

Quality of E-KTP (ID card) Making Services in West Cikarang Regency, Bekasi Regency

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ABSTRACT

Population administration services are the government's obligation to empower citizens' identity rights through the provision of electronic Identity Cards (E-KTP) at the sub-district level. This paper will analyze the quality of E-KTP services in West Cikarang Regency, Bekasi Regency based on scientific findings and relevant secondary data. Methodologically, this study relies on secondary research, using a literature review and descriptive analysis of scientific journals, books, and official documents related to population administration services. The results of the study show that the quality of E-KTP services in West Cikarang Regency is in the category of quite good. However, problems related to the timeliness of service, availability of facilities and consistency of equipment service are still observed. The main conclusion of this study is that improving the quality of E-KTP services must be a sustainable effort through the empowerment of service governance, increasing equipment capacity and optimizing facilities and infrastructure. It is hoped that the results of this research can be used as an academic reference and evaluation material for local governments in formulating policies to improve the quality of population administration services.

Keywords: *Service Quality, Public Services, e-KTP, Population Administration*

INTRODUCTION

Public services are an important element for good governance because they are the main tool to meet the basic needs of the community. One of the main public services is population administration, especially the provision of electronic identity cards (e-KTP). e-KTP is an official identity document that is needed by the public to access various public and administrative services, so that its quality functions as a reliable measure of government performance. Various aspects of high-quality public services are well documented, such as having clear procedures, consistency of implementation, responsiveness, and the ability of service providers to provide according to the set standards (Hardiyansyah, 2018; Ferlie et al., 2005).

Thus, the weakness of the e-KTP service can directly cause public distrust and dissatisfaction with the government.

Research in the past has been conducted to show what the quality of e-KTP services looks like, but from a different point of view. According to Anisa and Nugraha (2022), the quality of service depends on how the procedure can be easily understood and the readiness of service officers to help. However, Welding with Farmila et al. (2022) and Purnawan (2022), these authors expose these problems even more clearly by revealing the shortage of facilities and a very complicated administrative system. On the other hand, Imaduddin and Afrizal (2023) argue that receiving services not only on time but also regularly will certainly have a positive impact on the community. Similarly, Sadida

et al. (2021) and Setiawan et al. (2023) also point out that in fact, it really depends on evaluation for sustainable services to succeed.

Nevertheless, a careful investigation of this study revealed some weaknesses. First of all, most research is primarily based on primary data collected through field observations and interviews, which are usually very context-specific and limited in scope. As a result, the results are generally isolated and not sufficiently generalized. In addition, previous research was primarily aimed at identifying problems and thus failing to synthesize the results towards a conclusive and holistic understanding of the quality of e-KTP services. In addition, the level of scientific work that fairly and thoroughly examines, compares, and consolidates findings from different locations to reveal the same patterns, gaps, and challenges is still quite limited. This is a clear research gap, and the lack of research using literature review methods for systematic analysis and integration of existing knowledge about the quality of e-KTP services is indicated.

In addition, gaps in service quality findings and linking those issues to areas with high population dynamics have not been the focus of most of the research conducted so far. Therefore, the case of West Cikarang District, Bekasi Regency is really a fresh and relevant research location because of its characteristics. As a similar industry and urbanization, West Cikarang has a lot of population mobility, very fast urbanization, and a continuous flow of migrants. Which, these facts make the demand for population administration services, especially the issuance of e-KTPs even higher, as well as pose challenges for the service delivery system. High demand for services, if not supported by adequate infrastructure and effective administrative procedures, can easily result in delayed services, inconsistencies, and deterioration in service quality. Therefore, the priority of the analysis of the quality of e-KTP services in this area is to help uncover how public services handle the pressures of demographic/administrative complexity.

Taking these points into consideration, this paper discusses the core issue of the quality of e-KTP delimitation as the main target of understanding from the first point of view. With the support of literature and the work of other authors, it is done in this way. Instead of stopping at sketching out the profile of such services, this study will undertake a proper critique of the problematic elements of so-called service quality, with the aim of identifying the main carriers of this phenomenon as well as the gaps that reveal that policies and practices must be paid attention to and acted upon.

There are several ways in which this research can add value to the literature. First, using secondary research methods with a literature review is unlike other studies that are more direct and focus only on a direct sample or case. Secondary research methods with such literature reviews are one way to collect data without the cost of primary data generation, indirectly allowing researchers to see the overall picture of the problem focused on one side and broader on the other. Actually, this is not just a survey of new articles but a thorough critical analysis of the material that led to the discovery of common features as well as anomalies in previous research. Third, it is necessary to prepare a paper about West Cikarang Regency which is a very mobile population area so that it can provide a number of reflections that can be useful for other similar areas. Finally, it is very oriented towards the formulation and administration of public service policies, especially population administration by uniting various studies into one logical framework (Lubis & Ginting, 2024; Tampang et al., 2024).

