

EVALUATION OF E-KTP RECORDING SERVICES FOR NOVICE VOTERS AHEAD OF GENERAL ELECTIONS IN PEKANBARU CITY

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Abstract

This study aims to analyze and describe the e-KTP recording service for new voters ahead of the general election in Pekanbaru City. This study uses the service theory by Zeithaml, Berry, and Parasuraman which uses 5 indicators, namely tangible, reliability, responsiveness, assurance, and empathy. The application of the method used in this study is a descriptive qualitative research method. With data collection techniques, namely interviews, observation, and documentation. The results of this study are that the e-KTP recording service for new voters ahead of the general election by the Pekanbaru City Population and Civil Registry Office is good with the implementation of innovations that can increase the number of e-KTP recordings, namely outreach efforts. However, there are still several factors that need to be fixed or improved, namely the public awareness, employee accuracy, and technical and operational constraints in outreach efforts.

Keywords: Service, e-KTP, New Voters

Abstrak

Penelitian ini bertujuan untuk menganalisis dan mendeskripsikan pelayanan perekaman e-KTP bagi pemilih pemula menjelang pemilihan umum di Kota Pekanbaru. Penelitian ini menggunakan teori pelayanan oleh Zeithaml, Berry, dan Parasuraman yang menggunakan 5 indikator yaitu bukti fisik, kehandalan, daya tanggap, jaminan dan empati. Penerapan metode yang digunakan dalam penelitian ini adalah metode penelitian kualitatif yang bersifat deskriptif. Dengan teknik pengumpulan data yaitu wawancara, observasi, dan dokumentasi. Hasil dari penelitian ini adalah pelayanan perekaman e-KTP pemilih pemula menjelang pemilihan umum oleh Disdukcapil Kota Pekanbaru sudah baik dengan dilakukannya inovasi-inovasi yang dapat meningkatkan jumlah perekaman e-KTP yaitu upaya jemput bola. Namun, masih terdapat beberapa faktor yang perlu diperbaiki atau ditingkatkan, yaitu kesadaran masyarakat, kecermatan pegawai, dan kendala teknis dan operasional dalam upaya jemput bola.

Kata kunci: Pelayanan, e-KTP, Pemilih Pemula

Introduction

Indonesia is a country that carries out general elections in electing people's representatives, elections are seen as an important national event because they involve the people directly, which means that the people can express their desires and hopes in political life. General elections are activities that involve the community as a means of electing representatives that reflect the ongoing democratic process, as well as being an important indicator in assessing the success of the implementation of the democratic system in Indonesia (Pratama & Amalia, 2020). One of the important elements in the election is the right to vote. The right to vote is one of the fundamental

political rights that must be possessed by every Indonesian citizen, because through this right individuals can participate in the formation of the will of the State, which is manifested through the implementation of democratic elections in accordance with the values of Pancasila (Yunita et al., 2023).

Article 1 of the General Election Commission Regulation Number 7 of 2022 stipulates that general elections, hereinafter referred to as elections, are a means of people's sovereignty to elect members of the House of Representatives, members of the Regional Representative Council, President and Vice President, as well as members of the Regional House of Representatives which are held directly, publicly, freely, secretly, honestly, and fairly in the Unitary State of the Republic of Indonesia based on Pancasila and the Constitution of the Republic of Indonesia 1945. Based on General Election Commission Regulation Number 7 of 2022, article 4, Indonesian citizens who can be registered as voters must meet the following requirements:

1. Be 17 (seventeen) years old or older on the day of voting, married, or already married.
2. Not being deprived of his right to vote based on a court decision that has permanent legal force.
3. Domicile in the territory of the Unitary State of the Republic of Indonesia as evidenced by an e-ID card.
4. Domiciled abroad as evidenced by an e-ID card, Passport and/or Travel Document as a Passport; In the event that the voter does not have an e-ID card as referred to in letters c and d, they can use the Family Card.
5. Not currently a Soldier of the Indonesian National Army or a member of the National Police of the Republic of Indonesia.

The requirement that a person can have the right to vote and be elected in the implementation of general elections is a proof of domicile. This can be proven if someone has a residence ID, the Identity Card (KTP) is currently an e-KTP. The important role of e-KTP in the election process is as evidence to exercise the right to vote on election day. Novice voters who do not have experience need to be given socialization on the importance of e-KTP as a condition for exercising their voting rights. By providing excellent public services during the election period, it will have a positive impact on the community in the democratic stage (Seran et al., 2024).

