

## SIBISA-BASED ONLINE COMPLAINT SERVICE FOR ELECTRONIC RESIDENT ID CARD (E-KTP) PROCESSING AT THE POPULATION AND CIVIL REGISTRATION SERVICE OF MEDAN CITY

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### ABSTRACT

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There are still many people who believe that the use of SIBISA in population document services is not functioning as it should. Most are still reluctant to use the complaint facility because of the public's understanding of the use of technology, socialization that has not been maximized, which means that many people still do not know that there are complaints that can be accessed online, and supervision of incoming complaints results in a level of trust in the complaint response that is still lacking. Most people are still reluctant to use the complaint method because some people feel that reporting certain parties regarding the provision of their services will cause problems and also require a long time to resolve the issue. The research method employed in this study is a descriptive qualitative approach. Data collection was carried out through interviews, observations, and documentation. Data analysis was conducted qualitatively using the theory developed by Papadomichelaki (2012), which employed four indicators of electronic government service quality (e-GovQual): efficiency, reliability, trust, and citizen support. The results of this study indicate that the Online-Based Electronic Identity Card (KTP-E) Complaint Service at the Medan City Population and Civil Registration Office has not been adequately realized. This is based on the results of interviews conducted by researchers, and it can be concluded that service employees have prioritized the needs of the community; however, due to the numerous services that exceed the capacity of the workforce providing them, this prioritization is not always feasible. The Medan City Population and Civil Registration Office is lacking in providing socialization on the use of online-based complaint services, resulting in a continuous increase in manual services. More extensive socialization through various communication channels (social media, websites, announcements at the Medan City Population and Civil Registration Office, and others) will help the public understand how to use these services correctly and reduce their dependence on manual services.

### 1. INTRODUCTION

In an era of open information and technology, governments must make concerted efforts to enhance the quality of services through the effective use of technology. The internet and social media seem to be necessities that people must access every day. This use of technology is evident in the numerous applications used by the public across various sectors, including economic, industrial, health, and government. Digitalization involvement with the government is expected to be one effort to provide the public with access to the right services (Widanti, 2022, p. 75). To improve the quality of services, the government must utilize technology to enhance its systems. The

development of digitalization in the government sphere is expected to reduce problems frequently experienced by the public. The quality of public services developed by the government serves as a benchmark for the success of public service delivery, where the higher the quality of service, the greater the public satisfaction with the service (Anisa & Lena, 2023). The use of technology within the government is crucial for conveying information about policies, programs, and activities implemented by the government.

**Table 1.** Recapitulation of Complaints in the Field of Data Utilization and Service Innovation for the Period January to December 2024

No	Complaint Period	Number of Social Media Complaints						Total
		WA	Email	Facebook	Instagram	Sp4nLapor	Website	
1	Januari	1.988	167	26	321	1	-	2.503
2	Februari	2.366	178	33	70	3	-	2.650
3	Maret	2.219	136	14	82	1	-	2.452
4	April	1.699	127	10	74	1	-	1.911
5	Mei	1.703	211	18	118	-	-	2.050
6	Juni	2.347	208	15	84	3	-	2.657
7	Juli	2.516	274	34	66	2	-	2.892
8	Agustus	2.154	182	14	79	3	-	2.432
9	September	1.847	204	17	95	2	-	2.165
10	Oktober	1.897	191	10	125	3	-	2.226
11	November	1.778	159	13	111	2	-	2.063
12	Desember	293	20	2	17	-	-	332
Jumlah		22.807	2.057	206	1.242	21	-	26.333

Table 1 shows the phenomenon of 26,333 public complaints in one year, indicating a large number of complaints related to population administration services, particularly e-KTP. Although the service is technology-based through the SIBISA application, field data shows that many complaints still arise regarding the processing of population documents. This emphasizes the importance of evaluating the online complaint service provided by the Medan City Population and Civil Registration Office to ensure it meets public expectations. Compared to the Cimahi City Population and Civil Registration Office, which has provided online complaint services via email and LAPOR, as well as a complaint status tracking feature, the complaint service in Medan City still lacks these features. It is underdeveloped in terms of social media integration. SIBISA online complaints are more efficient in terms of access, but the speed of response and service reliability are still obstacles that deter some people from preferring manual services. The quality of electronic-based services can be measured through the e-GovQual dimensions, namely efficiency, reliability, trust, and public support (Papadomichelaki & Mentzas, 2012), which are the focus of assessment in improving online-based e-KTP complaint services in Medan City.

