

## Analysis Service in Making Electronic Identity Card (E-KTP) at the Department of Population and Registration Pekanbaru City Sipul (Study case Lima Puluh District)

Dendio Anessy Pratama<sup>1</sup>, Panca Setyo Prihatin<sup>2</sup>

<sup>1,2</sup>Universitas Islam Riau, Indonesia

dendioanessyp@gmail.com, panca.ip@soc.uir.ac.id

### Abstract

Good service quality is not only achieved through a decision decision, but through improving the ability of officials to provide or provide various kinds of materials regarding service management through training at various levels or professions. An assessment of the performance of public services is not enough if it is only carried out using indicator indicators attached to service recipients such as the satisfaction of service recipients. This research was conducted in order to determine the quality of services in making E-KTP provided by the government at the Pekanbaru City Population and Civil Registration Office which can be measured through several service quality indicators, namely: guarantees, direct evidence, responsiveness, empathy, reliability, and communication. In addition, this research was also carried out to find out what factors are obstacles to the quality of service which can be seen from service procedures, facilities and infrastructure, as well as the ability of employees. In this study, researchers used a qualitative descriptive approach by collecting data obtained through observation and interviews. The results of this study show that the quality in the service of making E-KTP at the Office of the Population and Civil Registration Service in Pekanbaru City is still not optimal, there are still some problems or obstacles. This can be seen from the guarantee of a settlement that is not certain that employees cannot provide definite and clear information about when the E-KTP has been completed and can be taken, inadequate infrastructure, inadequate attention and good response from employees, lack of responsiveness of employees, lack of information provided to the public or service recipients regarding service procedures. The researcher suggested that the Pekanbaru City Government for the Pekanbaru City Population and Civil Registration Office be able to improve the performance of staff by conducting training for employees, as well as adding facilities and infrastructure, and also clarifying information about service procedures.

### Keywords

Procedure; quality of service; employee ability



### I. Introduction

Service public is all form service good service that in form goods public nor service public basically. Becomes not quite enough responsible and implemented by the agency government. In accordance with Law No. 25 of 2009 which mentions Public Service, that every maintenance service public, fine give service to Public by direct nor no direct Required compiling, establishing, and implementing standard service for every type service as reject measuring in maintenance service in each environment.

According to Supriadi (2015:54) service public is gift service necessity community that has interest organization in accordance with rule existing principles and procedures. Whereas according to Lewis and Gilman ( in Cahyadi , 2016:482) Service public is public trust . Service public is Duty tree most important government to community , service public is gift services by the government to Public with or without payment To use for Fulfill interest society . The community hopes that service public could serve with honesty and management source income with right , and can accounted for answer to public .

From description on could concluded that Service public is something work done group or something bureaucracy for give help to Public in skeleton reach something destination certain . Service public is most important task from government good that from center or area consisting of from figure apparatus as servants of the state and servants society . Service public covers aspect life very important society , begins since somebody born necessary look after deed birth , then need look after card identity , using facilities provided government .

Good service and quality no only seen from attitude friendly and smile course . Attitude friendly and smile only in the form of part small that can create satisfaction society. In essence quality service must transparent to Public To use for trusted in services provided. For support role government in service public, effort enhancement quality service held by consistent and attentive needs and expectations society, so service government to Public is implemented part with sustainable by the apparatus government in every level .

The best service for improvement service public, on the other hand satisfaction Public is reject measuring from success service public provided by the provider service public , because that service public must focused for give and be provider for society , as example a number of Pekanbaru City E-KTP case. one service public provided by the Government that is Identity Card Electronic for society. Identity Card \_ this is card sign identifier as well as description legal domicile this ID card apply by national throughout the territory of the Republic of Indonesia. Every residents who have 17 years old entitled get an ID card. Identity Card Electronic which is abbreviated as E-KTP has : specification or national ID card format with security system applicable special as identity official . Identity Card Electronic (E-KTP) is a service given basis government to society, E-KTP is a element important administration population .