A classic problem that often occurs every election and has an impact on the quality of elections is the number of voters who have not registered for e-KTP. The e-KTP recording service in Pekanbaru City is carried out by the Pekanbaru City Population and Civil Registration Office (Disdukcapil). The problem of e-KTP ownership also occurs in the city of Pekanbaru, people who do not have an e-KTP are school children who are only 17 years old or who are married. The city of Pekanbaru is the city

with the largest population in Riau Province and is always experiencing population growth. This can be seen from table 1:

Table 1.Number of Population of Pekanbaru City in 2021-2024

No.	Year	Population	Percentage Growth (%)
1.	2021	1.074.989	-
2.	2022	1.107.327	3,01%
3.	2023	1.123.348	1,45%
4.	2024	1.138.530	1,35%

Source : Pekanbaru City Disdukcapil, 2024

Novice voters are very important in democracy because they are the hope that will build the country's politics in the future. Novice voters generally do not have experience in exercising their voting rights at the general election stage. Novice voters consist of young people who are just entering the age of novice voters, newcomers to certain areas, or new adults interested in getting involved in elections (Rizal, 2023). The 2024 general election will be held simultaneously in Indonesia, but in Pekanbaru City there are still people who have not recorded their e-KTP. Recording e-KTP can be done since people are 16 years old, but the physical e-KTP will be given after the age of 17. This is done so that there is no accumulation during the recording of the e-KTP, especially during the general election period.

No	Year	Mandatory e-KTP	Mandatory Has Been Recorded	e-KTP Been Recorded	Mandatory e-KTP Not Yet Recorded	Percentage
1.	2021	762.487	742.861		19.626	2,57%
2.	2022	786.433	769.022		17.411	2,21%
3.	2023	798.843	794.064		4.779	0,60%

Source : Pekanbaru City Disdukcapil, 2024

Based on table 2, since 2021, nearly 20,000 people who are required to record e-KTP have not recorded. Preparations for the general election must be carried out long before the day of simultaneous voting, one of which is to prepare novice voters who have the potential to vote to immediately have an e-KTP so that they can use their voting rights on the day of the general election. Although there was a decrease in 2022, it was not significant, and there are still quite a lot of people who have not recorded e-KTP. However, in 2023, there will be a fairly high decrease in the number of people who are required to have an e-KTP that has not been recorded, with only less than 5000 people have not recorded. The acceleration carried out by the Pekanbaru City Disdukcapil is a request from the Pekanbaru City government and the General Election Commission (KPU) to immediately accelerate people who do not have an e-KTP ahead of the general election.

The solution carried out by the Disdukcapil in accelerating and reducing the mandatory

number of e-KTP that has not been recorded in Pekanbaru City is to provide the latest innovations that are able to answer the problems of people who have not recorded e-KTP. The problem is the limited time by people who go to school and work, so that it clashes with the operational schedules of the Disdukcapil and UPT offices in Pekanbaru City. Therefore, Disdukcapil makes efforts to pick up the ball and provide services on holidays to help people who have difficulty coming directly to the Disdukcapil office.

Research Methods

This study uses a descriptive qualitative method, which focuses on the observation of social phenomena by describing objects or subjects according to their actual circumstances (Jaya, 2020). Berg said that qualitative research aims to carefully answer research questions through observation of socio-cultural backgrounds and individuals in the context (Juniatmoko, 2019). According to Goodwin qualitative research has the characteristics of narrative analysis of the data obtained, which is then used as a basis to describe the phenomenon being researched (Mulyadi, 2012). This research was conducted at the Pekanbaru City Population and Civil Registration Office which is located at Jalan Jenderal Sudirman No. 464 MPP Complex Pekanbaru, Sukajadi District, Pekanbaru City, Riau Province 28121. The reason the researcher chose the research location is that the Pekanbaru City Population and Civil Registration Office is a public service information provider that carries out population administration affairs in the field of population and civil registration based on autonomy and assistance tasks. One of the services provided is the management of Electronic KTP which is needed as one of the requirements in the 2024 general election, so optimal service is needed in handling the increase in e-KTP recording in Pekanbaru City.