Based on the above issues, the Medan City Population and Civil Registration Office, as the organizer of the SIBISA online complaint service innovation, needs to respond to and follow up on complaints from SIBISA users. This agency needs to improve the quality of SIBISA services, which will have implications for enhancing e-GovQual. With improved e-GovQual, it is hoped that public services can run effectively and efficiently, allowing the e-KTP

administration to provide better and more satisfying complaint services to the people of Medan City. Previous research by Santoso et al. (2024) examined the effectiveness of the Bogor City citizen complaint application, "SiBadra," using a descriptive qualitative approach that included observation, interviews, and documentation. The results showed that the SiBadra application was reasonably practical as an online public service innovation, although it still had shortcomings. Yunus et al. (2023) evaluated the effectiveness of population administration services through the "Go Digital" website channel in Probolinggo Regency, employing descriptive methods. The results showed an increase in service effectiveness, particularly in terms of ease of access, speed, and quality; however, socialization and technical obstacles continued to be problems. Anisa & Lena (2023) examined the quality of complaint services at the Population and Civil Registration Office of Klaten Regency using a qualitative descriptive-analytical approach. The results showed that service quality was quite good, but needed improvement in the aspects of Tangibility, Reliability, and Empathy. Unlike previous research, this study focused on the online complaint service for e-KTP processing, utilizing SIBISA, to address and handle public complaints at the Population and Civil Registration Office in Medan City.

### Public Services

Public services are inextricably linked to the issue of public interest. According to Kotler in Laksana (2018), a service is "any action or activity that can be offered by one party to another, which is essentially intangible and does not result in any ownership." Public services are all service activities carried out by public service providers to meet the needs of service recipients and to implement statutory provisions. The essence of public services is the provision of excellent service to the public, which is a manifestation of the obligations of government officials as public servants (Ratminto & Winarsih, 2010, p. 18). According to Wasistiono (Hardiansyah, 2011, p. 11), public services are "the provision of services, whether by the government, private parties on behalf of the government, or private parties to the public, with or without payment, to meet the needs and/or interests of the public." According to Sinambela (in Pasolong, 2010), public services are "any activity carried out by the government for a large number of people, each activity being profitable and offering satisfaction even though the results are not tied to a physical product."

According to Mahmudi (in Hardiansyah 2011:20-23), public services that the government must provide are classified into two categories, namely basic needs services and general services. Basic needs services include health, basic education, and basic community necessities. Meanwhile, general services are divided into three groups: goods services, such as the provision

of electricity and clean water; service services, including education, healthcare, transportation; and administrative services, which include documents like ID cards, birth certificates, and vehicle registration certificates. In providing public services, the government must be responsible and deliver the best service to improve public services. From this definition, it can be concluded that public service involves providing services or meeting the needs of the community in accordance with procedures designed to ensure satisfaction and meet the needs of service recipients.

### **Service**

Service is any activity carried out to fulfill the needs and desires of another party. According to S. Lukman and Moenir in Batinggi and Badu (2017:99), service is an activity or sequence of activities that occurs in direct interaction between a person and another person or machine, physically providing customer satisfaction. According to Kotler (2017:83), a service is any action or activity that can be offered by one party to another, which is essentially intangible and does not result in ownership. Gronroos in Tjiptono (2019:66) states that service is a process of a series of intangible activities that usually occur in interactions between customers and employees, as well as between service providers and their systems, aimed at solving customer problems.