As for the complaints from Public Pekanbaru that is still existence a number of people who still not yet understand with internet technology so that experience difficulty in To do online registration , in addition to it's there too a number of cases that have been record Diduskapil Pekanbaru City will but the data no connected centralized and some have already long wait until months even until many years but not yet can E -KTP printed because all his use online system , and sometimes there are also complaints from community , data already sent will but not in Central Jakarta yet accept the data, then there is a number of Public must record come back and wait again from early, and there is also sometimes problem with networks and systems that have not adequate, double data recording conducted more from one time, double data cause system locked and availability frequent blanks empty .

Department of Population and Records Civil society, which is abbreviated as DISDUKCAPIL, is one of the organization the government as the work unit in Thing making E-KTP and of course making this E-KTP apply for all registered citizens as urban area residents new week .

Example of one complaint from Public District of Lima Puluh about the E-KTP program that I could from results Interview I with Public around that is still there is a

number of people who feel difficulty in E-KTP management via the internet, in addition to that too \_ people who complain the process of making E-KTP which is too long due to something reason certain .

Based on information above complaint implementation E-KTP creation yet Fulfill hope Public specifically community in the District of Lima Puluh and the Department of Population and Registration Pekanbaru City Civil Service and for frame succeed service E-KTP recording at the Population and Registration Service Pekanbaru City Civil . Service E-KTP recording is intended to make it easier Public Pekanbaru especially in Lima Puluh District who arrived this not yet To do E-KTP recording for those who have already 17 years old above and adults other.

**Table 1.** Amount Population in Lima Puluh . District In Year 2019-2020

No	Ward Lima Puluh. District	Amount 2019 Population	Amount Population 2020
1	COASTAL	10,886	11.237
2	RINT	7,226	7,499
3	SEKIP	8,800	8,466
4	Cape RHU	16,615	17.364
AMOUNT		43,527	44,566

*Source: Department of Population and Registration Civilian 2019-2020*

Based on from the data above Lima Puluh District in number year 2020, total population Lima Puluh District reached 44,566 inhabitants.

**Table 2.** Amount Population Lima Puluh District According to Type Sex In 2020

No	Ward Lima Puluh District	Boy	Woman
1	Coastal	5.555	5,718
2	stub	3,714	3,785
3	Sekip	4,377	4,423
4	Cape Rhu	8,689	8,675
AMOUNT		22,335	22,601

*Source: Department of Population and Registration Civilian 2019-2020*

Based on from table on amount residents in the District of Lima Puluh based on type sex in in 2020 amounted to 44,936 people. With amount type of population sex male 22,335 souls and total population women 22,601 souls.

**Table 3.** Amount Existing Population \_ E - KTP Mandatory in Lima Puluh

No	Ward Lima Puluh District	E-KTP Mandatory
1	Coastal	8,402
2	stub	5,683
3	Sekip	6,741
4	Cape Rhu	12,782
AMOUNT		33,608

*Source: Department of Population and Registration Civilian 2019-2020*

Based on table above, people Lima Puluh districts that are required to have an E-KTP are 33,606 people, and several of them still anything yet to do E-KTP recording.

As for the determination issues strategic in Servant at the Office of Population and Registration Pekanbaru City Civil still join with Organization Other Regional Devices so that room service less than optimal and management record management not enough effective. As for the device supporter System Information Population (SIK) online is still carried out by the government center, in Thing this DG Population and Registration Civil when occur damage, Department of Population and Registration Pekanbaru City Civil must coordinate eat long time.

From the explanation above there is a number of phenomenon related Quality Public Service In Making E - KTP in Lima Puluh District is as following :

1. Management that eats up long and convoluted . \_ \_
2. low discipline employee like employees who don't is at in place work during working hours
3. Amount limited server capacity , and services that have not optimal.
4. Unfinished facilities and infrastructure adequate , good infrastructure operations , facilities physical , as well as facilities and infrastructure supporter other .