The topic of the study, as mentioned above, is to assess the quality of e-KTP (electronic KTP) issuance services in West Cikarang Regency, Bekasi region through the analysis of previous research results and relevant literature sources. The research methodology used is a secondary research method with a literature study and descriptive analysis approach.

LITERATURE REVIEW

Public Services, Service Quality, and Population Administration: An Integrated Perspective

Public services are basically the work of the government to meet the needs and rights of citizens in accordance with the law. Sinambela (2014) in one of his articles defined public services as a sequence of efforts to make changes that can satisfy the communities. This means that the government through its resultant output and quality of service, should have a remarkable commitment that the services provided are efficient, equitable, and responsible. Therefore,

public services are not limited to providing bureaucratic output, but also involve generating value and satisfaction for the community.

The quality of service is one of the main pillars of public services because it directly reflects how the level of service provided is in accordance with the expectations of the audience. Parasuraman, Zeithaml, and Berry identified five key aspects of service quality, namely: tangible elements, reliability, responsiveness, reassurance, and empathy. These five measurable things can assess the effectiveness of the public service delivery system. The quality of service in the government sector means its ability to produce policy implementation that is a real and satisfying experience for citizens.

Population administration services, especially the issuance of electronic identity cards (e-KTP), are a form of public service through which the quality of service can be seen directly and even measurably. The e-KTP is an official national identity document, and acts as a facilitator for citizens to access public services, a point highlighted by the Population Administration Law Number 24 of 2013. Therefore, the provision of a high level of quality of public services in the case of e-KTP, on the one hand, a very low level of service quality not only limits the ability of citizens to gain access to their basic rights, but also, on the other hand, a high level of quality of public services provides greater trust and administrative efficiency. Simply put, the e-KTP service provides a real experience where the idea of public service and service quality is not only confronted but also tested in real life.

The five dimensions of service quality proposed by Parasuraman et al. are very relevant to analyze e-KTP services. Tangible refers to the existence of facilities such as tools, waiting rooms, and service infrastructure. Reliability is about the ability of officers to provide accurate and consistent services even through the completion of the e-KTP issuance time. Responsiveness is shown in a long or short time and its effectiveness a few seconds after that how to react to requests and complaints in people. Assurance means the competence and credibility of the officer whereas empathy is about the time and attention given to the people who use the service.

Nonetheless, one should not think of these different factors as isolated factors. They really rely on each other and together form a complete picture of the quality of service. For instance, if a (real) physical environment is poorly maintained, this can slow down and disrupt service delivery even if the procedures are very clear. On the other hand, unskilled or disrespectful personnel (assurances) can make the public lose faith. Therefore, research on e-KTP services should be conducted in a way that looks at how these factors affect each other and does not consider them as independent factors.

A Critical Review of Previous Research

Previous research on the quality of e-KTP services has listed a number of problems arising from these services, but at the same time, this study has the same limitations as the limitations of the research. Putri (2020) found that limited facilities and inadequate human resources are the main factors that result in low service quality. This point of view justifies that the most important aspect of the service is the physical appearance of the service and the ability of the service provider to perform the service correctly for the first time. On the other hand, Rahman (2021) shows that public satisfaction is highly determined by the attitude and willingness of officers to help. That is, responsiveness and empathy are two dimensions of the service quality model.

Although these studies provide useful insights, they are mostly focused on individual factors. For instance, Putri (2020) focuses mainly on structural constraints and does not delve into how these constraints interact with other dimensions like responsiveness or certainty. Likewise, Rahman (2021) has a greater focus on the behavioral aspects of service providers and less on the systemic and infrastructure issues.

Furthermore, previous research mainly concentrated on a few empirical data. Hence, their findings may not apply to cases other than those studied in their works. This research, in general, uses methods of descriptions that is raising the issue without thoroughly associating the results with a solid theoretical framework. As a result, there is a dearth of understanding about how different factors of service quality interact and their combined effects on the performance of e-KTP services in different scenarios.

Research Gaps

Several studies, as evident from the above analysis, have merged the three concepts of public services, service quality, and population administration into a single integrated framework for analysis. Most of the research at this

stage has been partial, descriptive, and context-specific without much effort to synthesize the findings across the study. Besides, there has been almost no research based on a literature review approach that aims to systematically analyze and compare previous findings to uncover consistent patterns and key determinants of e-KTP service quality.