Service is the key to achieving success in various aspects of business or service activities. The same product or service can receive different responses from the public due to differences in service quality. Prasajo in Batinggi and Badu (2017:98) states that service is a response to managerial needs that will only be met if service users obtain the products they desire. The main goal of service is to create customer satisfaction and loyalty, which ultimately enhances the organization's reputation (Apriyanti, 2020). According to Zeithaml, Parasuraman, and Berry (1990), service is a series of actions, processes, and performance designed to provide benefits to customers. Service quality, on the other hand, is the difference between customer expectations and their perceptions of the service received (Jazuli, Samanhudi, & Handoyono, 2020).

Public services are provided to meet the desires and needs of the community, in accordance with established regulations. One of the public services the government must provide is administrative services, such as the issuance of public documents, including Resident Identity Cards (KTP).

### **Electronic ID Card (KTP-E)**

The Electronic ID Card (KTP-E), also known as the Electronic Resident Identity Card (KTP-E), is a population document featuring an administration- and information technology-based security system linked to the national population database. Each resident is only allowed one KTP with a Population Identification

Number (NIK), valid for life. This electronic identity card utilizes biometrics, specifically fingerprints, as a verification and validation system. All fingerprints are scanned, but only the left and right thumbs are stored in a chip. The advantages of fingerprint authentication include lower costs compared to other biometrics, static and unique fingerprint lines, and the ability to scan with another finger if one is injured.

The e-KTP project was inspired by the conventional ID card system, which allows residents to hold more than one ID card due to the lack of a unified database. The e-KTP is designed to prevent duplication and serve as a multi-functional identity card with biometric security. Unlike a driver's license (SIM), which only prints fingerprints in image format, the e-KTP's fingerprints are stored on a chip and encrypted with cryptographic algorithms to enhance the security of resident data.

### **E-Government**

E-government refers to the use of information technology to conduct all government processes, including policy-making and public service delivery, efficiently and effectively. This system is a solution for creating transparency, increasing efficiency, and increasing the effectiveness of government administration (Hardiansyah, 2011, p. 116). According to Indrajit (in Widodo, 2016:21), e-government refers to the use of information technology by the government to transform its relationships with the public, the business world, and stakeholders, including the provision of internet-based public services to improve and orient public services.

According to Fali Suhadi and Bintoro Wardianto (2019:54), e-Government refers to the use of information and communication technology to enhance the efficiency, effectiveness, transparency, and accountability of public services. In general, e-Government is intended to modernize government interactions with the public and all stakeholders by providing easy access to information and facilitating public participation, thereby making governance more efficient and effective.

### **E-Government Quality**

Electronic services, also known as e-services, refer to the provision of online population and civil registration document processing services, from application to document issuance. Through this service, the public can submit applications at any time and from anywhere, using only a smartphone and an internet connection. One e-service program at the Medan City Population and Civil Registration Office is SIBISA, which enables population document processing without requiring an office visit.

Meanwhile, e-service quality is measured in the context of evaluating the quality of electronic public services on websites. One model used is e-government

quality, or E-GovQual (Papadomichelaki & Mentzas, 2012), which assesses the extent to which government websites provide competent, effective, and efficient services. This model measures the quality of electronic services based on citizen perceptions to determine whether services meet public needs and expectations. E-GovQual consists of four dimensions: efficiency, reliability, trust, and public support.

## 2. RESEARCH METHODS

This study employs a qualitative descriptive method to describe the problems and focus of the research related to the quality of the online complaint service, SIBISA, at the Medan City Population and Civil Registration Office (Disdukcapil). Data were collected through in-depth interviews with SIBISA employees and users, observations of the complaint process, and review of policy documentation and performance reports. The research location was Medan City Disdukcapil (Jl. Iskandar Muda No. 270, Medan), chosen because it is the implementing agency for SIBISA and also because it is the location where many public complaints are reported.