From result observation while, still many Pekanbaru City people especially in the District of Lima Puluh not yet have an E-KTP and still many have n't to do E-KTP recording. With that by no direct could influence quality services provided at the Office of Population and Registration Pekanbaru City Civil to society.

From description background behind this, then researcher interested for To do research entitled "Analysis of Quality of Service in the Making of E-Ktp in The Office of Population and Civil Registration in Pekanbaru City (Case Study of Lima Puluh District)"

As for the purpose study this that is as following. 1. For knowing quality Public Service in making E - KTP in the District of Lima Puluh Kota Pekanbaru. 2. For knowing what just be obstacle in implementation public service in making E - KTP in the District of Lima Puluh Kota Pekanbaru.

According to Handoyono (in Hasjimzoem, 2014: 466) suggests that draft government in a broad sense that is all form activity State administrators carried out by organizations or tool tool state equipment that has tasks and functions as has been determined by the constitution. Organization the like executive, legislative, and judicial, as draft triad politics. Whereas according to Ndraha (2011:6) Government is body or agency that has authority for Fulfill needs and interests Public good in service civil nor other.

## II. Research Method

Approach qualitative is approach used in research. Gunawan (2017) explains "research qualitative is method research used for disclose problem in work and life organization government, private sector, community, youth, women, sports, arts, and culture, so that could made as policy for reach well-being together".

Type study this is research descriptive qualitative. Which one is inside writing report study containing about fact data about how Quality Public Service in Making E-KTP at the Pekanbaru City DISDUKCAPIL Office especially Lima Puluh District.

On research this researcher using technical instruments data collection with method observation, interview, and documentation. In study this researcher only researching only one variable i.e., quality variable public services at the Department of Population and Registration Pekanbaru City Civil.

Sparadley (in Gunawan, 2017) Search or tracking patterns is definition from data analysis. Qualitative data analysis is definition from data analysis. Qualitative data analysis is testing systematic from something for set the parts, the relationship between studies, and relationships to the whole. In study this, analysis of the data used according to Miles Hiberman.

Miles and Huberman (in Gunawan, 2017) explains three steps that must be done in analyze research data qualitative, that is data reduction, data exposure and retrieval conclusion as well as reflection. Data analysis and data collection were carried out by together, meaning activity This is also done during and after data collection.

## III. Result and Discussion

### 3.1 Analysis service in making E - KTP at the office service population and registration civil city Pekanbaru (study case Lima Puluh District)

Quality public service is condition related dynamic with services, products, people, processes and the environment by direct could Fulfill the needs of its customers, so that achieved satisfaction. Quality service is very dependent on thought Public as user service, because people who enjoy service, so by automatic could measure quality service based on expectations for Fulfill his wish. People judge quality service no seen only from aspect results the service they accept but evaluation seen from terms of the service process. People think quality with compare performance the service they accept with performance the service they expect from provider service. Evaluation performance no enough if conducted with indicators attached to the user services, such as efficiency and effectiveness, but also must using indicators attached to the user services, such as user satisfaction, these indicators namely:

#### a. Guarantee service (assurance)

Guarantee is factor main must noticed by the service giver service, in Thing this Office of Population and Registry Pekanbaru City Civil especially in the District of Lima Puluh with existence sure guarantee so administrator administration population and registration civil will convinced with capabilities provided by the provider service, so a sense of trust and satisfaction arises.

#### b. Condition environment the place service

Condition environment at the Office of Population and Registration Civil with the minimum large building result in convenience customer Becomes less . Ability in provision large building Office of Population and Registry Pekanbaru City Civil not enough adequate . However condition environment service E-KTP making already counted enough good . That thing because complete facility specifically room wait enough \_ with amount inhabitant e-ID card maker .

c. Empathy officer service ( Empathy )

Empathy in Thing This is very important and affects quality service E-KTP creation. Empathy is effort from provider service for know and understand customers and deliver attention to they personally. Form attention this in the form of give a sense of satisfaction and effort for understand what users need service or e-KTP applicant. Form empathy in service could realize with attempted help in solve charge problem with spontaneous and happy heart. Power responsive officer service ( responsiveness )

