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**IMPLEMENTATION ELECTRONIC IDENTIFICATION
POPULATION CARD (E_ID) ON DEPARTEMEN OF POPULATION
AND CIVIL REGYSTRATION (DPCR)
IN PAMEKASAN REGENCY EAST JAVA PROVINCE**

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Abstract

The research was aimed to know what certain extent the Electronic Identity Card services has been implemented based on ppopulation iidentification number in the Department of Population and Civil Regystration (DPCR) in Pamekasan regency, and what kinds of the effort were caried out to overcome thee obstacles. The descriptive method was applied for the research there fore research population was local government official staff responsible for implementing program of Electronic ID Card based on NIK services in in Pamekasan regency. Interview, participant observation, document tracing were data collection methods employed during field survey. Finally descriptive analysis was used to explain phenomena and answer research questions. The results of the discussion showed that the program of Electronic ID card service on the DPRC in Pamekasan Regency has been under taken well, although there were still some obstacles encountered such as restriction of infrastructure, problems of inter connection information technology between the Department of Population and Civil Registration and Sub-District Official executor. These problems brought about rate of accomplishment could not reach 100%. To overcome these obstacles, Department of Population and Civil registration intended to continue improving the population registration by integratee and coordinate all concerned parties and, by equiping all requiered facilities and equipment, and completing the database to the entire district as well.

Keyword :

e_ID, Implementatitio, Problem, Coordination, integration, Facilities

A. INTRODUCTION

It is very urgent to provide accurate population data base owing to it can be a reference in the administrative business such as services passport, driving license, taxes, and official leader elections comprise presidential and local elections as well as other purposes.

One of efforts to achieve the above purposes is issuance of policy regarding to based Electronic Identity Card Identification Number Population for Indonesian people who have an obligation to own a National Identity Card. With the issuance of Electronic ID card using biometric data such as the image data, fingerprints and iris, they can be stored on the card so it is possible to avoid duplicate data in the database, thus the accuracy of the data is guaranteed. Therefore, the efforts of administrative population services should be supported especially in development of respective activities through the issuance of ID cards database population Electronics. the above policy was mandated by Law No. 23 of 2006 on Population Administration that the Government is obliged to give Registrative Population Number (NIK) to each Indonesian citizen.

Application of Electronic ID card was stipulated by phenomena that conventional ID card system in Indonesia allows one to have more than one ID. This is due to the absence of system of integrated services that collect data from the entire population of Indonesia. The phenomena give residents opportunity to lie down the country with his duplicate ID card. Some of them used to evade taxes, simpleee passport cannot be made throughout the city, and conceal the identity (e.g. by terrorists). To overcome such duplication, while creating a single identity card, then Electronic ID was applied based on Population Identification Number. Electronic ID cards referring to the National NIK contains a security code and electronic records as a means of verification and validation of data owned by someone.

Electronic recording contains biographical data, photographs, signatures and finger prints of residents concerned. Electronic ID Program on National NIK based was designed to be the single integrity of a person that could be multi-function card for near future, thus it could facilitatete citizen to obtain services from government and private institutions because they no longer required local ID.

Application of Electronic ID card based NIK is one of the National Strategic Program, which embrace three level of administrative government, namely Central Government, Provincial Government and Regency / City. The strategic activities encompass:

- a. Updating population data for 497 regencies / cities, which should be completed in 2010.
- b. Give NIK to every resident, in 2010 for 329 districts / cities, and in 2011 for 168 districts / cities.
- c. Application of Electronic ID cards in 2011 for 197 districts / cities and in 2012 for 300 districts / cities.

Pamekasan, Madura, East Java Province are three among the 11 districts / cities in East Java or included in 197 districts / cities in Indonesia who get first priority to organize the implementation of Electronic ID Card-Based on Identification Number of Population in 2011.

Problem formulation from this research are : How services of Electronic Identity Card could be implemented at the Department of Population and Civil Registration in Pamekasan?, What factors are becomes major obstacle in the implementation of Electronic Identity Card in Pamekasan? And What kind of efforts could be formulated to overcome the obstacles in the implementation of Electronic Identity Card services in Pamekasan?.

Objectives Research are : To find out how the implementation of Electronic Identity Card services for the Department of Civil Registration in Pamekasan; To determine what factors

influence Electronic Identity Card services in Pamekasan; To know the efforts proposed by the Department of Population and Civil Registration in overcoming constraints on the implementation Electronic Identity Card services in Pamekasan.