The researcher determined the informant as a source of information and data from the Pekanbaru City Population and Civil Registration Office. The technique used by the researcher is the technique *purposive*. There were 8 informants in this study, namely the Head of PIAK Division of the Pekanbaru City Disdukcapil, the Sub-Coordinator of Information and Communication Technology Human Resources Governance of the Pekanbaru City Disdukcapil, the e-KTP recording officer of the Pekanbaru City Disdukcapil, the Pekanbaru City KPU Advanced Computer Institution and 4 novice voters in Pekanbaru City. Meanwhile, the technique in data collection is that the researcher uses interview, observation, documentation and data analysis techniques.

Results and Discussion

Evaluation of Beginner Voter e-KTP Recording Services Ahead of the 2024 General Election in Pekanbaru City

Service is something that is needed by every human being, its activities can be done through oral, written and deeds. Hasibuan Service is an activity of providing services from one party to another, where good service is service that is carried out in a friendly manner and with good ethics so

as to meet the needs and satisfaction of those who receive services (Sawir, 2020). Public services provided by the government are activities carried out in taking care of the needs of the community or the general public (Sawir, 2020). One of the public services provided by the government is the service of recording e-KTP as an identity card for every citizen which is carried out at the local Population and Civil Registration Office. Regarding the evaluation of the services that have been provided by the Pekanbaru City Population and Civil Registration Office, the researcher uses five service characteristics stated by Zeithaml, Berry and Parasuraman, namely tangible evidence, reliability, responsiveness, assurance, and empathy.

Tangible

Direct evidence (*Tangible*) according to Zeithaml, Berry, and Parasuraman that is, it is influenced by the visual aspects related to the physical aspects of the environment, including elements such as physical facilities, equipment, employee service quality, and communication facilities provided or accessible by service users (Widodo et al., 2023). The facilities available at the Disdukcapil have met the SOP for the Issuance of Identity Cards for Indonesian Citizens of the Pekanbaru City Disdukcapil, namely a set of e-KTP recording tools, namely computers, tripods, cameras, eye and finger scans, signature tools and photo backgrounds. In addition, there are also waiting chairs that can be used by the public while waiting for services. The e-KTP recording room is not too big and not too small, this room is enough to record e-KTP and also looks clean and also accompanied by air conditioning so that people can wait comfortably.

The Disdukcapil not only records e-KTP at the Office, but also makes efforts to pick up the ball to schools in Pekanbaru City. In the implementation of this ball pick-up effort, the Disdukcapil also brought a complete facility of a set of e-KTP recording devices to each school visited. The recording process is carried out in the classroom and the rooms available from each school, so that the Disdukcapil and the school work together to create a comfortable and safe room for students who make recordings. Facilities that are also important in services, namely facilities and communication, in this aspect still need to be improved, namely by adding information boards, brochures, or banners related to the importance of e-KTP, e-KTP requirements and procedures for making e-KTP from start to finish. This is important to consider in order to increase public awareness regarding e-KTP ownership. Usually, people do not want to take care of important documents due to the lack of knowledge about the flow and importance of these documents.

The quality of employee service is quite good, service is provided quickly without having to wait for a long time. In addition, the officers also provide friendly and communicative services to service users. Employees are able to help and provide direction to service users, especially if they are beginners who do not have experience in document management. In addition, the employees who

came also provided socialization related to the e-KTP first before starting the e-KTP recording process. The Disdukcapil already has facilities that can support the acceleration of e-KTP recording, especially for novice voters in the 2024 election in Pekanbaru City. In addition to facilities, employees who serve e-KTP recording applicants are also satisfied by being able to provide friendly, professional service and help service users as best as possible. However, for information media or physical objects related to e-KTP, it should be added to help and make it easier for the public to get information.

Reliability

Reliability (*Reliability*), according to Zeithaml, Berry, and Parasuraman in is the proficiency to provide the right service with a guaranteed response, with a prompt and satisfactory response (Baidhowah, 2021; Noor & Marlina, 2023; Widodo et al., 2023). Reliability is related to how a public organization provides services per the Law. In this case, it can be seen from the ability of employees to use facilities that follow their functions, as well as how meticulous employees are in serving the service process and ensuring the completeness of documents carefully without any errors. Based on the SOP for the Issuance of Electronic Identity Cards (KTP-EL) INDONESIAN and the SOP for School Dictionary (Beginner Recording for School Students) of the Pekanbaru City Disdukcapil, the qualifications of the implementers must meet the following provisions:

1. Knowing the main duties and functions of the Pekanbaru City Population and Civil Registration Office
2. Know Population Administration and Civil Registration Services
3. Be able to communicate well, correctly and fluently
4. Can operate Computers and Internet Networks / SIAK Applications

Ahead of the 2024 election, there is an increase in e-KTP recording applicants in Pekanbaru City due to a general election that requires people to have an e-KTP. One of the reasons people do not want to take care of e-KTP is because of the thought that the process is convoluted and takes a long time. However, in the effort to pick up the ball carried out by the Disdukcapil to schools, it has been done quickly and without convolution. It's just that the queue takes a little time to wait, this is natural because the recording process is carried out at the same time for a large number.