Responsiveness is ability in help Public like give information or give service fast responsive like existence consumers who complain or society, so services provided in accordance with hope consumer or applicant.

d. (Reliability)

Reliability is element service that can seen from ability in give service promised service with fast and reliable. Reliability in service making E-KTP at the Office of Population and Registration Pekanbaru City Civil covers simplicity, certainty about procedures, costs, clarity, as well as suitability service with the information provided, so that applicant get what are they want through the service they thank. Simplicity and clarity procedure service is a necessary indicator in quality service. Good public service should have procedure clear and simple service, so that society easy understood and implemented by users service or society.

e. Communication service

Communication services provided by the office service administration population and registration Pekanbaru City Civil already run by maximum . However once in a while often occur error understanding or error in give information to Public especially to community that takes care of or make an e-ID card.

From result research from various quality indicators service making E-KTP at the Office of Population and Registration Pekanbaru City Civil, can seen that quality service in making E-KTP at the Office of Population and Registration Civil already almost maximum, so that Pekanbaru City Government only need more develop and complete facilities and infrastructure that are not there is or already no worthy used. So that in E-KTP management does not there is again problems facilities and infrastructure that become inhibitor one role important apparatus government for realize good governance that is give good service to the people , with thereby every apparatus government Required serve or give service interest Public with good. There is a number of necessary rules in implementation service good . Rule good service that is as following this :

1. Accuracy time services , related with time wait and process.
2. Accuracy services , related with reliability service and free from error .
3. Politeness and attention in give service when interact with customer .

4. Not quite enough answer , with reception orders and handling complaint customer external .
5. Related equipment with service processes and availability facilities and infrastructure
6. Convenience get related services with service personnel and facilities supporter other.
7. Innovation new in invention pattern new in doing service .
8. Convenience in give service and get related services with location and place easy service reachable .
9. Attribute supporter service like cleanliness environment room wait and so on .

### **3.2 Factor Supporters and Obstacles Quality E-KTP service at the Population and Registration Office Civil**

Factor supporter quality E-KTP service at the Office of Population and Registration Civil are :

a. Factor awareness

That is belief employee convinced for capable complete Duty in give E-KTP services at the Disdukcapil Office , employees could resolve something problem with calm because has estimate how solution The problem is , the employees are also more careful and wise in complete something problem . The employee also shows attitude happy , friendly and accepting whoever comes \_ for accept service .

b. Factor organization

E-KTP service system started from counter service , then counter next , procedure E-KTP service has been explained in the procedure publishing document population . Next that is procedures , ordinances , or services at the Disdukcapil Office has mounted on the board information .

c. Factor income

View from needs minimum physical staff which includes , clothing , board , and food already enough fulfilled . Needs Even the minimum life is already fulfilled .

Factor factors that become constraint in e-ID card service

a. Factor factor rule

In factor rule seen from authority , in E-KTP service is still authority center , and region still not yet have authority in print E-KTP, so that in Thing this or in service for take care of E-KTP must wait Daru center more first . And also from a number of employee still there is one available not enough discipline like come no just in time. For factor rule this should less staff discipline good that in time nor in Thing other given penalty good in warning oral nor written . Need held training for officer provider service or worker for operation equipment computer , thing this held useful for if occur constraint or problem so they could get over it with calm and discreet .

b. Factor ability Skills

inside Thing this there is a number of less staff skilled in use goods electronic like computer, in operate computer so that if momentarily occur constraint like computer arrived arrive dead they not enough capable for overcome it. In factor skills and abilities this is also the employee on duty give E-KTP service at the Population and Registration Office Pekanbaru City Civil should a month very stage or get training in handle or operate

procedure existing procedures with good and skilled, as well as training for hone Skills in operate technology computer .