## 3. RESULTS AND DISCUSSION

### **Presentation and Analysis of Data on the SIBISA-Based Online Electronic Identity Card (E-KTP) Complaint Service at the Medan City Population and Civil Registry Office**

This study presents data collected during fieldwork using a qualitative approach, specifically through direct interviews with authorized sources who answered questions and drew their own conclusions. In this study, the researchers present the focus of this study, namely an overview of the SIBISA-based online e-KTP complaint service at the Medan City Population and Civil Registry Office based on the e-GovQual concept developed by Papadomichelaki & Mentaz (2012:166-168).

#### a. Dimensi Efisiensi (*Efficiency*)

As quoted by Papadomichelaki and Mentzas (2012:166-168), the efficiency dimension is defined as the ease of use of the website by the public and the quality of the information provided. This dimension aims to ensure that services provided through the website are easily accessible, provide complete and accurate information, and are clearly structured, thereby ensuring effective service delivery.

##### 1) Clear and Easy-to-Use Structure

To implement the efficiency dimension, the Medan City Population and Civil Registry Office provides access via social media platforms, including WhatsApp, Instagram,

email, Facebook, and its website, allowing the public to access information from anywhere. The Population Administration Complaints Service also provides innovative online services.

Interviews with informants from the Medan City Population and Civil Registry Office indicate that the complaints system is a crucial element of the service, providing a platform for service recipients to submit criticism and suggestions, which are used as a guide for quality improvement. Based on observations, online complaint management is provided via WhatsApp, email, Facebook, and Instagram, managed directly by the Medan City Population and Civil Registration Office. The office offers an open and transparent communication channel for individuals or groups to submit complaints, input, or grievances. It receives and handles complaints fairly, quickly, and effectively, as confirmed by interviews with community informants who process e-KTPs at the Medan City Population and Civil Registration Office.

The standard service for electronic ID cards (e-KTP) has been established; however, there is no standard service for complaints, which means the public cannot view the status of their complaints. The Medan City Population and Civil Registration Office has provided various online platforms, allowing the public to process their population administration through platforms they are familiar with. This demonstrates the office's efforts to offer efficiency, convenience, and a transparent service structure for the public.

##### 2) Adapting to the Needs of Service Users

During the service process, the SIBISA website provides detailed and up-to-date information tailored to user needs. The Medan City Population and Civil Registration Office, through its "Digital Population and Civil Registration" mission, hopes to provide digital services. The public can access services independently or use the services provided at the office.

Based on observations, most people prefer using the office's services rather than accessing them independently, indicating that many applicants still require direct assistance from government officials.

The Medan City Population and Civil Registration Office already provides various forms of complaint management. However, interviews with the public indicate that many still prefer to handle complaints in person because the SIBISA application process is considered quite complicated, especially for those less tech-savvy,

such as scanning and uploading documents. This issue underscores the need for the Office to follow up on complaints and enhance the e-KTP complaint service through SIBISA to support the improvement of e-government quality.

Service efficiency is measured by the ease of use of the website and the quality of the information presented. Based on observations, the SIBISA application's efficiency is not optimal because, despite being designed to facilitate document processing from home, many people still prefer in-person service at the office. Socialization of application use also needs to be improved so that online services are more effective and efficient.

b. Dimensi Kepercayaan (*Trust*)

According to Papadomichelaki and Mentzas (2012), the dimension of trust is crucial in public services, particularly in electronic services involving the use of personal data. In e-KTP services, privacy encompasses the protection of personal information, including name, address, date of birth, and identity number. The government and relevant institutions must ensure that such data is protected and used only for legitimate purposes in accordance with applicable law.

1) Security Regarding the Compliance of Personal Data and User Needs

Trust in complaint services is crucial for maintaining privacy and protecting user rights. By ensuring that personal data and sensitive information remain confidential, the public feels secure and confident that their information will not be misused or compromised. The government and relevant institutions are responsible for adhering to privacy policies and security standards, ensuring that data used in e-KTP services is handled responsibly and in accordance with regulations.