This study, however, wants to use the literature review approach to do a thorough and integrative analysis of e-KTP service quality. It will be able to show the reader how various factors interact and combine to influence a service performance especially in the complicated administrative environment like West Cikarang Regency.

Conceptual Framework.

This paper constructs the conceptual framework based on the theoretical and empirical survey that locates the quality of e-KTP services as the outcome of the interaction between the public service principles and the service quality dimensions.

Therefore, the norm of public services (the effectiveness, the transparency, the accountability, etc.) are considered as the normative bases that determine the provision of services. These norms are implemented through the five aspects of service quality:

- 1) Physical (Facilities and Facilities)
- 2) Reliability (consistency as well as the accuracy of the service)
- 3) Responsive (not only speed but also willingness to help)
- 4) Guarantee (officers' trust and ability)
- 5) Empathy (to what degree the community's needs are taken into account)

The overall quality of e-KTP services is largely defined by these dimensions; in turn, the level of public satisfaction and trust in the government is also affected.

So, the conceptual framework in this study is a chain of connecting steps like this: Public Service Principles → Service Quality Dimensions → e-KTP Service Quality → Public Satisfaction and Trust

This framework sets a clear roadmap for doing an analysis. It highlights that improving e-KTP services not only requires handling various factors but also understanding the changes between the structural, procedural, and human elements of service delivery.

METHODOLOGY

This study uses a qualitative secondary research method with a literature review and descriptive analysis approach. This method is considered suitable because the paper basically seeks to gain a thorough and holistic understanding of the quality of e-KTP issuance services by integrating different previous research results instead of generating new primary data. With this approach, the paper succeeded in identifying the basic problems, which occur periodically, and the main factors of service quality in various contexts, scenarios that are also quite relevant in analyzing the public service situation in West Cikarang Regency, Bekasi Regency.

Research Approach and Reasons

Choosing a secondary research method involves considering several factors. First, although there are quite a few research papers on e-KTP services, these works are largely scattered and very context-specific, so a method that uses the literature to connect and analyze these results from a broader perspective is needed. Second, it also strikes a good balance between having access to a wide range of data sources and producing detailed analysis. Third, conducting a literature review is one of the best ways to find research gaps, make comparisons between theories, and develop a good conceptual framework for the quality of service in public administration.

Data Sources and Selection Criteria

The research data for this paper was collected from secondary sources, such as:

- 1) Articles published in national and international scientific journals
- 2) Textbook on public service and service quality

- 3) Official government documents and regulations on population administration

The selection of data sources is carried out based on the following criteria:

- 1) **Relevance:** The source must be directly related to public services, service quality, or e-KTP/population administration services.
- 2) **Credibility:** First priority is given to peer-reviewed journals, reputable publishers and official government publications.
- 3) **Recent:** Most of the sources for this article are from the last 5 to 10 years of publication (2015 to 2024) to ensure that the information is current. Only seminal theories (e.g. SERVQUAL) are included even from years ago.
- 4) **Adequacy:** They use about 15, 25 relevant sources to have enough depth and different perspectives.

Data Collection Procedure

The process of collecting literature data has been carried out systematically through a series of stages:

- 1) Identify key terms, such as "quality of public services", "e-KTP services", "population administration", and "SERVQUAL".
- 2) If you want to find literature sources, try to use academic databases (for instance, Google Scholar, university libraries, and journals that are indexed in databases).
- 3) Screening involves going through a list of titles and short summaries, i.e., keeping only those sources which are relevant to the research topic.
- 4) Checking eligibility means ensuring that each source meets the criteria by reading the full text of each one.
- 5) One way to organize the data is to divide the chosen pieces of literature into the categories created on the basis of themes, for example, dimensions of service quality, administrative constraints, and public satisfaction. Explanation of the methodology that has been implemented in this research.

Following this orderly procedure ensures transparency and enables others to replicate the research work.

Data Analysis Techniques

This study uses descriptive qualitative analysis along with thematic synthesis methods to analyze the data. The analysis method includes the following phases:

- 1) **Data reduction:** Picking and narrowing down the focus on the most pertinent information from the gathered literature.
- 2) **Data categorization:** Sorting data into different groups according to main themes that come out, e.g. realistic, reliability, responsiveness, assurance, and empathy.
- 3) **Comparison and synthesis:** By assessing the outcomes of different studies, identify resemblances, disparities, and continually recurring motifs.
- 4) **Interpretation:** This stage is about the resolving the combined results in order to interpret and assess the quality of e-KTP service as well as the factors that influence its performance.
- 5) **Presentation:** Results ought to be shared in a clear and logically arranged narrative format for better clarity and understanding.

