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Dear authors,

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It's my pleasure to inform you that, after the peer review, your paper "*Evaluating the Effectiveness of Procurement Policy* for Electronic Identity (e-ID) cards and its Effect on Citizen Trust in Indonesia" has been ACCEPTED to publish in our journal namely <u>International Journal of Innovation, Creativity and Change</u>, ISSN: 2201-1315. It will be published in the <u>Regular</u> <u>Issue of December 2019</u>. I believe that our collaboration will help to accelerate the global knowledge creation and sharing one step further. Please do not hesitate to contact me if you have any further questions.

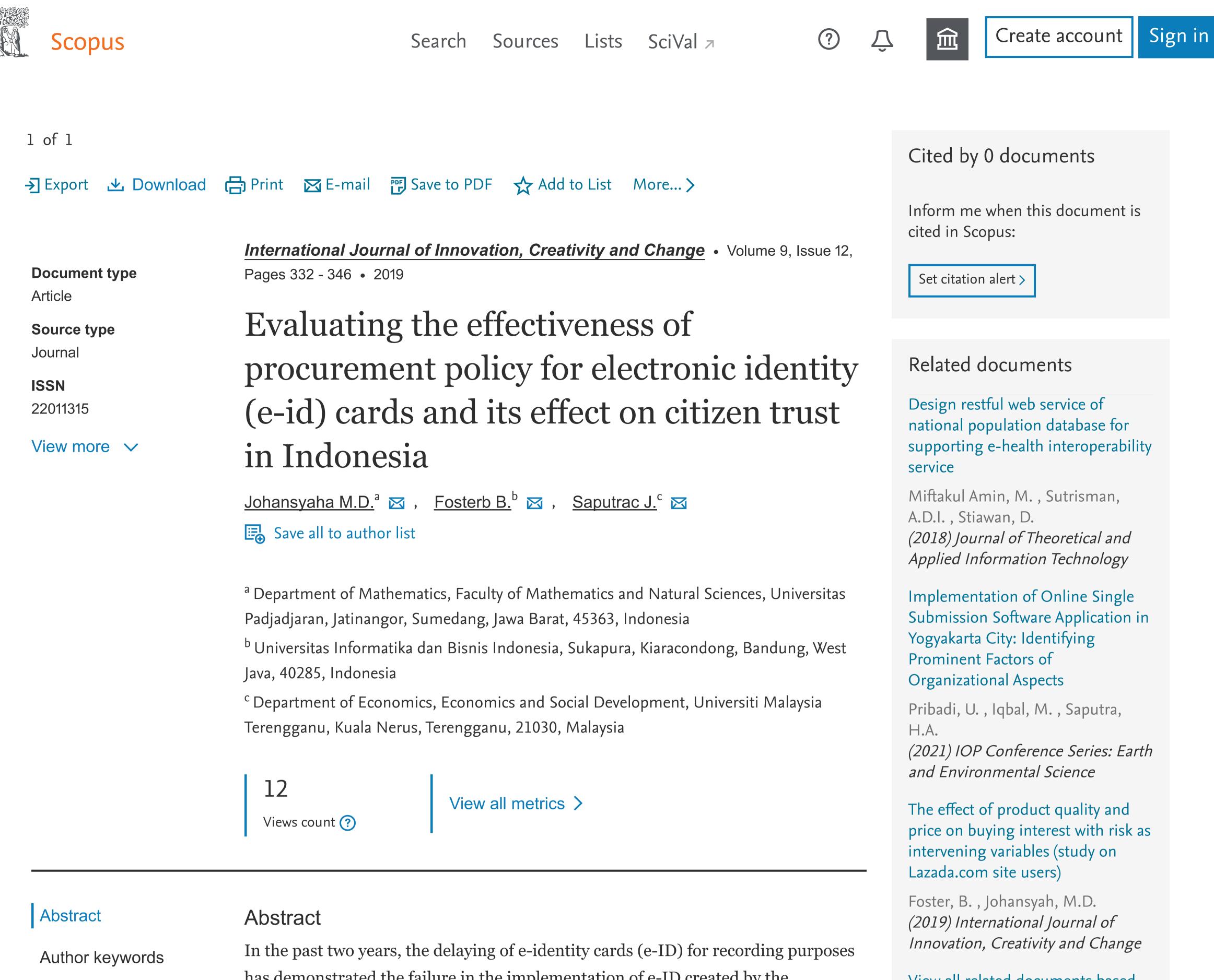
Sincerely,

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has demonstrated the failure in the implementation of e-ID created by the government. For this reason, the government issued a new procurement policy. Unfortunately, it does not guarantee success for solving its issue. Thus, this study aims to evaluate the effectiveness of the procurement policy for an electronic identity card and its impact on citizen trust in Indonesia. This study is designed using quantitative through exploratory research. The data is collected by utilizing simple random sampling and determined by using the Yamane Formula and then analysed with Structural Equation Modelling (Partial Least Square) by assisting the statistical software, namely, XLSTAT. The results of the analysis show that the procurement policy and effectiveness for electronic identity cards have a significant positive effect on citizen trust. Also, the effectiveness of policy implementation intervenes in the relationship between policy implementation and citizen trust partially. In conclusion, we identified that the effectiveness of policy implementation has a significant effect on citizen trust, but it is not considered more important than the procurement of raw materials for electronic identity cards (e-ID). The procurement policy for a blank identity card is a crucial factor and should be prioritized. © 2019 Primrose Hall Publishing Group.

Author keywords

Citizen trust; Effectiveness; Policy implementation; Structural equation modelling with partial least square (SEM-PLS)

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Malaysia email:jur	rrac, J.; Department of Economics, Economics and Social Development, Universiti Terengganu, Kuala Nerus, Terengganu, Malaysia; nadil.saputra@umt.edu.my ight 2020 Elsevier B.V., All rights reserved.
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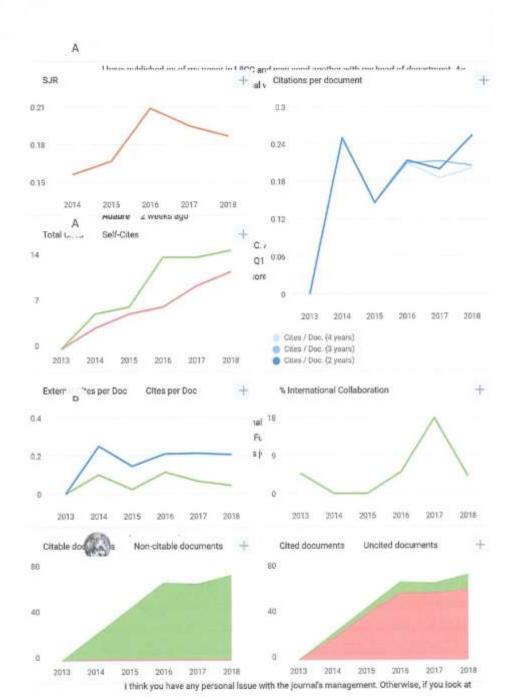
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Submission

2 messages

Muh. Deni Johansyah <muhamad.deni@unpad.ac.id> To: editor.ijicc321@gmail.com Thu, July 25, 2019 at 10:52 AM

Dear Editor IJICC

Enclosed is a manuscript entitled "Evaluating the Effectiveness of Procurement Policy for Electronic Identity (e-ID) cards and its Effect on Citizen Trust in Indonesia" to be considered for possible publication in International Journal of Innovation, Creativity and Change.

Thanks

Regards

Dr. Muh. Deni Johansyah

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editor ijicc <editor.ijicc321@gmail.com> To: "Muh. Deni Johansyah" <muhamad.deni@unpad.ac.id> Fri, July 26, 2019 at 08:10 AM

Dear Muh Deni Johansyah,

Thank you for submitting the manuscript (IJICC_2019_1150), "Evaluating the Effectiveness of Procurement Policy for Electronic Identity (e-ID) cards and its Effect on Citizen Trust in Indonesia" to International Journal of Innovation, Creativity and Change

Change.

