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The Influence of Public Accountability, Service Performance and Administrative Information Systems for Producing E-KTP on Community Satisfaction (Case Study at the Nganjuk Regency Population and Civil Registration Service).

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Abstract

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This research addresses the misappropriation of government funds allocated to public service agencies, specifically focusing on the Nganjuk Regency Population and Civil Registration Service in managing expenditures for community services. The study aims to enhance fund allocation transparency and effectiveness by examining the impact of public accountability, service performance, and the administrative information system (SIAK) for e-KTP issuance on community satisfaction. Employing a quantitative approach with a statistical description, the researchers randomly sampled 100 respondents and collected primary data through Likert-scale questionnaires. The analysis involved descriptive statistics, instrument tests, classical assumption tests, and multiple linear regression. The empirical findings indicate a significant and positive influence of public accountability, service performance, and the population administration information system on community satisfaction during e-KTP issuance. This research contributes significantly to understanding the factors shaping community satisfaction and underscores the need for transparent fund utilization and efficient service delivery in public agencies like DISPENDUKCAPIL.

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INTRODUCTION

Public services, which are facilities for the entire community, must be able to complement and accommodate all desires and hopes to be fulfilled. This sense of fulfilling the expectations of the people who use public services will later become the main capital in increasing the sense of satisfaction with these services. The E-KTP application service agency at the Population and Civil Registry Service (DISPENDUK CAPIL) which is tasked with facilitating the community in terms of population administration as a whole is the main capital for an agency to obtain

financial funds from the central government to support operational and non-operational activities.

DISPENDUK CAPIL is a public service agency that provides population data administration services. This agency works to provide data to the central government and the public. According to Susliyanti & Binawati, the public will voluntarily and provide valid data if they have confidence in the services they receive and are satisfied with the services provided by DISPENDUK CAPIL officers (Susliyanti & Binawati, 2020). Because without information from the public, this agency is unable to work in carrying out its operational duties in collecting data and implementing budgets for financial management of population data. Community satisfaction is an important point in public service agencies as a benchmark for improving service quality and improving performance in an accountable manner in achieving agency goals" (Rochmah & Rosy, 2022). The community satisfaction index is work responsibility, work values, a form of public honesty, dedication and commitment of an agency in providing excellent service skills both procedurally and in handling finances.

One aspect of providing community satisfaction with the services provided is by providing good service responsibilities supported by structured programs and transparent administration in providing services. Due to work demands in providing honest and transparent services, both responsibly to the community and to leaders, accountability skills and high work professionalism are required. Therefore, high accountability is needed in realizing community satisfaction. Accountability is an aspect related to responsiveness in a sense of responsibility, or active responsibility in implementing policies. Because in accountability there is an attitude played by actors that provides standards to be more proactive in being accountable for policy standards in order to satisfy the desires of other actors (Prof. DR. H. A. Rusdiana & Drs. Nashudin, 2021).

There is hope of receiving satisfaction, apart from providing service responsibilities for the public sector, it is necessary to have a structured system that is able to scenario the implementation of responsibilities more systematically and make it easier for service users. The system that supports the realization of a sense of satisfaction is called an administrative information system. An information system is a system built by an organization or agency to meet the needs of daily transaction management in supporting managerial activities in providing easy information to outside parties (Leiwakabessy et al., 2022). For the Education Service, the availability of administrative information in submitting applications for documents related to administrative procedures in applying for residency is very much needed by the public. So a system program design is needed that makes it easier to provide a population administration information system for the entire community.

The existence of an administrative information system was created to make it easier for the public to simplify population affairs and provide community satisfaction. The existence of convenience and several innovations in services in the public sector is also a form of implementation of a public sector that is able to show better performance in providing people's rights. Performance in an agency or organization is an effort to achieve higher productivity. The more optimal the performance is demonstrated both in terms of finance and service, the more the level of experience and satisfaction of service users will increase (Irawan & Laksono, 2020).

The theoretical basis is presented in complete, concise sentences, and is really relevant to the purpose of writing scientific articles. Example: Febrian and Herwany (2009) found that the best forecasting volatility models for JKSE, KLSE, and IMS were respectively GARCH (2.1), GARCH (3.1), and GARCH (1.1), portfolio

investors nor can internationals benefit from diversification between these three equity markets as they are cointegrated.