Location of research, Area Pamekasan has been chosen purposively as the research area due to it was one of the eleven regencies to be prioritized by Central Government to pilot Electronic ID card service based on Population Identification Number in October 2011 and the related program of Population and Civil Administration.

B. LITERATURE REVIEW

According to Syafri and Setyoko (2010:17), In the public policy cycle, policy implementation measures is one of the very important step of the whole process of public policy. Implementation of the policy is a series of events (action) after a policy is formulated. Without the implementation step, formulated a policy would be futile.

The impacts of policy implementation, referring to Edward III (1980: 10) in Effendy (2009: 86), to measure the impact of public policy implementation can be used four variables: communication, resources, attitudes, and bureaucratic structure. They can affect the success or failure of the implementation of the policy.

1. Communication Policies should be communicated clearly, accurately and consistently. If the communication is not clear and is not accurate then result in misinterpretation of the content of the policy and even contradictory.
2. Resources are needed for relevant experts in the right size, because the implementation of the policy will not be effective if it is not handled by the experts, which is relevant to their duties.
3. Attitude is defined as a tendency or disposition, desire or agreement of the executive to implement the policy.
4. Bureaucratic Structure Bureaucracy is the executing agency in the implementation of the policy.

Basically every human being needs the service, even in the extreme to say that the service cannot be separated from human life. According Syafri and Setyoko (2010:45) "One of the main tasks and functions of government is to provide services as a manifestation of a particular public policy." Government services can be divided into the civil service and public service. Civil service-related services must be provided by the government and cannot be held by private parties. While public service is a service that the government and private can handle the service parties.

Sinambela (2011:5) argues that "public service is the provision of service (serve) for the person or people who have an interest in the organization in accordance with the basic rules and procedures that have been established." Theoretically, the purpose of public service is to satisfy the public service needs. To achieve the required quality satisfaction is reflected in the excellent service indicators:

1. Transparency, the service is open, easy, and can be accessed by all parties.
2. Accountability, the service can be accounted for in accordance with the laws and regulations
3. Conditional, i.e. in accordance with the conditions of service and the ability of the giver and the receiver stick to the principles of efficiency and effectiveness.
4. Participatory, if services that can encourage community participation in public service with the aspirations, needs and expectations of the community
5. Equal rights, i.e., Services that do not discriminate seen from any aspect.

6. Balance of rights and obligations, the ministry of justice to consider between the giver and receiver of public services.

According to Ibrahim (2008:19) the purpose of the public service held by the government to the public is:

1. Improve the quality or the quantity and quality / productivity of the tasks and functions of agencies (agencies) government / governance in public services.
2. Encourage all efforts to make effective and efficient governance systems and services so that public services can be held in a more efficient and effective.
3. Encourage creativity, initiative and participation (participation) community in the development and improve the welfare of society.

Ratminto and Winarsih (2010:24) conclude that "Every public service organization must have a standard of service and a guarantee of certainty for service recipients. The standard of service is a measure in Standardized the public service that must be obeyed by the giver and the receiver of service. The service standards at least include:

1. Procedure Standardized procedures for service providers and service recipients, including complaints.
2. Completion Time Turnaround time from the time of submission of application is set up to completion of the service, including complaints.
3. Service Charge Cost / tariff services, including the details set out in the service delivery process.
4. Product Services the results of the service that will be accepted in accordance with the conditions set.
5. Infrastructure Provision of adequate services and infrastructure by public service providers
6. Competence officers caregivers should be set appropriately based on their knowledge, expertise, skills, attitudes, and behaviors required.

Regarding to Law No. 25 of 2009, Public Service is activity or series of activities aimed to meet the needs of the service in accordance with the laws and regulations for citizens and residents of goods, services, and / or administrative services provided by public service providers. According to some theories and opinions of the above, it can be concluded that the service are a series of activities have objective to meet the needs of service for citizens and residents and are directed on improving the quality of the tasks and functions of respective service agency, encouraging efforts to streamline and make more efficiency systems and governance services, as well as to give satisfaction to the public as a target or service recipients. In carrying out the public service, there should be the standard of services that must be taken by the provider and the recipient. The standard of service should be legalized in to rule or regulation, and it should be clear who providers are and who beneficiaries are in order to easy in achieveing the purpose of the service.

One of application of E-Government is e-ID. The World Bank defines e-Government as follows: "E-Government refers to the use by government agencies of information technologies (such as Wide Area Network, the Internet, and mobile computing) that have the ability to transform relations with citizens, business, and inter government agency" (Indrajit: 2006: 2).