By implementing this technique, the paper was capable not only to discuss the findings of other researchers but also to perform a critical analysis of the findings and thoroughly integrate them for an elaborate understanding.

Validity and Reliability

What steps were taken to ensure the validity and reliability of the research?

- 1) Triangulating the sources by using a mixture of different types of sources (journals, books, and official documents).
- 2) Selecting credible sources, especially peer-reviewed journals, as well as government publications.

- 3) Checking for consistency, i.e., cross-verifying the results from different studies to make sure that conclusions drawn from one source do not change the overall findings.
- 4) Describing in detail the exact methods and steps of data collection and analysis to ensure clear and transparent communication of the process.

Such measures have a great part in making sure that the results of this research are deserving of trust, capable of withstanding academic scrutiny, and of adequate use for assessing the quality of e-KTP services.

DISCUSSION

The literature review has revealed that the service quality of e-KTP issuance is, in fact, determined by four main factors: On the one hand, clear procedural guidelines, strict enforcement of the time limits, competent and properly trained personnel, as well as adequate, well-functioning facilities are the key aspects of quality service in e-KTP issuance. Expanding on the main factors, the quality of services for e-KTP issuance, as evidenced in the reviewed literature, depends on the following four factors: procedure clarity, time limit enforcement, staff competence, facilities and infrastructure are the main ingredients of service quality in the context of e-KTP issuance. Remarkably, the results of this study show that e-KTP services are more than just documents; They are the dynamic interaction of systems, human resources, and service standards. In addition, these factors are in line with the different dimensions of service quality theory according to Parasuraman, Zeithaml, and Berry: reliability (consistency and accuracy of procedures), responsiveness (service time), assurance (employee competence), and tangible (facilities and infrastructure). This is a clear demonstration that the SERVQUAL model is still a suitable tool for the evaluation of public services, especially in the field of population administration services.

A closer examination reveals that punctuality does rank as one of the most important ideas to display, which also causes a lot of problems and distractions for consumers in various studies. Sadida et al. (2021) and Imaduddin and Afrizal (2023) show that any delay in service delivery has a serious impact on the level of public satisfaction and trust in the public sector. In theory, this is a failure of the responsiveness dimension where the service provider is not able to supply the service at the time expected. This problem, of course, can hardly be seen in isolation because it is usually connected with other factors like administrative system disruptions and high demand for services, especially in densely populated areas. Thus, punctuality issues cannot simply be blamed on individual performance but also on systemic inefficiencies in service management.

In addition, the accessibility of facilities and infrastructure significantly affects the quality of services. In their research, Farmila et al. (2022) revealed that the lack of infrastructure and ineffective administrative systems hindered the successful delivery of e-KTP services. Tangible is a dimension of the SERVQUAL model that relates to this and directly impacts the service experience. Nevertheless, the current paper highlights that inadequate facilities not only affect physical comfort but also indirectly lower the willingness and ability of staff to serve and the level of trust by customers. As an illustration, a lack of recording equipment or system errors can interfere with the service process leading to delays and errors. The fact that infrastructure issues are causing an overall drop in service levels is what is needed.

In addition, it has been established that staff competence and consistency of service delivery have a significant impact on the perception of service quality. The work of Anisa and Nugraha (2022) and Imaduddin and Afrizal (2023) highlight that public perception is greatly influenced by the attitude, skills, and level of professionalism of service officers. From a theoretical point of view, this corresponds to the components of assurance and empathy, where competence is a pillar of trust and good transactions lead to customer satisfaction. However, the combination of results shows that having competence is not enough if it is not accompanied by the application of uniform procedures. Purnawan (2022) confirms this by pointing out that despite the fact that the procedure is well defined formally, its practical application is often varied. This difference indicates that formal norms are quite disconnected with the real service delivery, and therefore suggests that there is a deficiency of control and oversight in an organization.

Looking at the results of previous research, one immediately notices that a few problem areas, especially timeliness, infrastructure and human resource capacity, keep appearing again and again. But research differs in the

weight they give to each of these aspects. For example, some studies such as Putri (2020) emphasize structural constraints while others such as Rahman (2021) point to aspects of service provider behavior. This paper takes this point of view and shows that problems in service quality are not only multiplied but also interrelated. In other words, low service quality is not the result of a single factor but of the interaction of structural limitations and human resource performance.