The Nganjuk Regency CAPIL DISPENDUK is trying to maximize innovation in satisfying public service excellence since the Covid pandemic by launching a service system called SEDUDO to assist the online-based process of submitting residency applications, including E-KTP, family card, birth certificate and others. People can apply online from home without having to queue. This system was launched during the Covid pandemic which recommended social distancing. According to the CAPIL DISPENDUK data report (2021), the Nganjuk Regency Population and Civil Registry Service budget for the 2021 period has a regional budget of IDR 7.15 billion and a budget for goods and services including raw materials for making KTPs of IDR 3.27 billion with performance realization was only 50%. Based on (DISPENDUK CAPIL, 2021), in the government agency performance report (LKjIP) DISPENDUK CAPIL it is known that the administrative performance and accountability of the target was realized at 71%, the performance of the population registration program at the target was realized at 99.96% and the management program at the target was able to be realized at 85%. .92%. Based on this data, it can be seen that the CAPIL DEPENDUK Nganjuk Regency in achieving the target of success still has less than optimal values or obstacles due to the condition of the archives building which is in an inadequate condition because active archives cannot be destroyed so that more management costs are required. Meanwhile, the number of employees is very low and the quality of the workforce is considered to be low and the lack of responsiveness in direct service sometimes causes people from various sub-districts to complain about the long process of applying for both E-KTP and other population administration. The results of pre-survey interviews with people who manage population data said that the information system delivered at SEDUDO still does not match actual performance. In the system, there is already a notification that the application has been completed, but after the applicant comes to the office, the data on the application submitted still cannot be collected and this makes the public dissatisfied.

Several efforts and plans carried out by DIPENDUK CAPIL to increase community satisfaction by providing easy, accountable services supported by population administration information system programs and government service performance systems have various views from several different previous researchers. According to (Maryadi & Oktaviani, 2022), accountability has a significant positive effect on community satisfaction. However, (Susliyanti & Binawati, 2020) research states that accountability has no effect on service satisfaction. (Irawan & Laksono, 2020) explained that there is a positive and significant influence of performance on community satisfaction. Meanwhile, discrepancies in findings were also shown by Dewi & Muhsin (2019) who showed that performance had no significant effect on community satisfaction. According to (Aos & Riwanti, 2019), the population administration information system has a positive effect on community satisfaction. Sophistication and creativity provide convenience for the community in the administration process at DIPENDUK CAPIL.

RESEARCH METHODS

The researcher used the case study method with a descriptive quantitative approach with empirical statistical data. The research unit was carried out at the East Java Provincial Education Office. The data source used comes from primary data from a closed Likert scale questionnaire. The population is the entire object studied by researchers, namely the people who make E-KTPs at the DIPENCUK CAPIL

Nganjuk Office. The following is data on new E-KTP applicants who applied during the last 12 months in May 2022-April 2023 as follows.

Table 1. New E-KTP Application Data for October-December 2022

Bulan	Jumlah Pengurus E-Ktp
Mei 2022	965
Juni 2022	1203
Juli 2022	1485
Agustus 2022	727
September 2022	836
Oktober 2022	890
November 2022	636
Desember 2022	1303
Januari 2023	988
Februari 2023	1127
Maret 2023	1697
April 2023	1401
Jumlah populasi	13258

Source: Primary Data from the Department of Population and Civil Registration (2023)

In this research, samples will be selected randomly and coincidentally from consumers who visit the research site. The sampling method used was an incidental sampling technique. According to Sitangga, this technique allows samples to be taken at any time until the desired number of samples is met, that is, people who apply for E-KTP to DISPNRDUK CAPIL Nganjuk during the research will be used as samples.

The instruments used by researchers to measure each variable were developed using a closed questionnaire with a Likert scale and the following are the components of the instruments developed:

Table 2. Research Instrument Development

Research Variable	Research Indicators	Many Items	Theoretical Sources
Community Satisfaction (Y)	1. Public satisfaction with the knowledge, skills, ethics and reliability of the authorities,	1,2,3	(Dewi & Muhsin, 2019)
	2. Public satisfaction with the delivery of accurate and clear information by the authorities,	4,5,6	
	3. Public satisfaction with fast and accurate service by officers,	7,8,9	
	4. Public satisfaction with the attention and care of the authorities.	10,11,12	
	1. Level of Compliance with Procedures	1,2,3	