Loh Wei-Lyn Editorial Assistant International Journal of Innovation, Creativity and Change ISSN:2201-1315/E-ISSN:2201-1323 Scopus Indexation url: https://www.scopus.com/sourceid/21100819610 Intellectual Edge Consultancy SDN Bhd B2-1902, TTDI Adina Jalan Judo 13/45 Shah Alam 40100 Selangor Malaysia [Quoted text hidden]

Evaluating the Effectiveness of Procurement Policy for Electronic Identity (e-ID) cards and its Effect on Citizen Trust in Indonesia

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Abstract— In Indonesia the delaying of electronic ID card recording and rareness of E-ID card raw material mostly happened for past two years. This situation shown there's implementation failure. Government acceleration of procurement policy has been released but still doesn't solve the main problem itself. The delivery of blank ID card doesn't spread evenly, many Indonesian citizen have to wait for more than 1 (one) year only for their electronic ID card being recorded and printed. For citizen this become disadvantages, there's no proper supply chain management in delivering this blank ID from central government to province, city or district. Based on the phenomenon, the researcher aims to research whether the procurement policy, implementation of electronic ID card recording and its impact on Indonesia public trust or not. The analysis of the research problem is based the theory of policy implementation, theory effectiveness approach adapted and for trust. Methods used in this research are explanatory while the source and method for data collect use questionnaire and simple random sampling. The data was processed with partial least square. Result of this research showed a positive and significant impact of The Procurement Policy, Effectivity Implementation of Electronic ID card Recording on Citizen Trust. Thus the hypothesis proposed in this study was tested with PLS-SEM. Result shown procurement policy implementation as much as 0.1765.

Keywords-Policy Implementation, Effectiveness, Electronic Recording, ID card, Trust.

1. Introduction

Projects issued by focal government are frequently not understood or comprehended by nearby networks. One of the triggers of the event of such issues is the execution of projects that are not running legitimately, the expense and time went through are not practically identical with the outcomes accomplished (Aritonang, 2018). One case of an e-government program as of now being actualized by the Ministry of Home Affairs of the Republic of Indonesia is the Electronic Identity Card program or likewise called an electronic ID card. Electronic ID card is the most recent populace framework that has been connected by the Government, this is as per the order as indicated by Law no. 23 of 2006 concerning Population Administration, electronic ID card or electronic character card is a living arrangement archive containing security framework/control both from organization side or data innovation dependent on national statistical database (Kurniati, 2015; Kurniati et al., 2015). The inhabitants are just permitted to have 1 (one) ID card which is enrolled with the Population Identity Number (NIK).

An electronic ID card is an incredible method to be taken by the Government by setting up a national populace database to give a character to the network by utilizing the biometric framework in it, so each qualified ID card proprietor can interface with a national database; inhabitants just need one ID card as it were. NIK is the sole character of each inhabitant and is substantial forever (Akib, 2010). The NIK number in the electronic ID card will be utilized as the reason for the issuance of visa, driver's license, tax payer identification number (NPWP), protection arrangement, declaration of land rights and issuance of other character reports (Papanthymou and Darra, 2018). With the presence of electronic ID card, obviously, the general population can bolster the enhancement of the security of the nation through the shut possibility of twofold ID card or phony ID card to misrepresent character not distinguished by the experts (Borah, 2013; Setyaningrum et al., 2014). The specific expansive number of phony ID cards can be ascertained that by utilizing the administration manual ID card regularly encounter an absence of authority over the utilization of manual ID, in light of the fact that the manual ID can be made effectively anyplace, particularly on the off chance that you have an inside officer in a sub district organization. In this way, individuals who are not capable can be allowed to submit misrepresentation and abnormalities utilizing a manual ID card (Otieno and Omwenga, 2016).

One of the issues that emerged in the electronic ID card program is the accessibility of electronic ID cards that are not very much circulated, bringing about the postponement in accepting electronic ID card by the network. This is on the grounds

that the dissemination framework is organized to print an electronic ID card for the account populace, however has not gotten its ID card and furthermore for ordinary administration (Akib, 2010; Soemartono, 2013). Changes in the system of division of stamps in a quantifiable and structured way so as to evade aggregation of structures in the districts and areas can total the need of printing targets. With numerous issues identified with electronic ID card program, the Minister of Home Affairs issued an approach through roundabout letter number 471/1768/SJ/2016 on the speed of electronic ID card recording (Aritonang, 2018). The thought of the report's administration increasing speed due to electronic ID card recording inclusion to date just achieved 86% (eighty-six percent). Nearby Government will screen the speeding up of electronic ID card recording program, at the dimension of checking zone led by the Department of Population and Civil Registration up to the area, the aftereffects of observing and execution of neighborhood government issues is filled the Report of Accountability Statement of Regional Devices Office of Population and Recording Civil, the report is made each finish of the program usage closes or toward the finish of the spending time frame. The report was presented by Disdukcapil to the official, the city hall leader and the representative (Kurniati et al., 2015; El-Gayed, 2013).

The Government of Bandung has been in its ideal exertion by teaching the administration of electronic ID card. In light of the present report of 151 thousand subjects of Bandung City has not done electronic ID card information recording, just achieved (20%) or around 28 thousand natives who have done the recording. So as to seek after the objective of electronic ID card recording, different endeavors made by the Bandung City Government began from chopping down the tangled systems to in-wrinkle the long stretches of activity benefit. Given the record upwards of 120 thousand subjects of Bandung have not done electronic ID card recording. To streamline administrations for occupants who have not yet done chronicle electronic ID card recording has been bar lished however in certainty dependent on the realities in the field from the perception of the scientist through perception, it is realized that the usage of increasing speed of electronic ID card information recording in Bandung, particularly in District X (North Bandung) isn't yet ideal. Many negative perception arise from citizen or public to government performance especially in Disdukcapil who responsible in record and printed the E-ID of Indonesian citizen. This happen based on the actualities in the field that the accomplishment of the objective information recording that is as yet not satisfied in accordance with the objective time indicated (Pujiawati, 2018). For more subtleties, the scientist shows in the information Table 1, underneath:

	2017						
Year	Target of Mandatory Recipient of electronic ID card	Realisation	Precentage (%)				
2017	110,806 inhabitants	78,223 inhabitants	70.59%				
0	Beconding Data of District V Dandary City 2019						

Source: Recording Data of District X Bandung City, 2018

Based on data Table 1, above, shows that the Implementation of the Program of electronic ID card Recording Data at District X Bandung has not been effective yet. Where the population who recorded electronic ID card only reached 70.59% (seventy-nine percent) or reached 78,223 mandatory ID card that did electronic ID card recording of 110,806 residents of the central government's minimum target of 95% (ninety-five percent). Whereas the Government's expectation of implementing e-government aims to realize a democratic, transparent, clean, fair, accountable, responsible, responsive, effective and efficient government. E-government takes advantage of communication and information progress in various aspects of life, as well as for enhancing competitiveness with other countries. As stated in Law no. 11 of 2008 on information and electronic transparency, and increase interaction with communities, and increase public participation. Other indications of ineffectiveness of electronic ID card recording implementation in District X Bandung include (Pujiawati, 2018):

- 1. Time of completion of electronic ID card is not in accordance with the provisions.
- 2. Unfulfilled number of targets according to concrete targets.
- 3. Public understanding of socialization media is lacking.
- 4. The number of people during the socialization process is not been comparable with the number of people during the implementation of electronic ID card recording.
- 5. The infrastructure facilities for electronic ID card recording are still lacking.

To analyze the problems that have been described in the background of the above problem, the researcher connects with policy implementation. The provisional assumption of the researcher, because in the implementation of electronic ID card recording procurement program in District X is not in accordance with what is applied in the policy rule as in the case of availability blank ID card and other raw material. The reason the researcher puts the problem at hand, focuses on the theoretical foundation which states that the relationship or interrelationship between public policy implementation and effectiveness and public trust (Joshi and Islam, 2018). According to Trabels and Shuaib (2011), A state policy will be effective if implemented and have a positive impact on the members of the community. In other words, the actions or actions of human beings who are members of the community correspond to what the government or the state wants. The implementation problem of this policy is not only limited to the real manifestation of the policy, but also has to do with the consequences or impact on which the implementation of the policy will be felt.

2. Literature Review and Hypotheses

Refer to Papanthymou and Darra (2018), suggested that implementation as to carry out, accomplish, fulfill, produce, complete. Based on the statement that the implementation can be intended as an activity related to the completion of a job with the use of means (tools) to obtain results. Implementation is what happens after a law is established that gives program authority, policy, benefits or a tangible output. Interpreted the implementation as getting the job done and doing it. Implementation is a dynamic process, where the executor of the policy conducts an activity or activity so that eventually will get a result in accordance with the goal or target policy itself. Expressed his opinion on the implementation or implementation is not just an activity, but a planned activity and for achieving the objectives of the activity". Understanding the implementation mentioned above, it can be said that the implementation is not just an activity, but a planned activity and for achieving the activity, but a planned activity and done seriously based on reference norms to achieve certain objectives of the activity. Therefore, the implementation does not stand alone but is influenced by the next object.