Policy-based Electronic ID card program-NIK in line with the implementation of E-Government goals is:

1. Improving the quality of government services to stakeholders (community, business and industry) to create effectiveness and efficiency in various areas of national life. Electronic ID cards through the NIK-based, the service provided will be more easily and quickly and

can create efficiency and effectiveness in terms of time, cost and effort for Electronic ID cards have multifunctional. Thus it also makes it easy for people to get services from government and private institutions because they no longer require local ID.

2. Improving transparency, control and accountability of governance in order to implement good governance. By using the Electronic ID card, person's identity cannot be duplicated because the application process using the Electronic Identity Card recording photographs, fingerprints and iris of the eye so that the accuracy of the data can be guaranteed and if there is any duplicate data can be detected.
3. In line with the statement of Indrajit (2005:137) that one of the important factors in the implementation of e-Government is the presence of a single national identity for the entire community could be used for various purposes.

The e-ID is also related to Information Systems Administration (SIAK), namely an information system that utilizes information and communication technology to facilitate the management of population administration information at the organizers and the Implementing Agency as a whole. SIAK development is done using hardware, software, and data communication network systems efficiently and effectively so that it can be applied throughout the territory of the Republic of Indonesia. Thus, data on population registration and civil registration SIAK can be presented easily and accessibly, and can be used as a reference for policy formulation and development as well as policy-based Electronic ID card program. Eventually application of Electronic ID card cannot be separated from the role SIAK because the required data is stored in an Electronic ID card database in SIAK.

Normative Basis In these observations are as follows:

1. Law No. 23 Year 2006 on Population Administration, which states that "the administration is a series of population structuring and control of documents and data in the control population through the registration, civil, administrative management and utilization of the results of population to public services and the development of other sectors.
2. Government Regulation No. 37 of 2007 on the implementation of Law No. 23 of 2006 on Population Administration.
3. Presidential Decree No. 25 Year 2008 on Terms and Procedures of Population and Civil Registration. In the article it mentions that the registration rules Population and Civil Registry aims to provide legal certainty the identity and legitimacy of the document population, protection of civil rights of resident status and receive data up to date, correct and complete.
4. Presidential decree No. 26 of 2009 as amended by Presidential Decree No. 35 Year 2010 on Implementation of ID-based NIK Nationally. This regulation is the NIK-based ID is ID that has the specification and format of the National Identity Card with a special security system that serves as the official identity issued by the Implementing Agency.
5. Regulation of the Minister of Home Affairs No. 9 Year 2011 on Guidelines for the Implementation of the National NIK-based ID card stating that a national ID card based NIK hereinafter called Electronic ID is ID that has the specification and format of the National Identity Card with a special security system that serves as the official identity issued by Department of Population and Civil Registration District / City.
6. Pamekasan Regional Regulation No. 2 of 2012 on the Implementation of the Population Administration refer to the rules above.
7. Act No. 25 of 2009 on Public Service stating that the Public Service is an activity or series of activities in order to meet the needs of the service in accordance with the laws for all citizens and residents of goods, services and / or administrative services provided by the organizers public service.

C. METHOD OF RESEARCH

In this research, descriptive method was used. It is understood as a method that depicts or describes in a systematic, factual, and accurate information about an object in the field, so that the object can be explained in detail and as clear as possible. By this way, conclusion can be formulated by composing the deductive statement.

Collection of data was carried out through observations, document review, and interview structurally using check list. The scope of observation included information related to the activities dealing with Electronic Identity Card Services executed by The Office of Civil Registration.

Data Sources: Observation and interview was under taken to completed data collected from the documents. The primary data was obtained by interviewing several informants were: Head of the Department of Population and Civil, Head of Registration Population, Operator and Local residences. Secondary data were obtained from the Department of Population and Civil Pamekasan, Statistics bureau. The type required data encompass documents, minutes of meetings, and administrative archiev and also documentation activities in the field of photographs.

Informant / respondent : Informant or respondent for the research were the Head of the Civil Registration Pamekasan, Head of the Population Registration and other official responsible for the implementation of Electronic Identity Card in Pamekasan. The community as user of electronic ID also were object of interview.

D. RESULTS OF DATA COLLECTION AND ANALYSIS

In order to realize the orderly administration of the central government, Ministry of Home Affairs has been implementing a national strategic program through the Provincial Government and local government namely the implementation of the Electronic Identity Card In 2011 for 197 districts / municipality, and in the year 2012 for 300 District / Municipality as a follow-up of the presidential regulation No. 26 of 2009 on the Implementation of National ID cards based on NIK. Pamekasan was designated as first priority along with 11 other regencies / municipalities in East Java. Nationally, there were 197 regencies / cities appointed to implement the Electronic ID card program in 2011.

