

## KUALITAS PELAYANAN DAN PROSEDUR E-KTP DINAS KEPENDUDUKAN DAN PENCATATAN SIPIL KABUPATEN PACITAN

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### Abstrak

Dinas Kependudukan dan Pencatatan Sipil Kabupaten Pacitan merupakan instansi pemerintah daerah yang mempunyai kewenangan dan tugas memberikan pelayanan terkait berbagai hal yang dibutuhkan masyarakat, salah satunya pelayanan Kartu Tanda Penduduk Elektronik. Untuk mengetahui kualitas pelayanan yang dirasakan secara nyata oleh masyarakat, digunakan analisis berdasarkan dimensi kualitas layanan diantaranya kehandalan (*reliability*), jaminan (*assurance*), daya tanggap (*responsiveness*), empati (*empathy*) dan bukti langsung (*tangibles*).

Pada kualitas pelayanan Kartu Tanda Penduduk Elektronik ini, prosedur standar yang berlaku sudah terpenuhi tetapi Dinas Kependudukan dan Pencatatan Sipil Kabupaten Pacitan masih memiliki kendala sarana dan prasarana seperti keterbatasan tenaga kerja, tenaga kerja di luar kota, dan kurangnya sosialisasi mengenai berkas persyaratan permohonan Kartu Tanda Penduduk Elektronik.

Kata kunci : Kualitas pelayanan Kartu Tanda Penduduk Elektronik, kualitas pelayanan yaitu kehandalan, jaminan, daya tanggap, empati, dan bukti langsung.

QUALITY OF SERVICES AND E-KTP PROCEDURES  
FOR THE DEPARTMENT OF POPULATION AND CIVIL REGISTRATION  
OF PACITAN REGENCY

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Abstract

The Population and Civil Registration Office of Pacitan Regency is a local government agency that has the authority and duty to provide services related to various things that are needed by the community, one of which is the Electronic Identity Card service. To determine the quality of service that is actually felt by the community, an analysis based on the dimensions of service quality is used including reliability, assurance, responsiveness, empathy and tangibles.

On the quality of the Electronic Identity Card service, the applicable standard procedures have been met but the Pacitan Regency Population and Civil Registration Service still has facilities and infrastructure constraints such as limited manpower, labor outside the city, and lack of socialization regarding the required documents for the Resident Identity Card application. Electronic.

Keywords: Service quality of Electronic Identity Card, service quality, namely reliability, assurance, responsiveness, empathy, and direct evidence.