

# The Implementation of TTE (Electronic Signature) in the Department of Population and Civil Registration of Lamongan District

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**Abstract**— This study aims to describe how the implementation of TTE in managing Family Cards and Birth Certificates in Lamongan district. The theory used in this study is the implementation theory by Donald Van Mater and Carl Van Horn related to the factors that influence this program. That is seen from the standards and objectives of the policy, resources, communication between organizations as well as socio-economic and political conditions. This research is a descriptive, qualitative research. Data collection is done by studying theories and interviewing related parties. Almost all sub-districts in Lamongan have implemented TTE policies in issuing Family Cards and Birth Certificates. The only inhibiting factor lies in the problem of the system that sometimes has an error that hinders and delays the process for several days. This TTE policy is very influential for the community and the Department of Population and Civil Registration of Lamongan District. People can save money and time because it can be done in the sub-district office.

**Keywords**— *implementation, electronic signature, family card, birth certificate*

## I. INTRODUCTION

The Indonesian government has long aimed to do a bureaucratic reform which will create good governance. Bureaucratic reform is sought from the highest level to the lowest, starting from changing the paradigm and creating new breakthroughs with extraordinary efforts (Grand Design Reform 2010). All of that can be realized through various programs that can develop integrity and have a direct impact on the community, especially in terms of service. A fast and responsive bureaucracy is needed in today's fast-paced era. The government is demanded to be able to anticipate and quickly adapt to changes as we're entering the era of the bureaucracy 4.0. The era of Bureaucracy 4.0 has four indicators of service acceleration, which are service efficiency, service accuracy, work flexibility and social impact. (Setiawan, 2019).

Digital-based bureaucracy or e-government is an effort made by the government to be able to serve the community quickly and cost-effectively. E-government itself is the use of information technology by institutions or governments to improve services for the public or business people. (World bank, 2013). Various methods are used to provide certainty and finality for transactions and safeguards in the absence of undue profit taking between people and institutions (Aashish, 2016: 2). One such kind of e-government is currently being applied in Indonesia in terms of administrative services, namely in the form of Online Administration Services which are listed in Domestic Government Regulation No. 7 of 2019.

The regulation regulates population administration services using TTE or electronic signatures.

The electronic signature functions as a tool to verify and authenticate the identity of the subscriber at the same time to guarantee the integrity and authenticity of documents. Electronic signatures present the identity of the signatures which are verified based on the data of making electronic signatures where the data of making electronic signatures is uniquely made which only refers to the signing. Similar to manual signatures, electronic signatures are unique in that someone's electronic signature will be different from someone else's signature. Electronic signatures are a combination of hash functions and encryption with asymmetric methods. The hash function is a one-way function and will produce a unique value for each data entered. Therefore, if there is only one bit change in the document content, the resulting hash value will be different. The hash value is then encrypted using the private key to the next value of the encryption results is the signature value of a document. (Angel Fristia: 2019)

The online population administration service or the so-called Online Adminduk is a series of electronic-based population registration and document management activities. One of them is TTE (electronic signature), which is a signature consisting of electronic information that is attached, related or associated with other electronic information that is used as a verification and authentication tool (Ministry of Home Affairs, 2019). TTE policy is pursued for the process of issuing population documents such as family cards and birth certificates in a fast and cost-effective way, while also integrated from the center government to the regions. One of the regions or districts that have implemented TTE is the Lamongan district. The Lamongan District Population and Civil Registration Department has implemented TTE in the issuance of family cards and birth certificates since 2019.

TTE has been implemented in various regions in Indonesia. This article intends to elaborate on the implementation of TTE in the issuance of family cards and birth certificates in Lamongan District using the Van Mater and Van Horn implementation theory approach to measure the extent to which the TTE policy is carried out in the Lamongan District Population and Civil Registration Department and the impact on the community.