Based on the definition and the elements of the policy contained above, it is contained that the policy is the real action that the government does in the form of legislation to achieve the goals that have been previously planned. Policies that have legitimate legal force are decisions that must be implemented; the policy will be useful if implemented properly, the implementation of the policy strives to realize a policy that is still abstract to the reality, in other words, the implementation of the policy seeks to generate results (outcome) that can be enjoyed primarily by target groups. According to Nkwe (2012), the government is a body that produces to distribute or sell the means of fulfilling the needs of the people in the form of public services and civil service. Government involvement as a public service provider, including public services, is intended to protect and fulfill the public interest. Strong expectations and realities are achieved when the process of socialization occurs as a giver of information to the community that can be measured by the dimensions that surround it. In order to increase service delivery to the community as the embodiment and function of the government and to foster the active role of the community, especially related to quality control, efficiency and effectiveness of community development. To fulfill the wishes and needs of the community, the government is required to be able to control the provision of socialization on the discipline of population administration to the public related to the electronic ID card recording (Setyowati, 2017; Singh and Scholar, 2018).

Procurement implementation policy refers to Edward III's opinion on the important criteria in Akib (2010) where in the implementation of the policy, four factors can be put forward as an indicator for the success of the implementation process, ie communication, resources, bureaucratic or implementing attitude and organizational structure, including bureaucratic workflow. From some experts' opinions, 3 (three) indicators of effectiveness measurement are the achievement of objectives, integration, and adaptation proposed by Abubakar (2016) for use in this study because they are considered most appropriate in implementation effectiveness of electronic ID card recording in district X, Bandung city. The explanation of the three indicators in this research is as follows: 1) Achieving the goal, is the overall effort to achieve the goal should be viewed as a process. 2) Integration is a measure of the level of government's ability to engage in socialization, consensus development and communication with the community. In-tegration concerning procedures and socialization process; and 3) Adaptation is the government's ability to adapt to its environment.

Definition citizen trust in this study refers to the theory of consumer trust because the position of citizens in electronic ID recording is as consumers and the government acts as a producer or service provider. Trust is a belief that someone will find what is desired in exchange partners. Trust involves someone's willingness to behave in a certain way because of belief that the partner will give what he expects and something expectations that someone has that the word promise or statement of the person others can be trusted (Mahmood, 2016). Some important elements from trust, namely: 1) Trust is a development of experience and action in the past. 2) Character expected from partners as trustworthy and can reliable. 3) Trust involves willingness to put oneself in the risk. 4) Trust involves feeling safe and confident in partners. According to Kotler and Amstrong (2012), trust is a descriptive idea what someone adheres to about something. Trust possible based on knowledge and opinion. Trust is a level consumer certainty when his thoughts are clarified by remembering repeated from market participants and friends. Trust can encourage the intention to buy or use the product by eliminating doubts. According to Wallang (2018) explain that trust is a reflection of two component, namely: a) Credibility, which is based on the amount of trust partnership with other organizations and requires expertise to produce effectiveness and reliability of work. b) Benevolence, which is based on the amount of trust partnerships that have goals and motivations that become advantages for other organizations arises, namely conditions where commitment is not formed.

From the various meanings above, it can be concluded that trust is a sense of security in its interaction with something desired and expected so that it will give positive results for consumers. According to Flavian and Giunaliu (2007), trust is formed from three things, namely: 1) Honesty is to believe in the words of others, believe that they will keep their promises and be sincere to us. 2) Benevolence Virtue is an action that prioritizes the public interest rather than personal interests. 3) Competence is the perception of knowledge, the ability to solve problems, and the ability to meet the needs of other parties owned by a party.

To clarify the formulation of the hypothesis needs to formulate its operational definition so that the relevant variables can be measured as in the Table 2, following:

Variable	Dimension	Indicator
Policy	Communication	 Clarity of information delivery process Clarity of information Consistency of information submitted.
Implementation (X) Akib (2010)	Resources	 Adequate staff (quantity and quality), Information needed for decision making, Authority sufficient to carry out duties or responsibilities Facilities needed in the implementation
	Disposition	 Commitment to the program Delegation of "TUPOKSI" The existence of SOP electronic ID card
	Bureaucratic Structure	 Availability of standard operational procedures Availability of work flow system Availability of policy implementers.
Effectiveness of Implementation (Y)	Goal Achievement	 Time of completion of electronic ID card as required The number of objectives is met and is a concrete target The process of accelerating the recording of electronic ID card data in accordance with the rules
Abubakar et al. (2016), and Sufriyadi et al. (2015)	Integration	 Community understanding of socialization media Comparison of the number of communities during the process of socialization and implementation of electronic ID card recording
(2013)	Adaptation	 Increased public knowledge, motivation to follow electronic ID card recording Availability of electronic ID card, Availability of photo equipment printing machine
Citizen Trust (Z) Flavian and	Honesty	 Believe in the words of others Believe that they will keep their promises Believe other sincere to us
Giunaliu (2007)	Benevolence	 Prioritizes the public interest rather than personal interests Willingness to share information Focus to target
	Competence	 Perception of knowledge Ability to solve problems Ability to meet the needs of other parties owned by a party

3. Methodology

The research method used in this research is Explanatory Research Method where the data of information collected from the population, the data collected and then analyzed to measure the influence of one variable to other variables. The explanatory and cross-sectional research designs, namely how the variables studied will explain the object under study and collected data and observations are made only once (Bacon-Shone, 2013). Data collection techniques in this study are used: 1) Observation 2) Interview 3) Questionnaire. The population is taken by researchers from the number of officers who are in the field of control of the Department of Population and Civil Registry, officials in the District X and the community who live in District X. Based on the existing population then it can be determined the samples, sampling technique to determine the sample of the Office of Population and Civil Registry as well as the Sub District Official of X. Sampling technique used in this research is simple random sampling which is a technique of taking or determining samples from the random population without considering the level of strata in the population (Bacon-Shone, 2013).

4. **Results and Discussion**

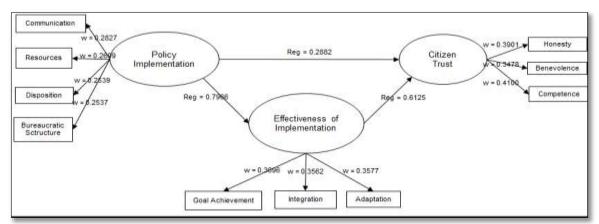


Figure 1: Result Hypothesis Testing Using PLS-SEM Running by XLSTAT

4.1 Outer Model Measurement

	Policy Implementation	Citizen Trust	Effectiveness of Implementation
Communication	0.9508	0.777	0.8019
Resources	0.9369	0.7282	0.7795
Disposition	0.9411	0.7197	0.6982
Bureaucratic Sctructure	0.9437	0.6985	0.7184
Honesty	0.6908	0.8858	0.7398
Benevolence	0.6213	0.8308	0.6542
Competence	0.7087	0.8914	0.7949
Goal Achievement	0.7696	0.7778	0.9117
Integration	0.7267	0.7708	0.9375
Adaptation	0.708	0.783	0.9199

Table 3. Cross-loadings (Monofactorial manifest variables/1)

Source: Data Running By XLSTAT Software

From Table 3, above, the results of data processing from questionnaires using XLSTAT software indicate the indicator in convergent validity value of each variable has a factor loading more than 0.50 means the statement in the questionnaire valid and can represent the variables of policy procumbent implementation, effectiveness implementation and citizen trust in this study, the higher the factor loading the higher the validity.

Table 4. Discriminant validity (Squared correlations < AVE) (Dimension 1)

	Policy Implementation	Effectiveness of Implementation	Citizen Trust	Mean Communalities (AVE)
Policy Implementation	1	0.6346	0.6024	0.8895
Effectiveness of Implementation	0.6346	1	0.7091	0.8521
Citizen Trust	0.6024	0.7091	1	0.7565
Mean Communalities (AVE)	0.8895	0.8521	0.7565	0

Source: Data Running By XLSTAT Software

Table 2.1 shows that all variables are policy procument implementation (X), effectiveness implementation (Y) and citizen trust (Z) have AVE values and Communality greater than 0.5. This shows that the overall variable has met the criteria discriminant validity. So that it can be stated that the question items are valid in measuring the variable

Table 5. Composite Reliability

Latent variable	Dimensions	Cronbach's alpha	D.G. rho (PCA)
Policy Implementation	4	0.9586	0.9699
Effectiveness of Implementation	3	0.9132	0.9453
Citizen Trust	3	0.8389	0.9031

Source: Data Running By XLSTAT Software

From Table 5 above, the results of data processing from questionnaires using XLSTAT software indicate that construct of each variable has a Cronbach Alpha more than 0.70 means the statement in the questionnaire reliable and can represent the variables of policy procument implementation, effectiveness implementation and citizen trust in this study.