Regarding the results of interviews with informants from the Medan City Population and Civil Registration Office, it was explained that the Medan City Population and Civil Registration Office ensures the security of SIBISA user data. When it comes to providing public services, trust is crucial for all public and private organizations, especially in electronic-based services, which can sometimes cause recipients to feel uncomfortable because their registration involves the use of personal data.

According to interviews with informants from the Medan City Population and Civil Registration Office, transparency means

providing the public with straightforward and comprehensive access to information on policies, decision-making, and the implementation of government duties. Assuring that data provided by the public will only be used for complaint services is essential to ensure the public feels confident in providing their personal data.

2) Guarantee that data provided by the public will only be used for

During the online e-KTP (electronic ID card) processing process through SIBISA, there have been no data leaks or transparency issues in maintaining public data. This demonstrates the Medan City Population and Civil Registration Office's ability to build public trust in the security of e-KTP data. This success in maintaining privacy and transparency reflects the agency's ability to address common e-government risks, such as potential hacker attacks and public skepticism about digital data management.

Based on the interviews, the Medan City Population and Civil Registration Office is considered to have safeguarded the privacy of public identities during the e-KTP processing process. This aligns with the concept of trust, which refers to public confidence in the security of archived data and the belief that it will not be misused or compromised. This trust encompasses protection from the risk of misuse of personal information, fraud, and other losses that may occur during the e-service process.

Moorman, Deshpande, and Zaltman (2007) define trust as an individual's willingness to rely on another party involved in an exchange because they have confidence in that other party.

Observations indicate that security and privacy indicators shape the trust dimension of the SIBISA application. This application is considered secure because it is managed directly by the Medan City Population and Civil Registration Office in collaboration with the Communication and Information Technology Office, with server monitoring to prevent data breaches. The use of online services also reduces the practice of brokering, thus ensuring data protection.

Furthermore, SIBISA offers widespread accessibility, allowing the public to process digital e-KTP (e-KTP) services and apply to move to Medan online. This security provides a sense of comfort and satisfaction for the public in accessing population administration services.

c. Dimensi Kehandalan (*Reliability*)

Serving the public is the primary goal and obligation of public service providers, who strive to deliver the best possible service. Complaints or grievances arise when there is a mismatch between public expectations and the reality experienced by the public. This presents a challenge for public organizations to meet the public's expectations. Therefore, a proper and accurate complaints management system is necessary to effectively address public complaints, thereby achieving quality service and public satisfaction.

1) Employee Reliability in Serving the Complaint Service Process at the First Request

The service delivery system within an organization must be oriented toward the public as the recipient of the service. Organizations are also required to take complaints seriously and follow up on them. In the context of e-service quality, the reliability dimension encompasses the speed of downloading the e-government website, the ease of accessing the website whenever needed, successful access on the first attempt, timeliness of service, page download speed, and compatibility across various browsers. According to Parasuraman et al. (2005), reliability refers to the website functioning as intended.

An interview with the Medan City Population and Civil Registration Office explained that the complaint service through SIBISA is designed to be accessible whenever the public needs it, particularly for e-KTP processing. However, observations revealed that the complaint handling and response process still adhered to service operating hours. The reliability dimension reflects the service unit's ability to fulfill service promises in a timely, consistent, and satisfactory manner. This dimension encompasses timeliness of service, competence in handling complaints, and the provision of reasonable and accurate service.

The Medan City Population and Civil Registration Office (PNS) explains that when handling complaints at the first request, employees must be reliable in addressing them, especially those related to electronic ID card processing through SIBISA. Based on observations, employee accuracy and thoroughness, along with the availability of adequate equipment, are crucial to the service process. Failure to provide thorough service to

the public can lead to errors, which can hinder the delivery of effective service. The Medan City Population and Civil Registration Office has established standards for complaint services, providing accessible access whenever needed and providing timely service, especially for those addressing electronic ID card processing through SIBISA.