Public accountability (X ₁)	2. Affordable Public Services	4,5,6	(Asrini <i>et al.</i> , 2019)
	3. Compliance with Time Standards,	7,8	
	4. Responsive Public Services	9,1	
Service performance (X ₂)	1. Volume of Work	1,2	(Irawan & Laksono, 2020)
	2. Quality of Work	3,4	
	3. Creative Power,	5,6	
	4. Collaborative	7,8	
	5. Trust	9, 10	
	6. Initial Will	11,12	
Administrative information system (X ₃)	1. System Quality	1,2	(Candra, 2018)
	2. Quality of Information	3,4	
	3. System use	5,6	
	4. User satisfaction	7,8	
	5. Individual performance	9, 10	
	6. Organizational performance.	11,12	

Source: Data processed by researchers (2023)

To obtain data validity, the researcher determines the calculation of determining the number of samples according to Slovin depending on the specified level of accuracy, namely with a calculation error tolerance limit of 10%. The error rate used is 10%, the formula for calculating the sample size according to Slovin in is as follows:

$$n = \frac{N}{1 + Ne^2}$$

Where: n = sample size

N = population size

e = standard error (5%)

So, the sampling calculation can be carried out as follows:

$$n = \frac{13258}{1 + (1233 \times 0.10^2)}$$

$$n = \frac{13258}{1 + (1233 \times 0.10 \times 0.10)}$$

$$n = \frac{13258}{1 + (132.58)}$$

$$n = 99.25$$

Based on the results of calculations with Slovin, a standard validation value for a sample of 100 community respondents was obtained in assessing satisfaction at DISPENDUK CAPIL Nganjuk.

The data obtained when exploring the sample given the questionnaire using Google Form was processed using multiple linear regression analysis techniques with stages that were fulfilled by testing the classic assumptions of normality, multicollinearity and heteroscedasticity from the scoring results of the sample data.

RESULT

Based on the results of scoring questionnaire data given by respondents who are members of the community who applied for E-KTP at the CAPIL DISPENDUK Nganjuk Regency, on the basis of the average value and standard

deviation, achievements can be obtained from the respondents' answers to each research variable as follows:

Table 3. Research Variable Achievement Criteria

Assessment Achievement Criteria	Community Satisfaction		Public Accountability		Service Performance		SIAK	
	Respondents	%	Respondents	%	Respondents	%	Respondents	%
Very high	7	7.0	5	5	7	7	6	6.0
Tall	27	27.0	25	25	24	24	20	20.0
Currently	31	31.0	39	39	39	39	46	46.0
Low	26	26.0	21	21	21	21	21	21.0
Very low	9	9.0	10	10	9	9	7	7.0
Total	100	100.0	100	100	100	100	100	100.0

Source: Data processed by researchers (2023)

Based on this data, it can be seen that respondents who gave a very high assessment of community satisfaction were 7.0% and the majority of people said that community satisfaction was moderate at 31.0%. The Nganjuk Regency DISPENCUK CAPIL public accounting achievement was very high at 5.0% and most gave a medium rating at 39%. The performance achievement of the CAPIL DISPENDUK Nganjuk Regency was assessed as very high by 7.% and gave the most respondents a moderate performance of 39.0%. For the achievement of the Population Administration Information System, it was rated very high by 6.05 people and the majority rated SIAK as moderate at 46.0%.

Coefficient of Determination

The following are the results of the coefficient of determination obtained from the results of a simple linear regression carried out on the research sample in assessing the influence of public accountability, service performance and the administrative information system for making E-KTP on community satisfaction with the Nganjuk Regency Population and Civil Registration Service, shown in the model summary table:

Table 4. Summary Model Results

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	0,952 ^a	0,907	0,904	2,99077

a. Predictors: (Constant), SIAK, KL, AP

Source: Output Data (2023)

The coefficient of determination of the variable public accountability, service performance and population administration information system (SIAK) for making E-KTP in influencing community satisfaction is shown by the Adjusted R Square value = 0.904 (90.4%). This shows that the variables of public accountability, service performance and population administration information system (SIAK) for making E-KTP as independent variables are capable of being influential factors in determining community satisfaction up to 90.6%. To estimate the calculation error in predicting the magnitude of data on the influence of community satisfaction, it is 2,990 data units. Meanwhile, the remaining 9.6% identified other independent variables that had not been observed in this research as having the opportunity to influence community satisfaction.

