

**THE IMPLEMENTATION OF STANDARD OPERATING PROCEDURES
IN MANAGING ELECTRONIC IDENTITY CARDS
THROUGH ONLINE IN SERVICES
(Study at the Population and Civil Registration Office of Tasikmalaya City)**

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ABSTRACT

This research examines the implementation of the Standard Operating Procedure (SOP) for the online application of the Electronic Identity Card (E-KTP) in population administration services at the Department of Population and Civil Registration of Tasikmalaya City. The study is motivated by the demand to improve public service quality through information technology, in line with the government's e-government policy. The research problems include how the SOP is implemented and the factors influencing its implementation. The method used is a sociological juridical approach with qualitative techniques, including literature study, interviews, and observation. The findings reveal that the SOP implementation is carried out through three main stages: the registration and submission of documents, data verification by officers, and the distribution of E-KTPs to the community. Supporting factors include clear legal regulations, government policy support, and technological advancement. However, several obstacles were identified, such as limited facilities and infrastructure, low digital literacy among citizens, inadequate human resources, and technical issues within the online system. The study concludes that the implementation of the online E-KTP SOP in Tasikmalaya has been carried out but is not yet optimal. Enhancing technological infrastructure, improving human resource capacity, and increasing public awareness are required to achieve more effective and efficient services in accordance with good governance principles.

Keywords: Civil Registration, Electronic Identity Card, Standard Operating Procedure, Digital Public Service

**IMPLEMENTASI STANDAR OPERASIONAL PROSEDUR
PENGURUSAN E-KTP SECARA ONLINE
DALAM PELAYANAN ADMINISTRASI KEPENDUDUKAN
(Studi di Dinas Kependudukan dan Pencatatan Sipil Kota Tasikmalaya)**

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ABSTRAK

Penelitian ini membahas implementasi Standar Operasional Prosedur (SOP) pengelolaan Kartu Tanda Penduduk Elektronik (E-KTP) secara online dalam pelayanan administrasi kependudukan di Dinas Kependudukan dan Pencatatan Sipil Kota Tasikmalaya. Latar belakang penelitian ini adalah tuntutan peningkatan kualitas pelayanan publik melalui pemanfaatan teknologi informasi, sejalan dengan kebijakan e-government. Permasalahan yang diteliti meliputi bagaimana implementasi SOP pengelolaan E-KTP secara online serta faktor-faktor yang memengaruhinya. Metode penelitian yang digunakan adalah yuridis sosiologis dengan pendekatan kualitatif, melalui studi kepustakaan, wawancara, dan observasi. Hasil penelitian menunjukkan bahwa implementasi SOP dilaksanakan melalui tiga tahapan utama, yaitu proses pendaftaran dan pengajuan dokumen, verifikasi data pemohon oleh petugas, serta pendistribusian E-KTP kepada masyarakat. Faktor pendukung implementasi SOP antara lain adanya dasar hukum yang jelas, dukungan kebijakan pemerintah, serta kemajuan teknologi informasi. Namun, terdapat pula faktor penghambat seperti keterbatasan sarana dan prasarana, rendahnya literasi digital masyarakat, keterbatasan sumber daya manusia, serta kendala teknis sistem online. Kesimpulan penelitian ini adalah bahwa implementasi SOP pengelolaan E-KTP secara online di Kota Tasikmalaya telah berjalan, namun belum optimal. Diperlukan peningkatan kualitas infrastruktur teknologi, kapasitas sumber daya manusia, dan sosialisasi kepada masyarakat agar pelayanan dapat lebih efektif, efisien, dan sesuai dengan prinsip good governance.

Kata Kunci: Administrasi Kependudukan, E-KTP Online, Standar Operasional Prosedur, Digitalisasi Pelayanan Publik.