c. Factor factor means service

In means service seen from means equipment E-KTP work owned by the Population and Service Office Pekanbaru City Civil amount still not enough only 1 ( one ) device course . Office of Population and Registration Pekanbaru City Civil still not enough large for mentri in management document . Besides from that see from facility services, Office of Population and Registration Pekanbaru City Civil already enough complete like room service, board information, places of worship, rooms small, along the place play child. However for condition room small like not well maintained, maybe because do the people who are lacking responsible answer. Service facilities is factor important for the creation good quality. The facilities and infrastructure referred to are also all type equipment, supplies, and other facilities that can help in implementation service or work and also functions socially in skeleton the interests of people who are To do or relate with organization work that. Facilities at Kntor Population and Registration Pekanbaru City Civil in service lack of e- KTP support. This thing caused facility especially room wait and tools record that doesn't comparable with amount people who want take care of E-KTP. This is what becomes regards one constraint in service making E-KTP at the Office of Population and Registration Pekanbaru City Civil make Public no feel satisfied will services provided by the Pekanbaru City Government.

Office of Population and Registration Pekanbaru City Civil should add or expand room wait and number of units required in take care of E-KTP, iris scan, finger print, camera and screen because the Office of Population and Registration Pekanbaru City Civil only have only a few units whereas residents who haven't To do E-KTP recording is enough many and many. Equipment and necessities like procedure should be made with interesting and placed in a strategic place so that Public could see and know procedure with clear and interested for read it. Besides that information located on the board information should be updated every the week or every there is update write directly on the board information and write with clear and deep interesting shape so that Public interested and not reluctant for read it. And also the room small should must always guarded cleanliness.

d. Procedure service

Procedure service is something very important principle in evaluate good or no good quality from service that. Procedure should must simple and easy user service. Convenience in stages services provided to Public seen from simplicity plot service and convenience for understandable. Procedure service is the procedure or instruction work for show the way to go skipped with concise and not convoluted and flexible in solution something job. Procedure servant confused that is formed by several indicators, namely:

a) Information clear service

Something clear information in To do service could explained based on how much inside information that will given instant to user service or society. Clear information regarding the process of making E-KTP at the Office of Population and Registration Pekanbaru City Civil still less understood. This is because right by lack socialization

carried out government about information and procedures needed by the community or receiver service, so Thing this be one onstraint in the service process.

b) Openness cost service

Openness cost for service is one of the indicators in good bad from something service. Openness cost service could explained in accordance clarity and openness about information about financing service. Openness about cost E-KTP management at the Population and Registration Office Pekanbaru City Civil already walk with good. This thing could seen from information submitted government to Public could delivered with ok , apart from neither is it there is cost outside Thing about management and costs additional that can be burdensome society.

c) Accuracy time in service

One determinant good bad procedure service that is accuracy time service. This thing explained with accuracy and suitability time in completion of service process in accordance with what already said or promised. Not there is clarity in fixed time, like a number of e-KTP day already so and can taken and not there is there is answer about When will the E-KTP be ready ? or so made Becomes accuracy time services provided by the Office of Population and Registration Pekanbaru City Civil in look after making E - KTP still not yet maximum. This thing caused lack of information from employee or lack of knowledge employee about information provided by the government center.

d) Service process

Service process could influence in creation procedure good and maximum service. The service process can also explained based on rule rules and fluency from something service. In the process of a services provided by the Office of Population and Registration Pekanbaru City Civil in there is an E-KTP enough queue many or crowded , make the service process Becomes less smooth and obstructed. This thing caused because a lot amount residents who want To do E-KTP management. The process of services provided by the Office of Population and Registration Pekanbaru City Civil management E-KTP making still not enough ok, thing this could seen from a lot amount antiran inhabitant or Public in the process of taking care of the E-KTP which causes inhabitant must long wait.

e) Ability employees

Ability employee is one factor in the cause good or bad something service. Provider service or employee ajan could doing his job with good that physique as well as mental, ability in thinking , ability in apply skill or skills possessed, so that with potency potency the provider service will easy for doing activity in reach goals that have been set.