Partial Hypothesis Testing

Based on the data carried out using multiple linear regression analysis, the results of the partial hypothesis test can be seen with the t-test results as follows:

Table 5. Partial Hypothesis Test Results

Variabel Penelitian	Koefisien Regresi B	t-hitung	Sig.	Keputusan Hipotesis
(Constant)	16,65	7,344	0,000	
AP	0,409	4,636	0,000	H ₁ diterima
KL	0,218	2,506	0,014	H ₂ diterima
SIAK	0,264	3,042	0,003	H ₃ diterima

Source: Output Data (2023)

Based on the results of hypothesis testing with t-will be compared with the t-table value = 1.98472 (df = N-k = 100 – 3 = 95) with the p-value with a validity limit of 0.05 obtained from the results of the table above, the following decision norms are obtained:

The results of the regression model 1 partial test of the public accountability variable (X1) on community satisfaction have a t-value = 4.636 > t-table = 1.98472 and a p-value = 0.000 < 0.05, which means H1 is accepted and H0 is rejected. So the decision norm that is accepted empirically is that it is proven that there is a significant influence of public accountability (X1) on community satisfaction in making E-KTP at the Population and Civil Registration Service of Nganjuk Regency.

The results of the regression model 2 partial test of the service performance variable (X2) on community satisfaction have a t-value = 2.506 > t-table = 1.98472 and a p-value = 0.000 < 0.05 which means H2 is accepted and H0 is rejected. So the decision norm that is accepted empirically is that it is proven that there is a significant influence of service performance on community satisfaction in making E-KTP at the Population and Civil Registration Service of Nganjuk Regency.

The results of the 3 partial test regression models for the population administration information system (SIAK) variable for making E-KTP (X3) on community satisfaction have a t-value = 3.042 > t-table = 1.98472 and a p-value = 0.013 < 0.05 which means H2 accepted and H0 rejected. So the decision norm that is accepted empirically is that it is proven that there is a significant influence of the Population Administration Information System (SIAK) on community satisfaction in making E-KTP at the Nganjuk Regency Population and Civil Registration Service.

Simultaneous Hypothesis Testing

Based on the results of the partial test, the researcher will also carry out a simultaneous analysis of the two independent variables that the researcher observed in finding the magnitude of the influence that the three variables can exert together on community satisfaction. The following are the results of statistical proof of simultaneous hypothesis testing:

Table 6. Simultaneous Hypothesis Testing

ANOVA ^a		
	F	Sig.
Model Regresion	311,333	0,000 ^b

(Constant), SIAK, KL, AP
To Community
Satisfaction

Source: Output Data (2023)

Based on the results of the simultaneous test, it shows that the F -table value = 311.333 > f -table = 2.70 ($df_1 = k - 1 = 4 - 1 = 3$; $df_2 = n - k = 100 - 4 = 96$) and the p -value value = 0.000 < 0.05 as the error limit in research, then the decision norm that researchers can take is to accept H_4 and reject H_0 . Based on these data, researchers can prove that there is a simultaneous influence of public accountability, service performance and the population administration information system (SIAK) on making E-KTPs significantly on community satisfaction in making E-KTPs at the Population and Civil Registration Service of Nganjuk Regency.

DISCUSSION

This research aims to quantitatively prove the influence of public accountability, service performance and the administrative information system for making E-KTP on community satisfaction with the Nganjuk Regency Population and Civil Registration Service. The results of this research were carried out using purposive sampling with 100 respondents who were given a research instrument questionnaire using Google Form and directly.

The Influence of Public Accountability on Community Satisfaction

In the statistical results proving the influence of public accountability on community satisfaction, the t -value = 4.636 > t -table = 1.98472 and the p -value = 0.000 < 0.05 shows that empirically it can be proven that there is a significant influence of public accountability (X_1) on community satisfaction in making E-KTP at the Nganjuk Regency Population and Civil Registration Service. Public accountability has a positive influence, which means that the existence of public accountability as a form of responsibility of DISDUK CAPIL as a public service agency in showing all activities, including service activities, financial management activities and program implementation achievements, has a positive impact in increasing the public's sense of satisfaction with this agency, especially the people who administering E-KTP.