The reliability of employees also affects public satisfaction. In the process of making an e-KTP, there are still obstacles faced by the community, due to the lack of meticulousness of employees in making e-KTP. There are problems related to the photo listed on the e-KTP that cannot be used in the administrative process, so it requires service users to return to the Disdukcapil office and take care of the problem again. This obstacle will certainly hinder the administrative process of service users, as a result it will affect public satisfaction and trust in public organizations. In addition, there are also those whose addresses are exchanged or different from KK, this is a concern to increase the accuracy

of employees so that the e-KTP given to the public is in accordance with the original. The e-KTP recording officer at the Pekanbaru City Disdukcapil conducts training if there is a change in the flow or process in the recording of e-KTP, and no routine training is carried out.

The quality of performance of e-KTP recording employees of the Pekanbaru City Disdukcapil still needs to be improved to be better and minimize errors in the data of e-KTP recording applicants. The quality of performance is very important to support the success of increasing novice voters in the city of Pekanbaru in the general election. In an urgent election process, voting requires an e-KTP as one of the election requirements. Meanwhile, the e-KTP issued by the Disdukcapil has incorrect or incorrect data, so it requires the owner of the e-KTP to correct the incorrect data first. This will certainly affect the voting process as well, incorrect data takes time to correct, especially on the day of the poll, the Disdukcapil is not fully operational. This mistake can also have an impact on the participation of novice voters in exercising their voting rights.

Responsiveness

Responsiveness (*Responsiveness*) according to Zeithaml, Berry, and Parasuraman refers to the extent to which employees provide services and are willing to support service users and provide services responsively (Widodo et al., 2023; Yandra et al., 2023). Responsiveness is the alertness of public servants in providing services that are in accordance with the needs of the community. Responsiveness is related to how employees are able to respond to complaints and help people who are confused when using the services they need. Ahead of the 2024 election, people, especially novice voters, urgently need an e-KTP to be able to use their votes on voting day. At a time like this, the Disdukcapil needs to help and provide services that make it easier for the community to immediately have an e-KTP. It is known that novice voters are voters who will vote for the first time in elections, this group is commonly found in high school. The obstacle that occurred was that high school students could not record e-KTP because they were in school.

The form of responsiveness provided by the Disdukcapil in providing e-KTP recording services for novice voters ahead of the general election in Pekanbaru City is by providing ball pick-up services to schools in Pekanbaru City, carrying out services on *weekends*, socialization on official social media accounts with invitations to make e-KTP during school holidays. In addition, before recording the e-KTP, as a novice voter who does not understand will be given prior notice of the necessary procedures. Therefore, people do not need to worry if they feel difficulties because there will be socialization first. Efforts to pick up the ball and serve on the day *Weekend* It was carried out as an answer to the problems of the community who could not come due to limited time between school/work and the operational hours of the Disdukcapil. The Disdukcapil responded to provide solutions and accelerated the recording of e-KTP before the general election took place.

The socialization provided on the official social media accounts of the Disdukcapil is related to information on services on holidays, documentation of pick-up activities in schools, invitations to make e-KTP, how to use online services, how to maintain the physical condition of the e-KTP, complaint services and many others that can be easily accessed by the public without having to come to the Disdukcapil office. Generally, the target of invitations to make e-KTP is school students who will be 17 years old and Disdukcapil intensively conducts socialization on its official social media accounts. This is in response to the fact that children of this age often use social media in their daily activities. In addition, Disdukcapil is also responsive when students get a mid-semester holiday, they immediately invite students to come to the Disdukcapil office and record e-KTP during their holidays.

Seeing the responsiveness of the Disdukcapil to users of the e-KTP recording service is quite good. The services and information provided both offline and online have been provided the easiest and fastest. Disdukcapil is quite responsive in taking advantage of opportunities and making innovations needed by the community. In addition, they are also able to provide services as a solution to the difficulties of people who do not have an e-KTP, especially for novice voters who need an e-KTP before the voting day takes place.