4.2 Inner Model Measurement

Table 0. Goodness of 14t Model					
	GoF	GoF (Bootstrap)	Standard error	Critical ratio (CR)	
Absolute	0.7589	0.7466	0.0952	7.9735	
Relative	0.9726	0.9472	0.0766	12.6994	
Outer model	0.995	0.9821	0.0719	13.8317	
Inner model	0.9775	0.9639	0.0135	72.4569	
Source: Date	Dunning	By VI STAT Software	· · · · · · · · · · · · · · · · · · ·		

 Table 6. Goodness of Fit Model

Source: Data Running By XLSTAT Software

The GoF value of 0.9639 means that the diversity of data can be explained by the model or in other words the information contained in the data is 96.39% can be explained by the model. While the remaining 3.61% is explained by other variables outside the model used in this study.

4.2.1 Hypothesis Testing

Table 7. Results of Testing Direct Impact	Table 7.	Results of Testing Direct Impact
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Hypothesis	Impact	Path Coefficients	t-test	t- table	Result
H1	Policy Implementation \rightarrow Citizen Trust	0.2882	3.379	1.98	Significant
Н3	Effectiveness Implementation → Citizen Trust	0.6125	7.182	1.98	Significant

Source: Data Running By XLSTAT Software

The results of testing the direct impact hypothesis in this study can be seen in Table 7. The results show that: (H1) policy implementation impact on citizen trust is significant, this can be seen from the t-count value of 3.3790 which is greater than t-table value of 1.98; (H3) effectiveness implementation has a significant impact on citizen trust, this can be seen from the t-count value of 7.1816 which is greater than the value t-table which is equal to 1.98.

Hypothesis	Variable	le 8. Results of Testi Variable	Intervening	Impact	
	Exogenous	Endogenous	Variable	Direct	Indirect
H2	Policy	Citizen Trust	Effectiveness	0.2882	0.2882x 0.6125
112	Implementation	Chizell Hust	Implementation		= 0.17652

Source: Data Running By XLSTAT Software

Procurement policy implementation has an indirect impact on citizen trust through effectiveness implementation at district X in North Bandung city. Based on Table 8, can explain that the indirect impact of procurement policy implementation on citizen trust has a coefficient of 0.17652, while the value of the coefficient the direct impact procurement policy implementation on citizen trust was 0.2882. This result indicates that the magnitude of the coefficient value of direct impact is greater than indirect impact, so that it can be interpreted that the effectiveness implementation of recording ID card variable cannot intervene the impact of procurement policy on citizen trust.

5. Conclusion and Future Direction

The effectiveness implementation in this research has impact but it is still not considered more important than the procurement of raw materials for electronic ID cards, in this sub-district the implementation of policies by recording officers has been considered to be running well, therefore the public does not trust the existence of raw materials or procurement policies, according the local respondent is more influential in the running of electronic ID card recording, the procurement policy is not the effectiveness of the implementation of the record From the above notions, the next researcher proposes the following concept limits:

- 1. Procurement policy for blank ID card is a crucial thing that need to be prioritized.
- 2. Implementation of Recording Program Policies Electronic ID card data will run optimally when referring to Communication factors, Attitudes and / or Bureaucracy Structure.
- 3. Program Recording Electronic ID card data will run effectiveness when applying the dimensions of Goal Achievement, Integration and Adaptation.

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Review Results [IJICC_2019_1150]

2 messages

editor ijicc <editor.ijicc321@gmail.com> To: "Muh. Deni Johansyah" <muhamad.deni@unpad.ac.id> Mon, Aug 26, 2019 at 08:52 AM

Dear Muh. Deni Johansyah,

Thanks for your manuscript submission, and your manuscript (manuscript number: IJICC_2019_1150) of the title "Evaluating the Effectiveness of Procurement Policy for Electronic Identity (e-ID) cards and its Effect on Citizen Trust in Indonesia" has been sent to our reviewer in the related field. Your paper has been conditionally accepted but major revision must be made in order to satisfy all the conditions required by the reviewer. Please see the attached file for the review result.

Best regards

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Reviewer Comment.pdf 200K

Muh. Deni Johansyah <muhamad.deni@unpad.ac.id> To: editor ijicc <editor.ijicc321@gmail.com>

Dear Editor

Thanks you very much for your report. We have check carefully and revision for our manuscript. This paper is new and good presentation. For detailed, please check the attached file. Thanks

Best Regards

Muh. Deno Johansyah [Quoted text hidden]



Fri, Sep 13, 2019 at 2:12 PM

The Procurement Policy, Effectivity Implementation of Electronic ID card Recording and Its Impact on Indonesia Citizen Trust

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Abstract— In Indonesia the delaying of electronic ID card recording and rareness of E-ID card raw material mostly happened for past two years. This situation shown there's implementation failure. Government acceleration of procurement policy has been released but still doesn't solve the main problem itself. The delivery of blank ID card doesn't spread evenly, many Indonesian citizen have to wait for more than 1 (one) year only for their electronic ID card being recorded and printed. For citizen this become disadvantages, there's no proper supply chain management in delivering this blank ID from central government to province, city or district. Based on the phenomenon, the researcher aims to research whether the procurement policy, implementation of electronic ID card recording and its impact on Indonesia public trust or not. The analysis of the research problem is based the theory of policy implementation, theory effectiveness approach adapted and for trust. Methods used in this research are explanatory while the source and method for data collect use questionnaire and simple random sampling. The data was processed with partial least square. Result of this research showed a positive and significant impact of The Procurement Policy, Effectivity Implementation of Electronic ID card Recording on Citizen Trust. Thus the hypothesis proposed in this study was tested with PLS-SEM. Result shown procurement policy impact directly on citizen trust with path value 0.2882 greater than path value indirect impact through effectiveness implementation as much as 0.1765.

Keywords-Policy Implementation, Effectiveness, Electronic Recording, ID card, Trust.

1. Introduction

Projects issued by focal government are frequently not understood or comprehended by nearby networks. One of the triggers of the event of such issues is the execution of projects that are not running legitimately, the expense and time went through are not practically identical with the outcomes accomplished (Aritonang, 2018). One case of an e-government program as of now being actualized by the Ministry of Home Affairs of the Republic of Indonesia is the Electronic Identity Card program or likewise called an electronic ID card. Electronic ID card is the most recent populace framework that has been connected by the Government, this is as per the order as indicated by Law no. 23 of 2006 concerning Population Administration, electronic ID card or electronic character card is a living arrangement archive containing security framework/control both from organization side or data innovation dependent on national statistical database (Kurniati, 2015; Kurniati et al., 2015). The inhabitants are just permitted to have 1 (one) ID card which is enrolled with the Population Identity Number (NIK).

An electronic ID card is an incredible method to be taken by the Government by setting up a national populace database to give a character to the network by utilizing the biometric framework in it, so each qualified ID card proprietor can interface with a national database; inhabitants just need one ID card as it were. NIK is the sole character of each inhabitant and is substantial forever (Akib, 2010). The NIK number in the electronic ID card will be utilized as the reason for the issuance of visa, driver's license, tax payer identification number (NPWP), protection arrangement, declaration of land rights and issuance of other character reports (Papanthymou and Darra, 2018). With the presence of electronic ID card, obviously, the general population can bolster the enhancement of the security of the nation through the shut possibility of twofold ID card or phony ID card where amid this time hoodlums including fear mongers, illicit specialists and human dealing regularly utilize twofold ID card or phony ID card to misrepresent character not distinguished by the experts (Borah, 2013; Setyaningrum et al., 2014). The specific expansive number of phony ID cards can be ascertained that by utilizing the administration manual ID card regularly encounter an absence of authority over the utilization of manual ID, in light of the fact that the manual ID can be made effectively anyplace, particularly on the off chance that you have an inside officer in a sub district organization. In this way, individuals who are not capable can be allowed to submit misrepresentation and abnormalities utilizing a manual ID card (Otieno and Omwenga, 2016). **Commented [A1]:** Please re write this sentence. In abstract should be include problem statement, objective, methodology and results.

One of the issues that emerged in the electronic ID card program is the accessibility of electronic ID cards that are not very much circulated, bringing about the postponement in accepting electronic ID card by the network. This is on the grounds that the dissemination framework is organized to print an electronic ID card for the account populace, however has not gotten its ID card and furthermore for ordinary administration (Akib, 2010; Soemartono, 2013). Changes in the system of division of stamps in a quantifiable and structured way so as to evade aggregation of structures in the districts and areas can total the need of printing targets. With numerous issues identified with electronic ID card program, the Minister of Home Affairs issued an approach through roundabout letter number 471/1768/SJ/2016 on the speed of electronic ID card recording inclusion to date just achieved 86% (eighty-six percent). Nearby Government will screen the speeding up of electronic ID card recording program, at the dimension of checking zone led by the Department of Population and Civil Registration up to the area, the aftereffects of observing and execution of neighborhood government issues is filled the Report of Accountability Statement of Regional Devices Office of Population and Recording Civil, the report is made each finish of the program usage closes or toward the finish of the spending time frame. The report was presented by Disdukcapil to the official, the city hall leader and the representative (Kurniati et al., 2015; El-Gayed, 2013).

