

The Urgency of General Principles of Good Governance in the Continuity of Population Administration Activities

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ABSTRACT

Population administration activities cannot be separated from government intervention. This is in line with one of the main government functions, which is to provide public services as a form of general government duties to realize public welfare. The performance of the central and local governments must be in accordance with the General Principles of Good Governance to be in line with the interests of the community. To optimize Population Administration Services for Making Electronic Identity Cards (KTP el) requires an understanding of the principles contained in the General Principles of Good Government. The general principles of good governance can be understood as general principles that are used as the basis and procedures for proper government administration. In addition, it is also necessary to consider the factors inhibiting the making of Electronic Identity Cards (KTP el) in order to obtain appropriate improvement efforts. The method used is a qualitative approach with reference to Good Government Theory. The results of the study can be concluded that the population administration service of KTP el has been running, but it is not in accordance with the application of good service principles and there are still several obstacles faced.

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I. INTRODUCTION

Bureaucracy is an instrument of government to realize efficient, effective, equitable, transparent and accountable public services. This means that to be able to carry out government functions properly, bureaucratic organizations must be professional, responsive, aspirational to the various demands of the people they serve.¹

The survival of the state cannot be separated from the presence of the population. Population is the main element in the formation of a country. As time goes by, the number of people on this earth is increasing, and Indonesia is no exception.

Population at Mid-Year (Thousand)

¹ Ujud Rusdia, Analisis Pelayanan Pembuatan Kartu Tanda Penduduk Elektronik (Ktp-El) Di Kecamatan Lembang Kabupaten Bandung Barat, Vol. 3, Jurnal Ilmu Sosial dan Ilmu Politik, 2019, hlm.105.

Year	2020	2021	2022
Amount	270203,9	272628,5	275773,8

Source : <https://www.bps.go.id/indicator/12/1975/1/jumlah-penduduk-pertengahan-tahun.html>

With the distribution of the data above, KTP-EL services are a strategic service product for the government. However, in reality, the quality of services for making KTP Elektronik is one of the things that can be said to be not in accordance with the provisions of the general principles of good government, which in this case is the principle of good service which is intended as a principle that provides services that are timely, clear procedures and costs, in accordance with service standards and the provisions of laws and regulations. Therefore, it is necessary to improve the implementation of laws and regulations governing government administration and public services.

In principle, public services are the responsibility held by government agencies both at the central and regional levels. So that the fulfillment of these responsibilities can be in line with the general principles of good governance and in the context of implementing Undang-Undang Nomor 30 Tahun 2014 Tentang Administrasi Pemerintahan. However, the creation of laws governing population administration has not guaranteed the creation of a good administrative order. Because in its implementation, public services do not fully have good quality in fulfilling community satisfaction.

There is a need to improve the implementation of laws and regulations governing government administration and public services. This is needed by the community because good service is one of the fulfillments of community rights. That way there are no more people who feel disadvantaged in their efforts to fulfill their rights.

Based on the description above, the author is interested in exploring the extent to which the principle of good service is applied in the service of making KTP Elektronik and what factors hinder the process of making KTP Elektronik by analyzing various theories and criticizing various related policies in order to answer the population administration problem.

To provide an in-depth analysis of the discussion, the author uses several previous studies. One of them is research belonging to Ardianor and Eddy Suriyani with the title " Efektivitas Pelayanan Pembuatan Kartu Tanda Penduduk Elektronik (KTP-EL) di Kantor Kecamatan Bintang Ara Kabupaten Tabalong ". This paper is motivated by the opinion of Ardianor and Eddy who often hear complaints from the Tabalong community in general about the process of making KTP-EL which is late in completing on time. The difference between previous research and the author's current research is that the scope of discussion of previous research was only on the effectiveness of KTP-EL making services, while the author's research discusses in more depth the extent to which good service principles are applied in improving KTP-EL making services.

II. RESEARCH PROBLEMS

This research will focus on two problem formulations, the first is how the application of the principle of good service to the service of making Electronic Identity Cards (KTP-EL) and also the factors that hinder the making of Electronic Identity Cards (KTP-EL).

III. RESEARCH METHODS

This type of research is qualitative research. Qualitative methods are used to obtain in-depth data, data that contains meaning. The approach method used in this research is the Law approach and conceptual approach by sourcing primary, secondary, and tertiary legal materials. Data analysis is carried out by means of complete legal materials collected from the results of the analysis then arranged systematically and analyzed qualitatively and connected with applicable laws and regulations.