Implementation of e KTP Pamekasan was begun with:

Establishing Implementing organization, the technical team and the Working Group on Electronic Identity Card application, which has the task of:

- a. Socializing implementation of Electronic Identity Card;
- b. Preparing site service Electronic Identity Card;
- c. Preparing Residents Call Letter Compulsory ID cards;
- d. Doing Facilitation, Mobilization Population Compulsory ID cards, etc., to service Electronic Identity Card;
- e. To monitor and evaluate service delivery Electronic Identity Card.

The Working Group Team Electronic Identity Card, based on Pamekasan Decree No. 188 / / 441.131/2011 has the task:

1. Socializing the application of Electronic Identity Card
2. Preparing Electronic ID service locations
3. Preparing for the summons shall e KTP
4. Facilitation, mobilization of mandatory e ID cards, etc. to the Electronic ID card service

5. To monitor and evaluate the implementation of Electronic ID card service
6. Conducting Electronic data recording ID cards
7. Mobilize Electronic ID cards mandatory

Socialization ID card aims to provide an understanding of the rights and obligations in the implementation and utilization of Electronic ID so that people are willing to come to the place of residence in accordance Electronic ID card service.

Dissemination to the public for all district in Pamekasan was under taken by, village chiefs / headman Pamekasan, radio broadcasts. Dissemination of e-ID was carried out by following steps:

1. To identify the population of compulsory ID cards per rural / urban, mileage and availability of transportation services to the Electronic ID Card and mobilization schedule mandatory ID cards to places Electronic ID card service.
2. Make plans to use transport vehicles from the village/sub district to the Electronic ID card service.
3. Make a schedule for residents who cannot attend on-site services as a summons.
4. Make Make plans call for making ID cards compulsory population Electronic ID cards.
5. Make a plan in case of anticipated violence, health problems and the absence of mandatory ID cards to the Electronic ID card service calls and letters missing.

Implementation of Electronic ID card recording services was begun on October 10, 2011 and known as the recording phase I, which was targeted for completion in December 2011. However due to restricted equipment the target was not reached. Home Ministry gave extended time of the Electronic ID card service until April 2012.

Based on the interviews with the public customer, the implementation of Electronic ID card service in Pamekasan was good enough, friendly, the service mechanism was quite orderly, the schedule was on time, and there was no charge. Information from the public provider where the management needs additional personnel and equipment in order to shortened the queue.

In general, factors that become obstacles in the implementation of the Electronic Identity Card application in Pamekasan among others, the quality of human resources were still low, limited equipment and appliances Electronic ID cards, infrastructure and disruption to network data communication and socialization were not evenly distributed throughout administrative area.

Achievement of Electronic Identity Card service on Pamekasan per district until March 2012 could be seen as followed Table 1.

Table 1
**ACHIEVEMENT OF RECORDING E KTP IN PAMEKASAN
UNTIL MARCH 2012**

No	District	Rural	Compulsory KTP	Result Record	Per cent (%)
1	2	3	4	5	6
1.	Tlanakan	17 rural/urban	45.282	36.606	80,80
2.	Pademawu	22 rural/urban	58.778	51.424	87,49
3.	Galis	10 village	21.707	20.013	92,19
4.	Pamekasan	18 rural/urban	65.471	55.502	84,77
5.	Propo	27 village	59.631	43.591	73,10
6.	Palengaan	12 village	60.825	39.611	65,12
7.	Pegantenan	13 village	55.985	34.304	61,27

8.	Larangan	14 village	41.341	35.259	85,58
9.	Pakong	12 village	28.026	20.744	74,02
10.	Waru	12 village	48.270	32.589	67,51
11.	Batu Marmar	12 village	62.296	31.430	50,45
12.	Kadur	10 village	36.761	28.346	77,11
13.	Pasean	9 village	45.604	30.767	67,47
Total		189 rural/urban	629.977	460.186	73,05

Source: Department of Population and Civil Registration 2012.

Note:

1. District. Galis completed dated 21-12-2011;
2. District. Palengaan completion date 02-01-2012;
3. District. Pakong completion date 04-01-2012;
4. District. Prohibition completion date 10-01-2012;
5. District. Pegantenan completion date 14-01-2012;
6. District. Waru completion date 14-01-2012;
7. District. Kadur completion date 17-01-2012;
8. District. Tlanakan completion date 07-02-2012;
9. District. Pademawu completion date 14-02-2012;
10. District. Pasean completion date 15-02-2012;
11. District. Pamekasan completion date 16-02-2012;
12. District. Batu Marmar completion date 17-02-2012;
13. District. Proppo completion date 21-02-2012.