## II. METHODS

This research is a descriptive study that aims to describe a situation, social situation or relationship in detail and specifically (Neuman, 2014: 38). This research uses a qualitative approach. Collecting data with theoretical studies and interviews with employees at the Department of

Population and Civil Registration of Lamongan District, authorized by Emi Ernawati SH. MH as the Head of the Population Registration Service in the Lamongan District Department. Emi, is the who knows very well the process and data fermentation of the issuance of family cards and birth certificates at the Population and Civil Registration Department of Lamongan District.

PERMENDAGRI Policy No.7 Year 2019 regarding online-based administration services is a government effort to carry out administrative processes quickly, economically and technology-based. One of them is TTE. The author will analyze the implementation of TTE in the Population and Civil Registration Department of Lamongan District using the theory of implementation by Van Mater and Carl Van Horn.

Policy objectives, implementers understand the standards and policy objectives related to the attitude of the implementers. Resources, the ability to use available resources such as human resources, money and time resources. Characteristics of Implementers, conditions due to pressure from the bureaucratic environment including the political environment to the constitution. Communication between organizations the policy implementers know what needs to be done. Success is determined by accurate and consistent communication with policy implementers and coordination between parties involved in policy implementation. The attitude of the implementers acceptance or rejection depends on the effect of the policy on organizational or personal interests. environmental, social economic and political

### III. ANALYSIS AND RESULT

#### A. *Standard goals and objectives of the policy*

The Domestic Government Regulation No.7 of 2019 concerning Online Population Administration Services states that one of the best ways to build a more effective, efficient and fast governance in issuing family cards and birth certificates is through the use of electronic signature (TTE), which is integrated between the center and district governments. The implementation of TTE in Lamongan District has been running since March 13, 2019. The government aims to implement TTE in all sub-district offices in Lamongan District. In the early stages, TTE was tested in two sub-districts, which are Sukorame and Mudo sub-districts. A few months later, it was implemented in 27 sub-district offices in Lamongan area. The TTE process is carried out by bringing an introductory requirements file from the RW and Kelurahan before finally being deposited to the sub-district office. Then, the sub-district officials who are authorized will upload the files or data online to the Population and Civil Regristration Department of Lamongan District. There, the data will be verified. If it is appropriate, then it will be submitted to the Central Government. After that, the Central Government will issue a barcode to the Head of the Department, which he can use to issue a family card or birth certificate.

#### B. *Resources*

The authorized staff in the Sub-District Office has been trained in advance by the Department of Population and Civil Registration regarding the procedures for submitting TTE files to the Department of the Population and Civil Registration. The community only needs to bring the files

directly to the sub-district office. The TTE process is free of charge in accordance with Law No.24 of 2013 concerning article 79 A concerning population administration costs. Therefore, the people of Lamongan do not need to spend any money to issue family cards or birth certificates. Besides that, because the sub-district offices have the authority to issue the documents, the process becomes very instant. People don't need to wait for days as the documents are done immediately within one day. Thus, people can save their money and time.

#### C. *Communication*

Information about TTE in Lamongan District has been going well. Starting from the Head of Service to his staff and then conveyed to all employees of the district office. Furthermore, the task of the district office employees is to socialize to the villages or sub-district offices. Then, the sub-district officers have to convey to each community member regarding the implementation of TTE in making family cards and birth certificates. The response of the community was good, they welcomed the idea enthusiastically. The reaction was expected considering that in the old system, the process took a very long time and people still had to pay for it. It made the majority of people did not even care to issue the documents. With this new system, issuing family car and birth certificates is much easier and faster.

#### D. *Social and political economic conditions*

There are no obstacles related to this policy in terms of economic, social or political. Because this policy is indeed strived to be implemented in all regions in Indonesia. The Lamongan District is also quite safe and peaceful, resulting in no significant pros or cons. But sometimes, minor problems like system errors occur, causing the process of issuing family cards and birth certificates to be delayed. Because the system is integrated, if the Central Government system experiences an error, then all area in Indonesia will also be affected.

### IV. CONCLUSION

TTE (electronic signature) policy in issuing family cards and birth certificates is very effective because the process is fast and cost-effective. However, this policy must be supported by constant socialization programs and high-quality data input systems, so the process will run smoothly without much troubles.

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