Insurance

Guarantee (*Insurance*) according to Zeithaml, Berry, and Parasuraman Leading to competent employee behavior builds trust in service users to public organizations that provide services that are able to realize a sense of security for service users (Hamdan et al., 2023; Indreswari et al., 2023; Widodo et al., 2023). The guarantee related to service at the Pekanbaru City Disdukcapil is that employees can provide a guarantee of accuracy and speed of time in the service process. In addition, guarantees are also related to how employees can foster trust in service users and provide a sense of security. Ahead of the general election, potential novice voters are encouraged to immediately have an e-KTP. Therefore, the Disdukcapil visited schools in the city of Pekanbaru to record students who were at least 16 years old. Because the target of this e-KTP recording service is school children, the Disdukcapil builds trust through cooperation with the school and teachers. The students believe in recording e-KTP and providing information and data because of appeals from schools and invitations from teachers. In addition, the implementation of e-KTP from recording to printing is indeed a field of Disdukcapil throughout Indonesia.

The guarantee or promise given by the Disdukcapil regarding the collection of physical e-KTP to the e-KTP recording applicant is appropriate and can be kept. This is good and must be maintained in order to build public trust and satisfaction with the Disdukcapil. This is because the community believes that what has been directed or given by the Disdukcapil will indeed be fulfilled and fulfilled. Not only e-KTP services, but other services will also have a positive impact, and vice

versa. The data provided by the community must be used according to their needs, and the Disdukcapil must make an e-KTP of the applicant according to the applicant's data. If an error occurs, then this will have an impact on the applicant's trust in the Disdukcapil. The more complaints about incorrect personal data from service users, the more employees will lose the trust of service users. This not only has an impact on e-KTP services, but also has an impact on services in other fields. Disdukcapil has provided fast services and in accordance with the promises given. However, in addition to the accuracy of the promise of public services, it must be able to ensure that the services provided are accurate and error-free. The accuracy of promises and the accuracy of data affect public satisfaction. So in order to maintain public satisfaction, the Disdukcapil needs to maintain it so that it is always good and correct.

Empathy

Empathy (*Empathy*) according to Zeithaml, Berry, and Parasuraman It is the extent to which the public organization understands the problems faced by the service user, takes action for the needs of the service user, and gives individual attention to the service user (Dastina et al., 2025; Ilham & Sari, 2024; Widodo et al., 2023). In service, empathy includes ease of interaction, effective communication, and awareness of the needs of service users. Empathy is a form of employee attention to service applicants by providing services needed by the community in a maximal manner and putting aside their personal needs. Ahead of the general election, the Disdukcapil has made efforts that require them to put aside personal affairs, namely by opening services on holidays. The operational schedule of the Disdukcapil is only on Monday-Friday, but they provide services on holidays to increase novice voters to immediately have an e-KTP. In addition, in the process of recording e-KTP, employees have also provided responsive and friendly services to questions and problems of the community. Disdukcapil employees already have quite good empathy for novice voters ahead of the 2024 general election in Pekanbaru City.

In addition to pick-up services and services on holidays, Disdukcapil also has an online e-KTP making service. The creation of e-KTP online is carried out through the Sipenduduk application. On the official website of Disdukcapil there are flows and features that can be used by customers. The ball pick-up service by coming to schools in the city of Pekanbaru is carried out by the Disdukcapil in giving special attention to students who have the potential to be novice voters by recording at school. The employees on duty have provided friendly, non-judgmental service and are able to help service users who are confused or don't know anything. To create this atmosphere, good communication skills and interaction by employees are needed. Employees must be able to build good communication so that service users are able to be open and follow the flow of procedures comfortably. At times like this, it is important for employees not to bring personal problems that result

in employees providing unprofessional service.