The Government of Bandung has been in its ideal exertion by teaching the administration of electronic ID card. In light of the present report of 151 thousand subjects of Bandung City has not done electronic ID card information recording, just achieved (20%) or around 28 thousand natives who have done the recording. So as to seek after the objective of electronic ID card recording, different endeavors made by the Bandung City Government began from chopping down the tangled systems to in-wrinkle the long stretches of activity benefit. Given the record upwards of 120 thousand subjects of Bandung have not done electronic ID card recording. To streamline administrations for occupants who have not yet done chronicle electronic ID card recording is completely submitted to the region. In any case, despite the fact that the speeding up program of electronic ID card recording has been bar lished however in certainty dependent on the realities in the field from the perception of the scientist through perception, it is realized that the usage of increasing speed of electronic ID card information recording in Bandung, particularly in District X (North Bandung) isn't yet ideal. Many negative perception arise from citizen or public to government performance especially in Disdukcapil who responsible in record and printed the E-ID of Indonesian citizen. This happen based on the actualities in the field that the accomplishment of the objective information recording that is as yet not satisfied in accordance with the objective time indicated (Pujiawati, 2018). For more subtleties, the scientist shows in the information Table 1, underneath:

Table 1. Plans and Realization of Achievements in Data Recording for Mandatory electronic ID card in District X in

Year	Target of Mandatory Recipient of electronic ID card	Realisation	Precentage (%)
2017	110,806 inhabitants	78,223 inhabitants	70.59%
~			

2017

Source: Recording Data of District X Bandung City, 2018

Based on data Table 1, above, shows that the Implementation of the Program of electronic ID card Recording Data at District X Bandung has not been effective yet. Where the population who recorded electronic ID card only reached 70.59% (seventy-nine percent) or reached 78,223 mandatory ID card that did electronic ID card recording of 110,806 residents of the central government's minimum target of 95% (ninety-five percent). Whereas the Government's expectation of implementing e-government aims to realize a democratic, transparent, clean, fair, accountable, responsible, responsive, effective and efficient government. E-government takes advantage of communication and information progress in various aspects of life, as well as for enhancing competitiveness with other countries. As stated in Law no. 11 of 2008 on information and electronic transactions. E-government implements an electronic-based government system in order to provide comfort, improve transparency, and increase interaction with communities, and increase public participation. Other indications of ineffectiveness of electronic ID card recording implementation in District X Bandung include (Pujiawati, 2018):

- 1. Time of completion of electronic ID card is not in accordance with the provisions.
- 2. Unfulfilled number of targets according to concrete targets.
- 3. Public understanding of socialization media is lacking.
- 4. The number of people during the socialization process is not been comparable with the number of people during the implementation of electronic ID card recording.
- 5. The infrastructure facilities for electronic ID card recording are still lacking.

To analyze the problems that have been described in the background of the above problem, the researcher connects with policy implementation. The provisional assumption of the researcher, because in the implementation of electronic ID card recording procurement program in District X is not in accordance with what is applied in the policy rule as in the case of availability blank ID card and other raw material. The reason the researcher puts the problem at hand, focuses on the theoretical foundation which states that the relationship or interrelationship between public policy implementation and effectiveness and public trust (Joshi and Islam, 2018). According to Trabels and Shuaib (2011), A state policy will be effective if implemented and have a positive impact on the members of the community. In other words, the actions or actions of human beings who are members of the community correspond to what the government or the state wants. The implementation problem of this policy is not only limited to the real manifestation of the policy, but also has to do with the

consequences or impact on which the implementation of the policy will be felt.

2. Literature Review and Hypotheses

Refer to Papanthymou and Darra (2018), suggested that implementation as to carry out, accomplish, fulfill, produce, complete. Based on the statement that the implementation can be intended as an activity related to the completion of a job with the use of means (tools) to obtain results. Implementation is what happens after a law is established that gives program authority, policy, benefits or a tangible output. Interpreted the implementation as getting the job done and doing it. Implementation is a dynamic process, where the executor of the policy conducts an activity or activity so that eventually will get a result in accordance with the goal or target policy itself. Expressed his opinion on the implementation or implementation is not just an activity, but a planned activity and for achieving the objectives of the activity". Understanding the implementation mentioned above, it can be said that the implementation is not just an activity and done seriously based on reference norms to achieve certain objectives of the activity. Therefore, the implementation does not stand alone but is influenced by the next object.

Based on the definition and the elements of the policy contained above, it is contained that the policy is the real action that the government does in the form of legislation to achieve the goals that have been previously planned. Policies that have legitimate legal force are decisions that must be implemented; the policy will be useful if implemented properly, the implementation of the policy strives to realize a policy that is still abstract to the reality, in other words, the implementation of the policy strives to realize a policy that is still abstract to the reality, in other words, the implementation of the policy strives to realize a policy that is still abstract to the reality, in other words, the implementation of the policy strives to generate results (outcome) that can be enjoyed primarily by target groups. According to Nkwe (2012), the government is a body that produces to distribute or sell the means of fulfilling the needs of the people in the form of public services and civil service. Government involvement as a public service provider, including public services, is intended to protect and fulfill the public interest. Strong expectations and realities are achieved when the process of socialization occurs as a giver of information to the community that can be measured by the dimensions that surround it. In order to increase service delivery to the community as the embodiment and function of the government and to foster the active role of the community, especially related to quality control, efficiency and effectiveness of community development. To fulfill the wishes and needs of the community, the government is required to be able to control the provision of socialization on the discipline of population administration to the public related to the electronic ID card recording (Setyowati, 2017; Singh and Scholar, 2018).

Procurement implementation policy refers to Edward III's opinion on the important criteria in Akib (2010) where in the implementation of the policy, four factors can be put forward as an indicator for the success of the implementation process, ie communication, resources, bureaucratic or implementing attitude and organizational structure, including bureaucratic workflow. From some experts' opinions, 3 (three) indicators of effectiveness measurement are the achievement of objectives, integration, and adaptation proposed by Abubakar (2016) for use in this study because they are considered most appropriate in implementation effectiveness of electronic ID card recording in district X, Bandung city. The explanation of the three indicators in this research is as follows: 1) Achieving the goal, is the overall effort to achieve the goal should be viewed as a process. 2) Integration is a measure of the level of government's ability to engage in socialization, consensus development and communication with the community. In-tegration concerning procedures and socialization process; and 3) Adaptation is the government.

Definition citizen trust in this study refers to the theory of consumer trust because the position of citizens in electronic ID recording is as consumers and the government acts as a producer or service provider. Trust is a belief that someone will find what is desired in exchange partners. Trust involves someone's willingness to behave in a certain way because of belief that the partner will give what he expects and something expectations that someone has that the word promise or statement of the person others can be trusted (Mahmood, 2016). Some important elements from trust, namely: 1) Trust is a development of experience and action in the past. 2) Character expected from partners as trustworthy and can reliable. 3) Trust involves willingness to put oneself in the risk. 4) Trust involves feeling safe and confident in partners. According to Kotler and Amstrong (2012), trust is a descriptive idea what someone adheres to about something. Trust possible based on knowledge and opinion. Trust is a level consumer certainty when his thoughts are clarified by remembering repeated from market participants and friends. Trust can encourage the intention to buy or use the product by eliminating doubts. According to Wallang (2018) explain that trust is a reflection of two component, namely: a) Credibility, which is based on the amount of trust partnership with other organizations and requires expertise to produce effectiveness and reliability of work. b) Benevolence, which is based on the amount of trust partnerships that have goals and motivations that become advantages for other organizations in new conditions arises, namely conditions where commitment is not formed.

From the various meanings above, it can be concluded that trust is a sense of security in its interaction with something desired and expected so that it will give positive results for consumers. According to Flavian and Giunaliu (2007), trust is formed from three things, namely: 1) Honesty is to believe in the words of others, believe that they will keep their promises and be sincere to us. 2) Benevolence Virtue is an action that prioritizes the public interest rather than personal interests. 3) Competence is the perception of knowledge, the ability to solve problems, and the ability to meet the needs of other parties owned by a party.