This research supports the consistency of the findings of (Choi & Chun, 2021), (Aisyah et al., 2022), and (Maryadi & Oktaviani, 2022) that, Accountability is very influential and has a very strong relationship to community satisfaction, both hierarchical accountability, legal accountability and political accountability greatly influence community satisfaction. However, this research does not maintain the results of (Susliyanti & Binawati, 2020) research, if financial accountability does not have a significant effect on public satisfaction and trust. However, regarding performance accountability which influences public satisfaction and trust, it shows consistency in the service sector.

For public agencies such as the Nganjuk Regency CAPITAL DISPENDUK, the services provided need to be carried out by people who can be trusted and accountable to complete the services according to expectations. Accountability for the public sector is closely related to the public's sense of satisfaction with the services they receive. If the community receives professional and trustworthy services, then the service can be categorized as having capability and responsibility (accountable) so that it will increase the trust of the community who receive the service, thus accountability will greatly influence community satisfaction (Maryadi & Oktaviani, 2022). Because accountability is considered important as society's

demands for good and clean governance (good governance and clean government) increase, this has encouraged the development and implementation of a clear, precise, orderly and effective accountability system (ambarwati & Rahayu, 2021).

Based on the discussion, researchers can conclude that the public accountability carried out by the Nganjuk Regency CAPIL DISPENDUK is quite good. However, it is hoped that it can improve competence in completing all E-KTP applications, both new and revised, in accordance with the completion information provided via the SEDUDO application. So that the public continues to have confidence in the services provided in accordance with excellent performance accountability.

The Influence of Service Performance on Community Satisfaction

The results of the second partial hypothesis test prove the influence of service performance on community satisfaction. The test statistical results show empirical evidence with a $t\text{-value} = 2.506 > t\text{-table} = 1.98472$ and a $p\text{-value} = 0.000 < 0.05$, so it is proven that there is a significant influence of service performance on community satisfaction in making E-KTP at the Population and Registration Service Nganjuk Regency Civil Service. The performance of the Nganjuk Regency CAPIL DISPENDUK service has had a positive influence in increasing community satisfaction. So that the better the performance of the services provided, the more satisfied people will be in making E-KTPs at the service office or via mobile SEDUDO.

DISPENDUK CAPIL's expectations in providing public service performance are one of the strategic dimensions in assessing success in carrying out tasks both in services and in managing funds allocated to properly carry out services provided by the central government. Performance can be interpreted as an individual's ability to do something with certain skills. The resulting good performance from the employee side will influence the achievement of community satisfaction because organizational performance is influenced by the performance of its employees (Dewi & Muhsin, 2019). The organization in this case is DISPENDUK CAPIL as a scope of services for the community.

The consistency of the findings in this research maintains the results of (Irawan & Laksono, 2020) regarding service performance having a significant effect on community satisfaction. If service performance increases, the better the service will provide a sense of satisfaction to its users. Performance has a very broad scope starting from the performance of human resources or workers, system performance, service procedural performance, and financial performance.

Based on this discussion, it can be concluded that service performance has a positive and significant influence on community satisfaction with the Nganjuk Regency CAPIL DISPENDUK service, which will continue to increase if it is able to balance the number of qualified employees with the speed and suitability of the services provided to the community. If there are many employees, then the duties and responsibilities for applications submitted by the public in using the E-KTP application service will also be completed on time.

The influence of the Population Administration Information System (SIAK) for making E-KTP on community satisfaction

In the third partial test proof regarding the influence of the population administration information system (SIAK) variable for making E-KTP (X3) on community satisfaction, it has a $t\text{-value} = 3.042 > t\text{-table} = 1.98472$ and a $p\text{-value} = 0.013 < 0.05$ which shows Empirical evidence shows that there is a significant influence of the population administration information system (SIAK) on community satisfaction in making E-KTP at the Nganjuk Regency Population and Civil

Registration Service. The SIAK variable has a positive influence in increasing community satisfaction. The better the information system that is innovated, such as the SEDUDO application, can continuously increase public satisfaction, especially in the process of managing applications for making E-KTP.

These results are consistent with findings from **Candra (2018)** which previously proved that there was a significant influence between the SIAK application on community satisfaction at the Pekalongan Regency Population and Civil Registration Service. The higher the population accounting information system, the higher the level of public satisfaction. According to (Aos & Riwanti, 2019), the population administration information system has a positive effect on the satisfaction of the CAPIL PENDUK community.