Ability absolute needed by employees or provider service accompanied by skills skills and experience so that when operate task , he could avoid or zoom out mistakes he made and in doing his job something with the rules already set. factor ability employee formed by several indicators, namely :

1) Ability technical

Ability technical is ability employee in use equipment equipment and facilities infrastructure, procedures procedure, or technique from something field certain. Employee or provider service making E-KTP at the Office of Population and Registration Pekanbaru City Civil especially those assigned in service making or recording E-KTP has been have

ability good technical in use equipment, thing this could seen from employee is expert technology.

## 2) Ability interact

Ability interact is ability employee in cooperate with understand and motivate other people. Ability employee service making E-KTP at the Office of Population and Registration Pekanbaru City Civil in communicate still not yet enough nice and impressed no clear happened several times error or mistake information, such as what only what is needed for necessity necessity E-KTP management. Services performed employee or provider services at the Office of Population and Registration Pekanbaru City Civil in Thing administration population and registration civil not enough max, this caused existence some concurrently position, so that no could maximizing service, especially for employee part service administration population and registration civil still less, while that inhabitant or people who want make or The number of taking care of E-KTP is very large.

## 3) Ability conceptual

Ability conceptual is ability a staff or employee in analyze and receive information good from in nor from outside organization. Attitude employee or provider service making E-KTP at the Office of Population and Registration Pekanbaru City Civil in Thing give information to Public tend give no answer sure, apart from that's also a lack definite and accurate action in respond complaint applicant, resident, or administrator because a number of employee not enough knowing about information asked by residents.

So based on factor obvious factor mentioned and explained which becomes constraint in making E-KTP can taken skill that still existence a number of less staff in his knowledge about information at the Office of Population and Registration Pekanbaru City Civil, other than it 's still lack of clarity or activity in socialize information or procedure in processing E-KTP to society or inhabitant so that a lot special citizens Lima Puluh District lazy to exchange E-KTP, and also the conditions space that is not comparable with amount residents who want take care of E-KTP. Thing Thing like this is what becomes constraint in E-KTP creation. besides from Thing that has walk with good.

## IV. Conclusion

After discuss one one by one chapter chapter previously especially in effort for describe one one by one and analyze quality service and factors factors that become constraint in a process for E-KTP service at the Population and Registration Office Pekanbaru City Civil especially in Lima Puluh District, then will be described conclusions that can be Becomes ingredient consideration in direct to more quality good.

Conclusion as following namely:

1. Quality service still in the process of making E-KTP not enough max, p this is caused by several Thing or service indicators that are lacking good namely:
  - a. Guarantee service  
Guarantee service still not yet clear and not could expected because lack of accuracy time in service.
  - b. Condition environment

Condition less environment adequate that is the minimum or not enough breadth especially in space wait no comparable with Public or receiver service in E-KTP creation.

c. Empathy officer giver service

Empathy officer service still including not enough ok, thing this could seen and rated from still existence complaint complaint from inhabitant or receiver services that take care of E-KTP regarding lack of attention and understanding officer to people who make E-KTP.

d. Power responsive officer service

Power responsive employee in Thing give attention service to applicant, community or receiver service still not yet in accordance with what to expect Public or receiver service, power responsive shown oegawa from attitude less staff give or notice by maximum or completely, often happens applicant or receiver service in E-KTP management waiting long enough for could served by officers.

e. Communication service

Communication in service E-KTP making still not yet walk with good completely, because several times often there is a miscommunication or wrong response or wrong giving and receiving information between employees and the community.

Factor factors that become constraint in making E-KTP, namely is still lack of source power man in service making E-KTP, what does it mean here that is lack of source power humans who can operate technology in making E-KTP at the Office of Population and Registration Pekanbaru City Civil. Besides that, the minimum facility for example small facility room Wait at the Population and Registration Office Civilians in Pekanbaru City who don't in accordance with amount people who want look after administration especially E-KTP, as well as procedures service still not yet in accordance with what is in the field and what is expected, so that make customer, or people who want take care of E-KTP to become obstructed.