To clarify the formulation of the hypothesis needs to formulate its operational definition so that the relevant variables can be measured as in the Table 2, following:

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Table 2. Variable Operation

Variable	Dimension	Indicator
Policy	Communication	 Clarity of information delivery process Clarity of information Consistency of information submitted.
Implementation (X) Akib (2010)	Resources	 Adequate staff (quantity and quality), Information needed for decision making, Authority sufficient to carry out duties or responsibilities Facilities needed in the implementation
	Disposition	 Commitment to the program Delegation of "TUPOKSI" The existence of SOP electronic ID card
	Bureaucratic Structure	 Availability of standard operational procedures Availability of work flow system Availability of policy implementers.
Effectiveness of	Goal Achievement	1. Time of completion of electronic ID card as required
Implementation (Y)	Achievement	 The number of objectives is met and is a concrete target The process of accelerating the recording of electronic ID card data in accordance with the rules
Abubakar et al. (2016), and Sufriyadi et al. (2015)	Integration	 Community understanding of socialization media Comparison of the number of communities during the process of socialization and implementation of electronic ID card recording
(2015)	Adaptation	 Increased public knowledge, motivation to follow electronic ID card recording Availability of electronic ID card, Availability of photo equipment printing machine
Citizen Trust (Z) Flavian and	Honesty	 Believe in the words of others Believe that they will keep their promises Believe other sincere to us
Giunaliu (2007)	Benevolence	 Prioritizes the public interest rather than personal interests Willingness to share information Focus to target
	Competence	 Perception of knowledge Ability to solve problems Ability to meet the needs of other parties owned by a party

3. Methodology

The research method used in this research is Explanatory Research Method where the data of information collected from the population, the data collected and then analyzed to measure the influence of one variable to other variables. The explanatory and cross-sectional research designs, namely how the variables studied will explain the object under study and collected data and observations are made only once (Bacon-Shone, 2013). Data collection techniques in this study are used: 1) Observation 2) Interview 3) Questionnaire. The population is taken by researchers from the number of officers who are in the field of control of the Department of Population and Civil Registry, officials in the District X and the community who live in District X. Based on the existing population then it can be determined the samples, sampling technique to determine the sample of the Office of Population and Civil Registry as well as the Sub District Official of X. Sampling technique used in this research is simple random sampling which is a technique of taking or determining samples from the random population without considering the level of strata in the population (Bacon-Shone, 2013).

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4. Results and Discussion

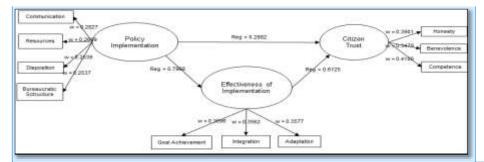


Figure 2: Result Hypothesis Testing Using PLS-SEM Running by XLSTAT

4.1 Outer Model Measurement

Table 3. Cross-loadings (Monofactorial manifest variables/1)

	Policy Implementation	Citizen Trust	Effectiveness of Implementation
Communication	0.9508	0.777	0.8019
Resources	0.9369	0.7282	0.7795
Disposition	0.9411	0.7197	0.6982
Bureaucratic Sctructure	0.9437	0.6985	0.7184
Honesty	0.6908	0.8858	0.7398
Benevolence	0.6213	0.8308	0.6542
Competence	0.7087	0.8914	0.7949
Goal Achievement	0.7696	0.7778	0.9117
Integration	0.7267	0.7708	0.9375
Adaptation	0.708	0.783	0.9199

Source: Data Running By XLSTAT Software

From Table 3, above, the results of data processing from questionnaires using XLSTAT software indicate the indicator in convergent validity value of each variable has a factor loading more than 0.50 means the statement in the questionnaire valid and can represent the variables of policy procumbent implementation, effectiveness implementation and citizen trust in this study, the higher the factor loading the higher the validity.

 Table 4. Discriminant validity (Squared correlations < AVE) (Dimension 1)</th>

	Policy Implementation	Effectiveness of Implementation	Citizen Trust	Mean Communalities (AVE)
Policy Implementation	1	0.6346	0.6024	0.8895
Effectiveness of Implementation	0.6346	1	0.7091	0.8521
Citizen Trust	0.6024	0.7091	1	0.7565
Mean Communalities (AVE)	0.8895	0.8521	0.7565	0

Source: Data Running By XLSTAT Software

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Table 2.1 shows that all variables are policy procument implementation (X), effectiveness implementation (Y) and citizen trust (Z) have AVE values and Communality greater than 0.5. This shows that the overall variable has met the criteria discriminant validity. So that it can be stated that the question items are valid in measuring the variable

Table 5.	Composite	Reliabilt
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Latent variable	Dimensions	Cronbach's alpha	D.G. rho (PCA)
Policy Implementation	4	0.9586	0.9699
Effectiveness of Implementation	3	0.9132	0.9453
Citizen Trust	3	0.8389	0.9031

Source: Data Running By XLSTAT Software

From Table 5 above, the results of data processing from questionnaires using XLSTAT software indicate that construct of each variable has a Cronbach Alpha more than 0.70 means the statement in the questionnaire reliable and can represent the variables of policy procument implementation, effectiveness implementation and citizen trust in this study.

Inner Model Measurement 4.2

Table 6. Goodness of Fit Model

	GoF	GoF (Bootstrap)	Standard error	Critical ratio (CR)
Absolute	0.7589	0.7466	0.0952	7.9735
Relative	0.9726	0.9472	0.0766	12.6994
Outer model	0.995	0.9821	0.0719	13.8317
Inner model	0.9775	0.9639	0.0135	72.4569

Source: Data Running By XLSTAT Software

The GoF value of 0.9639 means that the diversity of data can be explained by the model or in other words the information contained in the data is 96.39% can be explained by the model. While the remaining 3.61% is explained by other variables outside the model used in this study.

4.2.1 Hypothesis Testing

Table 7. Results of Testing Direct Impact

Hypothesis	Impact	Path Coefficients	t-test	t- table	Result	
H1	Policy Implementation \rightarrow Citizen Trust	0.2882	3.379	1.98	Significant	
H3	Effectiveness Implementation \rightarrow Citizen Trust	0.6125	7.182	1.98	Significant	Commented [A9]: Please check again this results

Source: Data Running By XLSTAT Software

The results of testing the direct impact hypothesis in this study can be seen in Table 7. The results show that: (H1) policy implementation impact on citizen trust is significant, this can be seen from the t-count value of 3.3790 which is greater than t-table value of 1.98; (H3) effectiveness implementation has a significant impact on citizen trust, this can be seen from the t-count value of 7.1816 which is greater than the value t-table which is equal to 1.98.

Hypothesis	Variable	Variable	Intervening		Impact	
	Exogenous	Endogenous	Variable	Direct	Indirect	
H2	Policy	Citizen Trust	Effectiveness	0.2882	0.2882x 0.6125	
112	Implementation	Citizen Trust	Implementation		= 0.17652	

Source: Data Running By XLSTAT Software

Procurement policy implementation has an indirect impact on citizen trust through effectiveness implementation at district X in North Bandung city. Based on Table 8, can explain that the indirect impact of procurement policy implementation on citizen trust has a coefficient of 0.17652, while the value of the coefficient the direct impact procurement policy implementation on citizen trust was 0.2882. This result indicates that the magnitude of the coefficient value of direct

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impact is greater than indirect impact, so that it can be interpreted that the effectiveness implementation of recording ID card variable cannot intervene the impact of procurement policy on citizen trust.

5. Conclusion and Future Direction

The effectiveness implementation in this research has impact but it is still not considered more important than the procurement of raw materials for electronic ID cards, in this sub-district the implementation of policies by recording officers has been considered to be running well, therefore the public does not trust the existence of raw materials or procurement policies, according the local respondent is more influential in the running of electronic ID card recording, the procurement policy is not the effectiveness of the implementation of the record From the above notions, the next researcher proposes the following concept limits:

- 1. Procurement policy for blank ID card is a crucial thing that need to be prioritized.
- 2. Implementation of Recording Program Policies Electronic ID card data will run optimally when referring to Communication factors, Attitudes and / or Bureaucracy Structure.
- 3. Program Recording Electronic ID card data will run effectiveness when applying the dimensions of Goal Achievement, Integration and Adaptation.

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Evaluating the Effectiveness of Procurement Policy for Electronic Identity (e-ID) cards and its Effect on Citizen Trust in Indonesia

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Abstract--In the past two years, the delaying of e-identity cards (e-ID) for recording purposes has demonstrated the failure in the implementation of e-ID created by the government. For this reason, the government issued a new procurement policy. Unfortunately, it does not guarantee success for solving its issue. Thus, this study aims to evaluate the effectiveness of the procurement policy for an electronic identity card and its impact on citizen trust in Indonesia. This study is designed using quantitative through exploratory research. The data is collected by utilizing simple random sampling and determined by using the Yamane Formula and then analysed with Structural Equation Modelling (Partial Least Square) by assisting the statistical software, namely, XLSTAT. The results of the analysis show that the procurement policy and effectiveness for electronic identity cards have a significant positive effect on citizen trust. Also, the effectiveness of policy implementation intervenes in the relationship between policy implementation and citizen trust partially. In conclusion, we identified that the effectiveness of policy implementation has a significant effect on citizen trust, but it is not considered more important than the procurement of raw materials for electronic identity cards (e-ID). The procurement policy for a blank identity card is a crucial factor and should be prioritized.