Regarding the results of interviews with informants at the Medan City Population and Civil Registration Office, it can be concluded that, from the interview excerpts above and the results of interviews with the Medan City Population and Civil Registration Office's Service Innovation Scope Working Team, employees have been meticulous in handling all user needs during the service process. In this case, employees consistently adhere to their assigned duties and functions, ensuring that errors do not occur, which would require service users to readdress mistakes made by employees due to carelessness in carrying out the service process.

3) Have a Complaint Service Standard That Can Be Accessed Whenever Needed and Timely Service

Feedback on the timely e-KTP service refers to the implementation of a series of e-KTP processing procedures for issuance, with a short service time. This can be completed within a few hours under normal conditions, or within a day if service activities are not conducted in a timely manner according to employee and applicant working hours. Alternatively, it may take days or weeks if e-KTP forms are unavailable. Feedback on the e-KTP service is used to temporarily determine the timeliness of e-KTP issuance, which is typically very short due to the system's 24-hour online network connectivity.

Based on interviews with the public, it can be concluded that the e-KTP service in Medan City aligns with the concept of reliability, a crucial element in realizing electronic-based public services in the region. Reliable public service is characterized by the ability to provide fast, accurate, and dependable service. Based on observations, the implementation of electronic-based services through the SIBISA application is expected to improve previous manual services. Therefore, speed in service delivery is a crucial indicator in assessing service quality. However, SIBISA services in Medan City are not yet fully reliable, despite the faster digital process compared to manual methods. This is because

SIBISA services often encounter obstacles, such as non-compliance with Standard Operating Procedures (SOPs) caused by network disruptions, which delay document processing and service delivery.

Based on observations with the Medan City Population and Civil Registration Service Innovation Task Force, if staff are not careful in serving the public, errors can occur that hinder the service process. Although the Medan City Population and Civil Registration Service has established standards for complaint services. Although they are accessible at any time, service effectiveness is still affected by the availability of infrastructure and organizational facilities, which are factors that hinder optimal public service delivery.

d. Dimensi Dukungan Masyarakat (*Citizen Support*)

The Citizen Support dimension of the Medan City Population and Civil Registration Office's public services, through the SIBISA website, is expected to ensure the public's needs are met without any obstacles in processing population administration. The Citizen Support indicator demonstrates the service's capacity to assist users in resolving issues and finding relevant information. This support shows that the organization responds to and recognizes the needs of the community. The public has the right to access adequate public services, and government agencies are obligated to provide them.

Regarding interviews with informants from the Medan City Population and Civil Registration Office, it was explained that in responding or providing feedback, the agency demonstrates concern for e-government site users in resolving issues related to e-KTP complaints. Based on observations, prioritizing the interests of service users is crucial because they are the primary focus of attention. If users do not feel prioritized, complaints will arise, and the performance of incompetent staff will negatively impact the service.

1) The response of the Medan City Population and Civil Registration Service when serving the community shows concern for e-government site users.

This is relevant to the Citizen Support theory, which emphasizes the ability of staff to respond to information systems when users experience difficulties interacting with e-Government sites. Failure to address these concerns can negatively impact agency and application performance. This theory is

demonstrated by staff's interest in resolving user issues (Help Desk Interest) in Medan City.

Interviews with informants at the Medan City Population and Civil Registration Office revealed that all public complaints regarding services were promptly addressed by staff, particularly those related to e-KTP (electronic ID card) processing through the SIBISA application. Communities experienced ease of communication and felt their needs were understood. All community inquiries related to e-KTP processing at the Medan City Population and Civil Registration Office were prioritized, ensuring fast, accurate, and tailored service to the user's needs. Interviews with community informants revealed that the public acknowledged the ease and satisfaction of both filing complaints and processing e-KTPs through the system. This demonstrates that community support has been implemented through rapid response, good communication, and attention to user needs.

The Medan City Population and Civil Registration Office is committed to making its services more accessible to the public. Observations indicate that the e-government site, SIBISA, allows the public to access various population administration services online, reducing the need to visit the office in person. By utilizing the SIBISA e-government platform, the Medan City Population and Civil Registration Office demonstrates its commitment to transparency in public services. The public can easily access information regarding the process and status of their applications. The Population and Civil Registration Office continues to innovate, improving its e-government system. They strive to improve existing features based on user feedback, thereby making services more efficient and effective.