Based on the data, the achievement of recording data for KTP Electronics Pamekasan district from October 2011 to March 2012 has reached 73.5%. Sub Galis was the first district completed the recording phase I (one). It was because the number of people in sub-Galis was smallest compared to other districts. While the District Proppo was the district finalised the recording phase I (one) at the last. It was caused by the sub Proppo a district that had the highest number of villages so that the completion of the recording process lasts much longer than the other districts.

E. PROBLEM AND CONSTRAINTS

1. The unstable voltage of electricity and defact on genset or power plant. In some areas the official often to seek assistance from other districts.
2. There was no connection between the data server SIAK of the Department of Population and Civil Registration. Import data and data entry, and data update was under gone manually, as result process of completion became very slow.
3. Many residents work abroad or beyon original area, it caused completion of target become difficult. This led to the recording of data could not be completed to 100%.
4. Population data were not accurate, hence it was very time consuming.
5. Availability of tools required for processing electronic - ID was not adequate, so it took long time to complete recording some of 629,977 Electronic ID cards.

F. EFFORTS TO OVERCOME PROBLEMS IN THE IMPLEMENTATION OF ELECTRONIC IDENTITY CARD

1. Collecting and recording the change in an integrated and coordinated way in Pamekasan regency
2. Provision of generator set (genset) in each place of service to address any power disorder.

3. The addition of a tool for areas with highest population number. The tools could be provide by establishing cooperation between Department of Population and Civil Pamekasan district and private parties as many as 17 pieces of equipment through loans mechanism.
4. Continoes Socialization of Electronic ID card program through the mass media both print and Electronic media.
5. Accelerating improvement of Family Card through controlling of the Family Card at all levels of society in Pamekasan.
6. Restoration Family Card which became problematic matter previously.
7. Entry of Database 3-4 times throughout the District by the Department of Population and Civil directly to each district.
8. The Official went directly to do recording for residents who are unable to attend to office address due to several factors such as the elderly and people with disabilities
9. Regulate ownership identity cards to every resident Pamekasan that every resident has only one National ID.

G. CONCLUSION

In connection with the implementation of the application in Pamekasan Electronic ID cards, it can be concluded as follows:

1. Referring results of research, implementation of Electronic ID Card based on Identification Number Population Pamekasan was already well under taken for. Even the implementation of the Electronic Identity Card in Pamekasan based on daily achievement is able to produce a data recording device exceeds a predetermined capacity. The main factors influence good achievement is the co-operation that has been carried out by all executor of the Electronic ID Card in coordination with the entire district in Pamekasan.
2. In the implementation of Electronic ID card service encounter many constraints which resulted in the implementation of Electronic ID cards cannot be completed in April, as the pre-determined targets. It is caused by several factors including:
 - a. The number of residents who are overseas or working abroad as labor but they are still listed as a resident Pamekasan who cannot do the recording at that time period so that achievement cannot be completed to 100%.
 - b. Limited facilities and equipment that are distributed by the central government which causes imbalances between number of tools and population
 - c. The lack of connection between the data server SIAK the Department of Population and Civil Registration Sub server data.
3. Efforts have been made by the Department of Population and Civil Registration in overcoming the obstacles encountered in the implementation of Electronic ID card service in Pamekasan namely:
 - a. Providing facilities and equipment from third parties by using the local budget.
 - b. Socializing equitably to people about the Electronic ID Card and its benefits through the mass media both print and electronic, and always inform the implementation of the Electronic Identity Card
 - c. Doing inject data (data import) throughout the district in scheduled and continoues way. The absence of a connection between the data server SIAK of the Department of

Population and Civil Registration Sub should be over come by importing data (inject data) manually.

H. REKOMENDATION

1. The central government should socialize to each of the local government in advance so that governments have good preparation in terms of planning and the budget so that the implementation would not dependent on and assistance from the center.
2. Government needs to collect data by taking into account the number of tools with a population which was obliged to have ID cards in those areas so that its implementation is not forced beyond its capacity.
3. The lack of connection between the data server SIAK of the Department of Population and Civil Registration Sub with the server should be a concern of the central government as a constrain in the process of injection of the data to update the latest data after recording. By installing a network that can connect to the server District Department of Population and Civil Registry, so data can be synchronized and it can inject more effectively and efficiently.

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