Keywords-Policy Implementation, Effectiveness, Electronic Recording, ID card, Trust.

1. Introduction

Projects issued by the ruling government are frequently not understood by nearby networks. One of the triggers of the event of such issues is the execution of projects that are not running legitimately. The expense and time are not practically identical to the outcomes accomplished (Aritonang, 2018). One case of an e-government program now being actualized by the Ministry of the Republic of Indonesia is the Electronic Identity Card program (e-ID). It is the most recent populace framework that has been supported by the Government. Indicated by Law no. 23 of 2006 concerning population administration, the electronic identity card is a living arrangement archive containing security framework/control from both sides, i.e. individual and organisational (Kurniati, 2015; Kurniati et al., 2015).

An electronic identity card is an incredible method to be taken by the Government by setting up a national populace database to give a character to the network by utilizing the biometric framework. Therefore, each qualified ID card proprietor can interface with a national database or need one ID card. The number on the Identity Card (NIC) is the individual character of each inhabitant and is substantial forever (Akib, 2010). The NIC in the electronic ID card will be utilized as the reason for the issuance of a visa, driver's license, taxpayer identification number (NPWP), protection arrangement, declaration of land rights and issuance of other character reports (Papanthymou and Darra, 2018). With the presence of the electronic ID card, the general population can strengthen the enhancement of the security of the nation through the possibility of twofold ID card or phoney ID card. It misrepresents character not distinguished by the experts (Borah, 2013; Setyaningrum et al., 2014). The expansive number of Phony ID cards can be ascertained by utilizing the administration manual ID card regularly, encountering an absence of authority over the utilization of manual ID. In light of this fact, the manual ID card be made effectively anywhere, particularly on the off chance that you have an inside officer in a sub-district organization. For this reason, individuals who are not capable can be allowed to submit misrepresentation and abnormalities utilizing a manual ID card (Otieno and Omwenga, 2016).

One of the issues that emerged in the electronic ID card program is the accessibility of electronic ID cards that do circulate, bringing about the postponement in accepting electronic ID card by the network. This is because the dissemination framework

is organised to print an electronic ID card for the populace, however, has not contracted the ID card and for ordinary administration (Akib, 2010; Soemartono, 2013). Changes in the system of division of stamps in a quantifiable and structured way to evade the aggregation of structures in the districts can total the need for printing targets. With numerous issues identified with electronic ID card program, the Minister of Home Affairs issued an approach through letter-number 471/1768/SJ/2016 on the speed of electronic ID card recording (Aritonang, 2018). The purpose of the report's administration in increasing speed due to electronic ID card recording to date had just achieved 86%. The nearby Government will screen the acceleration of the electronic ID card recording program, at the dimension of checking zones led by the Department of Population and Civil Registration up to the area. The aftereffects of observing and the execution of neighbourhood government issues is filed. The Report of Accountability Statement of Regional Devices Office of Population and Recording Civil, is made at the completion of each of the programs or toward the finish of the spending time frame. Population service and Civil Registration (Disdukcapil) present the report to the officials, the City Hall leader and the Representative (Kurniati et al., 2015; El-Gayed, 2013).

The Government of Bandung has been in its ideal exertion by teaching the administration of electronic ID cards. Considering the present report, it is determined thata total of 151 thousand subjects of Bandung City do not have electronic ID card information recording. Only 20%, or around 28 thousand natives have the e-ID recording. To seek the objective of electronic ID card recording, the different endeavours made by the Government of Bandung City (such as chopping down the tangled systems to in-wrinkle the long stretches of activity benefit. According to the record, upwards of 120 thousand subjects of Bandung have not undertaken electronic ID card recording. To streamline administrations for occupants who have not yet undertaken electronic ID card recording, exclusively submitted to the region. In any case, even though speeding up program of electronic ID card recording has been listed, however, it is dependent on the realities in the field rather than the perception of the scientist. Through this understanding, it is realized that the usage of increasing the speed of electronic ID card information recording in Bandung, particularly in District X (North Bandung), isn't yet ideal. Many negative perceptions arise from citizen or public to government performance, especially in Disdukcapil who responsible for the record and printing of the E-ID of an Indonesian citizen. This happens based on the actualities in the field that the accomplishment of the objective information recording is not satisfactory following the real-time indicated (Helen et al., 2017; Pujiawati, 2018). For more subtleties, the scientist shows in the information Table 1, underneath

Table 1. Plans and Realization of Achievements in Data Recording for Mandatory electronic ID card in District X in

20	1	7	

Year	Target of Mandatory Recipient of electronic ID card	Realisation	Precentage (%)
2017	110,806 inhabitants	78,223 inhabitants	70.59%

Source: Recording Data of District X Bandung City, 2018

Based on data Table 1, above, shows that the Implementation of the Program of electronic ID card Recording Data at District X Bandung has not been effective yet. Where the population who recorded electronic ID card only reached 70.59% (seventy-nine percent) or reached 78,223 mandatory ID card that did electronic ID card recording of 110,806 residents of the central government's minimum target of 95% (ninety-five percent). Whereas the Government's expectation of implementing e-government aims to realize a democratic, transparent, clean, fair, accountable, responsible, responsive, effective and efficient government. E-government takes advantage of communication and information progress in various aspects of life, as well as for enhancing competitiveness with other countries. As stated in Law no. 11 of 2008 on information and electronic transactions. E-government implements an electronic-based government system in order to provide comfort, improve transparency, and increase interaction with communities, and increase public participation. Other indications of the ineffectiveness of electronic ID card recording implementation in Bandung include are (i) Time of completion of the electronic ID card is not following the provisions. (ii) The unfulfilled number of targets according to concrete goals. (iii) Public understanding of socialization media is lacking. (iv) the number of people during the socialization process is not been comparable with the number of people during the socialization process is not been comparable with the number of people during the implementation of electronic ID card recording are still lacking.

By using the previously discussed issues, we seek to evaluate the implementation of the electronic ID card procurement program in Bandung city. It is hypothesised that itis not following what is applied in the policy rules as in the case of availability blank ID card and other raw material. This study focuses on the public policy implementation and effectiveness and public trust (Joshi and Islam, 2018). State policy will be effective if implemented and will have a positive impact on the members of the community. In other words, the actions of human beings as members of the community correspond to what the government or the state wants. The issue of policy does not only limit the manifestation of the policy, but the consequences impact citizen trust.

2. Literature Review

The implementation is an activity which refers to the completion of a job with tools to obtain the outcomes. Papanthymou and Darra (2018) define the term implementation as to carry out, accomplish, fulfil, produce, and complete some job. Using the definition by Papanthymou and Darra (2018), implementation is a dynamic process, where the executor of the policy

conducts the activities so that eventually will get an outcome following the goal or policy target. In their opinion, the implementation is lead to events, actions, or the existence of a system mechanism. It not just an activity, but a planned action for achieving the objectives of the activity based on reference norms and policy. Therefore, it does not make a standalone, but is influenced by the next object. The elements of the policy contained the real action, whereas the government achieved the goals that have previously planned. The policy has legitimated legal force and decisions that must be implemented. It is useful when the government implements it properly, as it strives to realize a policy or seeks to generate results (outcomes) that can be enjoyed primarily by target groups. According to Nkwe (2012), the government is an organisation that producing and distributing to fulfil the needs of the people in the form of public and civil services.

Government involvement is a public service provider intended to protect and fulfil the public interest. Strong expectations and realities are achieved when the process of socialization occurs as a giver of information to the community that can be measured by the dimensions that surround it. To increase service delivery to the community, the government also functioned for fostering the active role of the community, especially quality control, efficiency and effectiveness of community development. For fulfilling the needs of the community, the government should control the provision of socialization such as the discipline of population administration regarding electronic identity card recording (Setyowati, 2017; Singh and Scholar, 2018). Procurement implementation policy is an essential criterion. Akib (2010) stated that four factors could be put forward as indicators for the success of the implementation process, i.e. communication, resources, bureaucratic or implementing attitude and organizational structure, including bureaucratic workflow. Other experts opinions focus on 3 (three) indicators of effectiveness measurement that include the achievement of objectives, integration, and adaptation (Abubakar, 2016). This study considers the most appropriate indicators proposed by Akib (2010) and Abubakar (2016) in the implementation of the effectiveness of electronic identity card recording in Bandung city, Indonesia. Three indicators, namely achieving the goal, integration, consensus development and communication with the community. Integration concerns procedures and socialization process and adaptation.