IV. RESULT AND DISCUSSION

1. General Principles of Good Governance

The general principles of good governance are general principles that are used as the basis and procedures in the administration of good governance, so that governance becomes good, polite, fair, honorable and free from injustice, violation of regulations, acts of abuse of authority and arbitrary actions.² The state has an obligation to fulfill the welfare of the community, one of which is through public services. With the existence of AAUPB and Undang-Undang Nomor 30 tahun 2014 Tentang Administrasi Pemerintahan, it is hoped that the government as a

² Hukum Online, Juli 2022, "17 Asas-asas Umum Pemerintahan yang Baik dan Penjelasannya", diunduh dari <https://www.hukumonline.com/klinik/a/17-asas-asas-umum-pemerintahan-yang-baik-dan-penjasannya-1t62d8f9bedcda1>, diakses pada 7 Mei 2023.

public service provider can accept AAUPB as a legal norm that must be used as a basis by public service providers in exercising their authority, as well as a means for citizens to sue deviant public service providers.³

It can be said that AAUPB are unwritten legal principles, from which for certain circumstances applicable legal rules can be drawn.⁴ One of the functions of the general principles of good governance is for state administration which is useful as a guide in interpreting and applying statutory provisions that are vague, vague or unclear. In addition, in the general principles of good governance there are also several roles, one of which is good service, where the principle of good service is intended as a principle that provides services that are timely, clear procedures and costs, in accordance with service standards, and the provisions of laws and regulations.

The application of general principles of good governance in the implementation of public services in order to realize public welfare other than those mentioned in Pasal 10 Undang-Undang Nomor 30 Tahun 2014 tentang Administrasi Pemerintahan outlines the scope of AUPB that applies in government administration, including the principle of balance, the principle of not conflicting authority, and the principle of justice and fairness.

The implementation of public services, especially in population administration, should make the general principles of good governance (AAUPB) a guideline in carrying out its duties. In addition, the community can also use AAUPB to find out what their rights and obligations are so that there is no conflict between the government as a provider of public services and the community as a recipient of public services. Because in reality there are still many complaints from the public, especially in terms of the process of making KTP-EL which is late in completing on time. So that with this reality it can be said that the principle of good service has not been fully implemented in the service of making KTP-EL.⁵

2. Factors Inhibiting the Production of KTP

Delays in making KTP-EL are caused by several inhibiting factors both internal and external. Some of the inhibiting factors include:

- a. Resource Factors, which consist of Human Resources that are sufficient, but for technical personnel for administrative services in the regions, they are still lacking. In addition, Budget Resources, budget availability to support the implementation of policies to improve the quality of administrative services is sufficient. As well as inadequate Facility Resources.
- b. Disposition Factors, the commitment of the implementers of the Population and Civil Registration Office is good, this can be seen from the preparedness of the adminduk operators for maintenance that can be done if the facilities and facilities supporting KTP-EL printing services experience functional obstacles.
- c. Organizational Structure Factors, the distribution of responsibilities in one policy scope has not been running properly. The indicator can be seen from the role of the adminduk operator has a dual role, namely as a technical officer of population administration services and as an employee who attends adminduk coordination meetings.⁶

V. CONCLUSION

Efforts to realize welfare of the government as a public service provider must fulfill the objectives to be achieved in public services without discriminating. In the implementation of public services, the government should make the general principles of good governance as a guideline in carrying out its duties. Because if seen in reality, the principles of good service have not been fully implemented in the KTP EL making service. Service effectiveness is also influenced by several inhibiting factors such as resource factors to organizational structure factors that cause many complaints from from the public over delays and timeliness.

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³ Solechan, *Asas-Asas Umum Pemerintahan yang Baik dalam Pelayanan Publik*, Vol. 2, *Jurnal Administrative Law & Governance*, 2019, hlm. 542.

⁴ Philipus M. Hadjon and Et.al, *Pengantar Hukum Administrasi Indonesia* (Yogyakarta: Gadjah Mada University Press, 1993).

⁵ *Ibid*, Solechan, hlm. 556.

⁶ Hery Herawan, dkk, *Implementasi Kebijakan Peningkatan Layanan Administrasi Kependudukan Dalam Pembuatan Ktp El Di Kabupaten Bandung*, Vol.4, *Jurnal Responsive*, 2021, hlm. 24.

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