According to (Adyas & Anggeraiyantie, 2018), the existence of a population administration information system is an implementation of a service order that is universal, permanent, mandatory and sustainable as a form of fulfilling the rights of residents in population administration with professional services and recording data that is accurate, complete, up-to-date and easy to access. access so that it becomes a reference in implementing policies for development based on increasing community satisfaction.

So from the results of this research it can be concluded that the existence of a population administration information system has a significant and positive effect on community satisfaction and also the better the innovations developed in making SIAK more accurate and easy to access will help the community to ensure that the form of population services becomes more transparent.

The Influence of Public Accountability, Service Performance and Administrative Information Systems for Making E-KTP on Community Satisfaction with the Nganjuk Regency Population and Civil Registration Service

In the F test results, the F_{table} value = 311.333 > f_{table} = 2.70 ($df_1 = k - 1 = 4 - 1 = 3$; $df_2 = n - k = 100 - 4 = 96$) and the $p_{value} = 0.000 < 0.05$ This data proves in this research that there is a simultaneous influence of public accountability, service performance and the population administration information system (SIAK) on making E-KTP significantly on community satisfaction in making E-KTP at the Population and Civil Registration Service of Nganjuk Regency . The three variables together were able to provide a positive contribution of 90.4% in increasing community satisfaction in making E-KTPs through the Nganjuk Regency DISPENDUKCAPIL service, both through the SEDUDO application system and direct services at the office. The efforts made are in accordance with the performance targets of DISPEDUKCAPIL as stated in the Decree of the Head of the Nganjuk Regency Population and Civil Registration Service Number: 188/06/K/411.306/2023 concerning the Information and Documentation Management Officer (PPID) Implementing the Nganjuk Regency Population and Civil Registration Service.

The public sector must be able to provide good performance from various sources of data, power and decision making in order to improve institutional communication from the user and employee side in carrying out organizational responsibilities as well as to community users in implementing government services that are increasingly better and more targeted and accountable. Public satisfaction is not only in terms of performance accountability responsibility but also in information accountability, the implementation of public funds that have been used must also be carried out economically, efficiently and effectively (Paranoan S, Herawati T, 2022).

CONCLUSION

In this study, researchers were able to prove based on primary data and statistical data results, that it was proven that there was a significant and positive influence of public accountability on community satisfaction in making E-KTPs at the Population and Civil Registration Service of Nganjuk Regency. This has consistency with findings made by (Choi & Chun, 2021), (Aisyah et al., 2022), and (Maryadi & Oktaviani, 2022) that, Accountability has a very strong influence on community satisfaction. It is also proven that there is a significant and positive influence of service performance on community satisfaction in making E-KTP at the Population and Civil Registration Service of Nganjuk Regency. This finding is in line with (Irawan & Laksono, 2020) regarding the fact that service performance has a significant effect on community satisfaction. There is a significant and positive influence of the population administration information system (SIAK) on community satisfaction in making E-KTP at the Population and Civil Registration Service of Nganjuk Regency. This is in line with (Aos & Riwanti, 2019) that the population administration information system has a positive effect on community satisfaction with CAPIL DEPENDUK. It has been proven that there is a significant and positive influence of public accountability, service performance and the population administration information system (SIAK) on community satisfaction in making E-KTP at the Population and Civil Registration Service of Nganjuk Regency. This is supported by the opinion (Paranoan S, Herawati T, 2022) that, public satisfaction with public services must be able to have operational accountability, performance and support from information systems that can be trusted by the public.

The results of the research are the basis for researchers to provide several recommendations for building public services that are responsible for financial administration and service administration. For the Capil Population and Civil Service Department, it is hoped that it can improve the form of service better according to the queue. The facility services provided must be in accordance with the existing volume of workers. Because workers are given salaries from allocated funds in carrying out their duties as service providers to the community. It is hoped that this can increase competence in completing all E-KTP applications, both new and revised, in accordance with the completion information provided via the SEDUDO application. So that the public continues to have confidence in the services provided in accordance with excellent performance accountability. Workers are expected to increase the quantity of work in accordance with their responsibilities, especially in processing new e-KTP applications. Because workers' discipline in reporting the number of new E-KTP applicants will be used as material for the report on the expenditure of financial funds for the CAPIL DISPENDUK in the use of e-KTP raw material expenditure.

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