To simplify procedures;
3) Re-structuring. To structurally reform the institutions in order to be able to carry out their mission well;
4) Privatizing. To delegate functions to smarter private sectors.

2.3. Organizational Culture

Ref. [10] stresses that the concept of culture derives from the metaphor that an organization is 'something cultivated'. Organizational culture contains more 'superficial' aspects such as patterns of behavior and symbols and observable ceremonies, and it speaks more deeply in the context of basic values, assumptions and beliefs [11]. Organizational culture has the ability to improve job satisfaction, and awareness about problem solving and organizational performance [12].

2.4. Work Culture
Work culture can increase or limit certain needs [13]. Ref. [14] explains that practical work culture contains several definitions of value patterns, attitudes, behaviors, purposes and work outcomes, including the instruments, work systems, technologies and languages it uses. Awareness raises the affection and desire to create a culture and work environment benefiting employees, it can also improve the overall service of the organization [15].

2.5 Service Quality
Service is a complex thing in economic activity having the ability to provide benefits for both customers and companies. Service is also described as a show of the provider. Customers buy services to find the desired results and companies sell their services to benefit by offering solutions to customer problems. Other related elements in addition to exchanges are price, time, and shipping process. [16]

Service quality plays an important role in achieving customer satisfaction [5]. According to [17], there are two types of customer expectations of service. First, the meaning and type of service expected, second, the current issues expected to be served. In Service Perception, service quality can be the most important determinant of satisfaction. While the suitability of services is an opportunity to build the perception of quality and satisfaction. Ref. [18] states that service quality is an elusive and obscure concept. There are often mistakes in determining quality, service quality consists of 5 (five) indicators which are Tangibles, Empathy, Reliability, Responsiveness and Assurance (TERRA)

3. Methodology
The method used by the researchers is descriptive survey method in which the data were collected through field research activities including observation, interview and questionnaire. While for the measuring tool of the research, the authors used questionnaires that have been structurally prepared containing a number of closed question items. The population in this study is all employees in charge of providing services in in Garut regency, as many as 578 people. The sampling technique used is the census or saturated sampling technique which is a technique for determining the sample when all members of the population are used as the sample. So, the total sample of this study is 578 people

There is 1 independent variable (X) and 1 dependent variable (Y). The independent variable used is work culture consisting of employee attitude toward work and employee work behavior. Whereas, service quality serves as a dependent variable consisting of Tangibles, Empathy, Reliability, Responsiveness and Assurance (TERRA). The data then analyzed by using simple linear regression (SLR).

4. Result and Discussion

4.1. Respondents' Response
Table 1 below is the results of data collection. The following is a summary of respondents' responses to the dimensions of both work culture and service quality. Overall, the responses of respondents to the dimensions of research is good in the value range of 77.35-87.35%. To accelerate the process of e-ID recording in every region, the Garut Office of Population and Civil Registration Service (Kadisdukcapil) has launched a service car (Moyan) which is ready to help the residents in applying for e-ID card and Birth Certificate. Every Friday and Saturday the service car (Moyan) is situated in a particular sub-district as scheduled [19]. Ref. [20] also reported that Garut regency has enlarged the service spaces in the local office of population and civil registration service (disdukcapil) due to previously unrepresentative room conditions.

Table 1. Respondent's Respond

No	Variable	Dimension	Percentage (%)	Note
1	Work Culture	Attitude of Employee	79, 36	Good
		Work behavior	80,72	Good
2	Service Quality	Tangible	77,90	Good
		Empathy	77,35	Good
		Reliability	83,15	Good
		Responsiveness	86,05	Good
		Assurance	87,35	Good

4.2. Hypothesis testing

Based on the test, it is obtained that the value of t-count is higher than the value of t-table: t-count = 2.3035> t-table = 2.1098. From the values, it is obtained that Ho decision value is rejected, so there is an influence of variable X on variable Y.

To know the influence percentage of work culture variable on service quality is done using the determinant formula with the following result:
KD = r^2 X 100%
KD = 0,4877 2 X 100%
KD = 23,78%

The work culture on service quality generates a value of 23.78%. It means that this research is proven through the percentage value result of the determination. The result is in line with a research by [21] which examined the quality of public services in the Religious Affairs office of Aluh Aluh sub-district, Banja Regency. To find out how much the influence of other factors which the authors did not examine on service quality is done using epsilon formula with the percentage as follows:
ε = 100% - KD
ε = 100% - 23,78%
ε = 76,22%

And after calculated by using SPSS, the result show that Y = 20 + 0,35 X, means that the work culture influence the service quality by 0,35. And the other 0,65 are explained by others variables.

5. Conclusion
Hypothesis Test Result indicates that there is an influence of work culture variable (X) on service quality variable (Y) of e-ID card application process. There is a relationship between variable X and variable Y indicated with the correlation value of 0.48772. This relationship level is considered low. Whereas, the effect magnitude of variable (X) on variable (Y) is 0,35.

6. Recommendation

Due to the influence of work culture on the quality of service, adopted by [22], it can be argued that leaders can instill and strengthen various aspects of culture through the following five mechanisms:

- Focus of attention. Top managers communicate their priorities, values, and concerns through choices about what they praise, criticize, value, ask, and support.
- Reaction to the crisis. How top managers cope with crises is significant in the cultivation of cultural values, because the emotional conditions involved increase the learning potential of various assumptions and values.
- Role modeling. Top managers can communicate various values through their own activities, especially those showing loyalty, self-sacrifice, and service beyond the call of duty
- Allocation of rewards. The criteria used as a basis for prize allocation are promotions or awards, and how they are delivered, as well as the ability to communicate what is assessed by the organization and management.
- Selection criteria. Commitment of managers in executing recruitment and selection activities in accordance with established criteria and procedures also communicate the values of leaders.

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