2) Knowing how to answer questions asked conveys trust and confidence to e-government site users.

Service users will feel valued when service personnel are responsive and attentive to their needs. This responsiveness has a positive impact on public service practices at the Medan City Population and Civil Registration Office. Responsive and prompt service by officers fulfills the population's administrative needs as submitted by the public. Appropriate service is a match between the services provided and the needs of users, ensuring their needs are met effectively, ultimately leading to user satisfaction.

The Medan City Population and Civil Registration Office possesses the necessary knowledge and skills to address questions submitted by e-government users during the Electronic Identity Card (KTP-e) processing process via the SIBISA application. In service practice, in addition to speed and accuracy, accuracy is also crucial to avoid errors that could create additional workloads for officers and delays for the public.

Public services at the Medan City Population and Civil Registration Office, accessible through the SIBISA application, are expected to meet the public's population administration needs seamlessly. Considering that population documents are crucial for citizens' identification and proof of legal status, this service is vital. Based on observations, the Medan City Government continues to strive to meet public needs, particularly in population administration services, which are considered critical to the community.

This is measured through the Citizen Support indicator, which demonstrates the service's capacity to help users resolve problems and find relevant information. Public support is tangible evidence that public organizations respond to and understand the needs of their citizens. This support is evident in the availability of a complaints service within the SIBISA application, which provides a direct means of communication between the public and service providers.

#### 4. CONCLUSION

Based on the explanation and discussion written by the researcher, it can be concluded that the Sibisa Online Electronic Identity Card (E-KTP) Complaint Service at the Medan City Population and Civil Registry Office has not been adequately implemented. The Medan City Population and Civil Registry Office has been lacking in providing socialization on the use of online-based complaint services, resulting in a continuous increase in the number of people using manual services.

##### 1. Dimensi Efisiensi (*Efficiency*)

###### a. Clear and Easy-to-Use Structure

The SIBISA application lacks a clear and easy structure for the general public to understand. This makes it difficult for users to access services and submit complaints online, resulting in inefficient service processes.

###### b. Adapting to User Needs

The services available in the application do not fully meet the community's needs. Features are still found to be irrelevant or not address user concerns, both in terms of procedural information and administrative problem resolution.

##### 2. Dimensi Kepercayaan (*Trust*)

###### a. Security of Personal Data Compliance with User Requirements

There are still challenges with the login process and verification of personal data, such as National Identity Numbers (NIK), indicating suboptimal data system integration. This raises concerns among users about the system's reliability in protecting their personal data.

###### b. Guarantee that Data Provided by the Public Will Only Be Used for the Purposes Needed

The absence of explicitly stated data protection guarantees has raised concerns among the public about the potential misuse of the information they have provided.

##### 3. Dimensi Keandalan (*Reliability*)

###### a. Staff Reliability in Handling Complaints on Initial Requests

Staff have not demonstrated a prompt and procedural response in handling public complaints, especially in the initial stages. This suggests that service reliability still needs improvement.

###### b. Having a Complaints Service Standard that is Accessible at Any Time and Provides Timely Service

The standard complaint service, accessible at any time, is not yet optimally available, and the time for complaint resolution remains inconsistent, thereby hampering the effectiveness of public services.

##### 4. Dimensi Dukungan Masyarakat (*Citizen Support*)

###### a. Response or Response of the Population and Civil Registration Service of Medan City when Serving the Public Shows Concern for E-Government Site Users. The response from the relevant service to application users remains suboptimal, indicating a lack of empathy and concern in providing digital-based public services.

###### b. Having the Knowledge to Answer Questions, Conveying Trust and Confidence to E-Government Site Users

Employees currently lack the necessary capacity to effectively address user questions or complaints, leading to a decline in public trust in the e-Government service system.



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