The causal relationship between the recognized problems is that the limitations of facilities and infrastructure not only limit the efficiency of the service process, but also cause delays (punctuality problems). Meanwhile, the lack of competence of staff and failure to follow procedures consistently make the service less reliable and safe. Overall, these factors lead to a lack of public satisfaction and trust. These findings support Hardiyansyah (2018) who claims that the quality of public services depends on the functioning of the system, human resources, and service standards.

In the context of West Cikarang District, Bekasi Regency, these results are very meaningful, especially because the area has a very high population density and also high population mobility. The high demand for e-KTP services results in great pressure on the existing service system and thus, makes the weaknesses of infrastructure and human resources even more striking. Therefore, getting a better quality of service in this context will require a very thorough approach that will not only address systemic issues but also human factors at the same time.

From what can be done locally, this study highlights some important things in the workplace. First of all, city governments should pay more attention to service management, especially through strict enforcement of strict adherence to standard operating procedures (SOPs) in actual daily operations. Secondly, it is necessary to equip service staff with skills through training as well as through assessment of their performance level to improve their qualifications and level of dedication. Third, it should focus on setting up facilities and administrative structures that can efficiently and consistently deliver services. Finally, we should continue the practice of regularly measuring and evaluating so that our changes aren't just made swiftly but are also aligned with the community's expectations.

This research broadens the field of public service studies by offering a thorough and combined exploration of the quality of e-KTP services. At the same time, the study connects empirical data and theoretical frameworks, finds causal relationships and, as a result, gives us a better understanding of the elements that affect the quality of services. In addition, practical suggestions were outlined to improve the implementation of public services, especially those related to population administration.

CONCLUSION AND RECOMMENDATION

By conducting secondary research using a literature review approach and descriptive analysis, this paper found that the quality of e-KTP issuance services in West Cikarang Regency, Bekasi Regency is quite good but still far from optimal. This conclusion is in accordance with the research objective of analyzing the quality of e-KTP services through previous research and relevant literature. The results of the study revealed that the quality of service is determined by four main factors: clarity of procedures, timeliness of services, skills of staff, and the existence of service facilities and infrastructure.

Several studies identified timeliness of services, limitations of facilities and infrastructure, and inconsistency of staff performance as the main issues affecting service quality at these points. In addition, a summary of previous research shows that this issue is not independent but common in population administration services in various regions. Therefore, it can be assumed that the problems faced in West Cikarang Regency are systemic and are the result of interactions between the administrative system, human resources, and service capacity.

This research advances public administration in various aspects. First, it gathers all the results of previous research into one detailed study so as to offer an integrated knowledge of the quality of e-KTP services that is broader than just a single case study. Second, it emphasizes that aspects of service quality (e.g., timeliness, reliability, and tangible) still explain the performance of public services well. Third, it presents an in-depth analysis of highly mobile areas such as West Cikarang so as to provide findings that are in accordance with areas with high demand for services. Thus, this paper fulfills its purpose in addition to contributing both theoretically and practically to the study of the quality of public services.

Based on the main results of this investigation, the following proposals were made, each targeting the specific

problem identified:

1) Improving Timeliness by Optimizing Service Flows

Service delivery delays have been considered a major barrier to the overall service experience, therefore, it is imperative that service delivery methods are made more efficient and effective by simplifying administrative procedures, minimizing wait times, and ensuring compliance with standard operating procedures remains high. It is a straightforward solution to the problem of unresponsiveness and service delays.

2) Improving Facilities and Infrastructure

First of all, it can be said that the limitations of facilities inevitably lead to inefficiencies and delays, so it is very important that facilities and infrastructure must be improved and maintained, such as e-KTP recording equipment, network systems, and waiting room facilities. Strengthening this aspect will directly increase the effectiveness of services and support the smooth delivery of services.

3) Research has shown that staff performance sometimes varies

In this case, staff training, coaching, performance evaluation should be rolled out regularly and systematically. Their goal is to develop a professional, responsive, and thorough approach to procedures. Overall, these steps will contribute to higher reliability and better quality of the service assurance elements.

4) Integrating System and Human Resources Improvement

The results indicate that service issues do not work in isolation; therefore, a series of changes in different areas should be implemented in a coordinated manner. The upgrading of the administrative framework (eg, digitalization) should be accompanied by the enhancement of personnel skills so that the best outcome of such services is ensured.

5) System Integration and Human Resource Improvement

This study shows that service issues are interlinked. As a result, one should carry out systematic improvements in various areas. Changing the administrative system (e.g., digitalization) alone without upskilling staff to make the service effective is not sufficient.

Specific recommendations directly resulting from this research should make the e-KTP service in West Cikarang Regency more efficient, consistent and responsive. In the end, continually enhancing these main elements will raise the public's satisfaction and their confidence in the government's service delivery.

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