Factors Hindering the Recording Service of e-KTP for Beginner Voters Ahead of the 2024 General Election in Pekanbaru City

Public Awareness

e-KTP according to the Law of the Republic of Indonesia Number 24 of 2013 concerning Amendments to Law Number 13 of 2006 concerning Population Administration is an Electronic Identity Card, hereinafter abbreviated as KTP-el, is an Identity Card equipped with a chip which is the official identity of the resident as proof of identity issued by the implementing agency. Based on the explanation in Law of the Republic of Indonesia No. 24 of 2013, for people who have met the requirements, they are required to immediately have an e-KTP. However, not all Indonesian citizens who are required to have an e-KTP have recorded an e-KTP. In Pekanbaru City, the recording of e-KTP is carried out by the Pekanbaru City Disdukcapil and the local UPTD. Through interviews with researchers with Disdukcapil, it can be seen that Disdukcapil has made various efforts or innovations as well as sharing information and also socialization for e-KTP ownership. These efforts and innovations will succeed if they are in line with public awareness to immediately have an e-KTP. Disdukcapil has a big challenge to build public awareness to have an e-KTP. The community here is dominated by high school students who have just entered the mandatory age of e-KTP. Looking at the results of the interview, information on making an e-KTP is rarely obtained by students. Therefore, the Disdukcapil must continue to innovate in tandem with comprehensive socialization so that the services that will be provided run well with each other.

Prudence of e-KTP Registration Officer

Service provision needs to pay attention to the correctness of the data entered. Employee meticulousness will have an impact on the trust of service users. Employees on duty need to pay attention to the data needed in the e-KTP and make it according to the owner's data. There are still data errors that result in the e-KTP owner having to take care of it back to the Disdukcapil. Mistakes that occur will affect the satisfaction of service users with Disdukcapil. This is not in line with the innovations and special approaches that have been carried out before. Special approaches and data correctness must go hand in hand so that services not only run quickly but also correctly according to the original data. This mistake does not reflect the convenience provided by the Disdukcapil. Such as the ease of access to not need to come to the Disdukcapil, but because there is an error, the employee requires the owner of the e-KTP to take care of the data error again to the Disdukcapil. Although a solution has been provided regarding the error complained of, the e-KTP that has reached the applicant's hands should no longer be returned to the employee because there is an error.

Technical and Operational Obstacles in Efforts to Pick Up the Ball

The ease of access to services provided by the Disdukcapil in distributing e-KTP recordings, especially for novice voters who must have an e-KTP before voting takes place before the 2024 election. This service program is widely used by students who are helped by this program. Although it is widely used, this program still has obstacles. Disdukcapil wants to make it easier for students to have access to e-KTP, in fact it still cannot be realized evenly to all schools. There are still some schools that have not been able to accept for various reasons, it can be because many activities are being prioritized and also afraid of disrupting the teaching and learning process at school. However, the Disdukcapil also provides another alternative to this rejection.

The alternative provided means that it requires a high desire from students to make an e-KTP. This is because it requires them to come independently to Disdukcapil, in contrast to other schools visited by Disdukcapil and make recordings at school and in between study times. If there is no strong desire, the Disdukcapil's target for them to come to the location of making the e-KTP will not succeed. This problem needs to be coordinated again between the Disdukcapil and the school because the ownership of an e-KTP is also mandatory and there is also a target from the national level. The target of the effort to pick up the ball carried out by the Disdukcapil is school children (SMA) because they are at least 16 years old and can already make recordings. However, at this age, children usually start dressing up and putting on makeup, especially for photos. In addition, the Disdukcapil also faces obstacles from the desire of students who do not want to take part in e-KTP recording activities at school. If it is not done at school, then they are directed to record their e-KTP directly at the Disdukcapil. At Disdukcapil, they will be free to use the clothes they want so that the photos on the e-KTP look even better.

Conclusion

The Disdukcapil already understands the problems faced by the community, especially for novice voters ahead of the 2024 general election in the city of Pekanbaru. It can be seen that Disdukcapil has provided solutions to customer problems through available service innovations. The problem that often occurs is that people do not have time to make an e-KTP at the Disdukcapil. Disdukcapil has provided ball pick-up services, mobile bus services, services on holidays and online e-KTP making services through the Sipenduduk application. It is hoped that good services can continue to be maintained and even improved again and accompanied by high public awareness. Thus, it can be concluded that the provisional results of the e-KTP recording service for novice voters ahead of the general election in Pekanbaru City show that there is indeed a high increase before voting day. Disdukcapil, the Pekanbaru City Government and the KPU have coordinated to accelerate the process of printing e-KTP for novice voters. Some of the special approaches taken in accelerating the printing of e-KTP are by efforts to pick up the ball that comes directly to schools in the city of

Pekanbaru, services on *weekends* so that people who are unable to attend due to work and school can come on holidays, mobile bus services in crowded places, and the existence of Siwarga services, namely making e-KTP online.

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