Quality services at the Office of Population and Registration Pekanbaru City Civil still not enough max, p this could seen from *Tangible* that is could seen from equipment in E-KTP management at the Population and Registration Office Civil Service in Pekanbaru City only there is a number of devices only, so cause enough queue crowded. Pamphlet about procedure service should be pasted or placed in a strategic and interesting place so that visible to the public or residents who want look after administration especially e-KTP. From side *Reliability*, employees still not yet Fulfill promise to Public so that no could Fulfill hope Public in give service. Problems that arise in E-KTP management at the Population and Registration Office Pekanbaru City Civil especially in society Lima Puluh District that is still many lazy people take care or record the e-KTP of one the cause that is enough queue lots and lots of people. From side *Responsiviness*, employees who provide E-KTP service at the Population and Registration Office Civil Service in Pekanbaru City not yet fast responsive in face the crowd or a lot amount people who want take care of E-KTP. and from *Assurance* side, employee no could give certainty about problem when kepatian time when is e- ID card already done and got taken. From side *Empathy* is appearance less comfortable from Public to services provided by employees.

## References

- Anggara, sahya. (2012). Ilmu Administrasi Negara. Bandung: Pustakan Setia.
- Bagong, Suyatni, dan Sutinah. (2006). Metode Penelitian Sosial Berbagai Alternatif Pendekatan. Jakarta: Prenada Media Grup.
- Cahyadi, Arif. (2016). Penerapan Good Governance Dalam Pelayanan Publik. Jurnal Penelitian Administrasi Publik. Vol 2. No 2
- Fathurohman (2014). Analisis Kuaitas Pelayanan E-KTP di Dinas Kependudukan dan Pencatatan Sipil Kabupaten Siak.
- Gunawan, Imam. (2017). Metode Peneltian Kualitatif Teori Praktik. Jakarta: PT. Bumi Aksara.
- Hardiansyah. (2008). Kualitas Pelayanan Publik. Yogyakarta: Gava Media.
- Hasjimzoem, Yusnani. (2014). Dinamika Hukum Pemerintahan Desa. Jurnal Ilmu Hukum. Vol 8. No 3
- Herdiansyah. (2011). Kualitas Pelayanan Publik. Yogyakarta: Gava Media.
- Karniawati, Nia. (2015). Hakekat Ilmu Pemerintahan (Kajian Secara Filsafah). Jurnal Ilmu Pemerintahan. Vol 1. No 2
- Mahsyar, Abdul. (2011). Masalah Pelayanan Pubik di Indonesia Dalam Persperktif Administrasi Publi. Jurnal Otoritas. Vol 1. No 2
- Maryam, Neneng Siti. (2016). Mewujudkan Good Governance Melalui Publik. Jurnal Ilmu Politik dan Komunikasi. Vol VI. No 1
- Ndraha, Taliziduhu. (2003). Kybernologi (Ilmu Pemerintahan Baru). Jakarta: Rineka Cipta
- Rukayat, Yayat. (2017). Kualitas Pelayanan Publik Bidang Administrasi Kependudukan di Kecamatan Pasir Jambu. Jurnal Ilmiah Magister Ilmu Admnistrasi. No 2
- Sedarmayanti. (2004). Reformasi Administrasi Publik, Reformasi Birokrasi, dan Kepemimpinan Masa Depan. Bandung: Refika Aditama
- Sugiyono.(2013). Metode Penelitian Administrasi Edisi Keempat. Bandung: Penerbit Alfabeta
- Supriadi, Yudhi. (2015). Pelaksanaan Good Governance (Tata Pemerintah Baik) Dalam Pelayanan Administrasi di Kantor Kecamatan Sambaliung Kabupaten Berau. Jurnal Ilmu Pemerintahan. Vol 3. No 1
- Suprianto. (2014). Fungsi Pemerintahan Dalam Pelayanan Publik (Kasus Pengujian Kendaraan Bermotor Pada UPTD Dinas Perhubungan Informasi dan Komunikasi di Kabupaten Kampar ). Jurnal FISIP. Vol 1. No 2