Citizen trust refers to the theory of consumer trust. The position of citizens in electronic ID recording is as consumers, and the government acts as a service provider. Trust is defined as the belief that someone will find what is desired in exchange partners. It involves someone's willingness to behave in a certain way because of the belief that the partner will give what they expected (Mahmood, 2016). Several important elements from trust are (i) a development of experience and action in the past. (ii) the character is as trustworthy and reliable. (iii) willing to put oneself in the risk. (iv) feeling safe and confident in partners. Kotler and Amstrong (2012), define trust as a descriptive idea what someone adheres about something. Trust is possible based on knowledge and opinion. Trust is a level of consumer certainty when their thoughts are clarified by repeatedly remembering from market participants and friends. Trust can encourage the intention to buy or use the product by eliminating doubts. Wallang (2018) explained that trust reflects two-component, namely (i) credibility, which is based on the amount of trust partnership with other organizations and requires expertise to produce effectiveness and reliability of work. (ii) benevolence, which is based on the number of trust partnerships that have goals and motivations that become advantages for other organizations in new conditions arises. According to Flavian and Giunaliu (2007), trust is formed from three things, namely (i) honesty is to believe in the words of others, believe that they will keep their promises and be sincere to us. (ii) benevolence Virtue is an action that prioritizes the public interest rather than personal interests and (iii) competence is the perception of knowledge, the ability to solve problems, and the ability to meet the needs of other parties owned by a party. From the various explanations above, we concluded that trust is a sense of security in its interaction with something desired and expected so that it will give positive results for consumers. Based on the limitations of the concept mentioned above, the researcher put forward the flow of thought in the form of a research framework as follows:

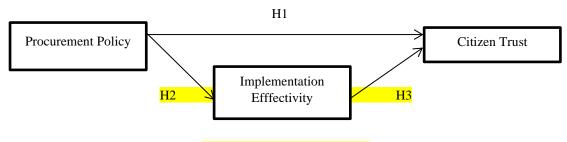


Figure 1. Research Framework

Figure 1 shows the research framework for this study. By using the above figure, we can identify that procurement policy is exogenous variable and citizen trust is an endogenous variable. Further, the effectiveness of policy implementation is the intervening variable. It expects role and intervenes in the relationship between procurement policy and citizen trust. Also, to clarify the formulation of the hypothesis, we need to formulate its operational definition for relevant variables. It can be seen in Table 2 below:

Table 2. Variable Operation

Variable Dimension		Indicator
Communication		1. Clarity of information delivery process
		2. Clarity of information

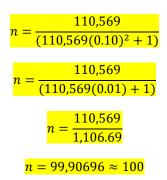
Variable	Dimension	Indicator
Policy		3. Consistency of information submitted.
Implementation (X) Akib (2010)	Resources	 Adequate staff (quantity and quality), Information needed for decision making, Authority sufficient to carry out duties or responsibilities Facilities needed in the implementation
	Disposition	 Commitment to the program Delegation of "TUPOKSI" The existence of SOP electronic ID card
	Bureaucratic Structure	 Availability of standard operational procedures Availability of work flow system Availability of policy implementers.
Effectiveness of Implementation (Y)	Goal Achievement	 Time of completion of electronic ID card as required The number of objectives is met and is a concrete target The process of accelerating the recording of electronic ID card data in accordance with the rules
Abubakar et al. (2016), and Sufriyadi et al. (2015)	Integration	 Community understanding of socialization media Comparison of the number of communities during the process of socialization and implementation of electronic ID card recording
(2013)	Adaptation	 Increased public knowledge, motivation to follow electronic ID card recording Availability of electronic ID card, Availability of photo equipment printing machine
Citizen Trust (Z) Flavian and	Honesty	 Believe in the words of others Believe that they will keep their promises Believe other sincere to us
Giunaliu (2007)	Benevolence	 Prioritizes the public interest rather than personal interests Willingness to share information Focus to target
	Competence	 Perception of knowledge Ability to solve problems Ability to meet the needs of other parties owned by a party

3. Methodology

The design of this study is the quantitative analysis with exploratory research used to predict the effect of exogenous variables on the endogenous variable. This cross-sectional study has several populations including 110,569 officers who worked in the department of population and civil registry. The number of the sample determined using the formula was developed by Krejie and Morgan (1960) (refer the equation 1). The technique for data collection is using simple random sampling without considering the level of strata in the population (BaconShone, 2013), namely:

$$n = N / (Nd^{2} + 1)$$

Whereas n is the sample size, N is the total population, d is the per cent laxity inaccuracy due to sampling errors (tolerance is 0.10).



Thus, using that formula, this study found that there 100 respondents needed to ensure the number of samples is sufficient for conducting further analysis. Therefore, this study uses the structural equation model (SEM) through the method of partial least square (PLS). The data analysed using PLS-SEM and assisted by statistical software, namely XLSTAT.

4. Results and Discussion

There are two types of the model that should be reported. This includes the measurement and structural model. In the first section, we present the result of testing for measurement model. The result consists of (i) outer model measurement (cross-loading), validity (discriminant - AVE) and reliability (Cronbach's Alpha) and (i) inner model, including Goodness of Fit Model.

	Policy Implementation	Citizen Trust	Effectiveness of Implementation
Communication	0.9508	0.777	0.8019
Resources	0.9369	0.7282	0.7795
Disposition	0.9411	0.7197	0.6982
Bureaucratic Sctructure	0.9437	0.6985	0.7184
Honesty	0.6908	0.8858	0.7398
Benevolence	0.6213	0.8308	0.6542
Competence	0.7087	0.8914	0.7949
Goal Achievement	0.7696	0.7778	0.9117
Integration	0.7267	0.7708	0.9375
Adaptation	0.708	0.783	0.9199

Table 3. Cross-loadings (Monofactorial manifest variables/1)

Source: Data Running By XLSTAT Software

Table 3 shows the result of cross-loading by monofactorial manifest variable/1. The table indicates that the value of factor loading for that construct is higher than other constructs, namely citizen trust and effectiveness of policy implementation. The construct of communication, resources, disposition, and bureaucratic structure reflected by policy implementation. The variable of citizen trust measured by honesty, benevolence and competence and the variable of the effectiveness of policy implementation reflected by goal achievement, integration and adaptation. Thus, this study has produced three variables from ten constructs, namely communication, resources, disposition, bureaucratic structure, honesty, benevolence, competence, goal achievement, integration and adaptation. Further, using XLSTAT software, we test the convergent validity for every variable has produced. The result of convergence validity testing, as seen in Table 4 below:

 Table 4. Discriminant validity (Squared correlations < AVE) (Dimension 1)</th>

	Policy Implementation	Effectiveness of Implementation	Citizen Trust	Mean Communalities (AVE)
Policy Implementation	1	0.6346	0.6024	0.8895
Effectiveness of Implementation	0.6346	1	0.7091	0.8521
Citizen Trust	0.6024	0.7091	1	0.7565
Mean Communalities (AVE)	0.8895	0.8521	0.7565	0

Source: Data Running By XLSTAT Software

Table 4 shows that the value of Average Variance Extracted (AVE) for the variable, namely policy implementation (X), effectiveness implementation (Y), and citizen trust (Z) is higher than 0.50. Also, the Square Root of AVE for that variable higher than the value of Square Root of AVE other variables. It means that the variables used in this study is do not present the

issue multidimensionality from unidimensionality and respectively. Also, this study conducted the reliability testing for measurement scale; the result can be seen in Table 5:

Dimensions	Cronbach's alpha	D.G. rho (PCA)
4	0.9586	0.9699
3	0.9132	0.9453
3	0.8389	0.9031
	Dimensions 4 3 3	4 0.9586 3 0.9132

Table 5	. Com	posite	Rel	iabi	ltv
		000100			· • J

Source: Data Running By XLSTAT Software

Table 5 displays the results of reliability testing. The above table shows that the latent variable policy implementation has 4 dimensions with the value of Cronbach's alpha is 0.9586 and D.G. rho (PCA) is 0.9699. Next, the latent variable effectiveness of policy implementation has 3 dimensions, and the value of Cronbach's alpha is 0.9132 and D.G. rho (PCA) is 0.9453. Lastly, the latent variable citizen trust has 3 dimensions, and the value of Cronbach's alpha is 0.8389 and D.G. rho (PCA) is 0.9031. All the variables have the value of Cronbach's alpha higher than 0.70. Thus, we can conclude that the latent variable in this study is reliable.

4.1 Inner Model Measurement

Table 6 captures the result of evaluating the goodness of the model that has proposed. Using the value of Good of Fit (GoF), the result of analysis obtained as much as 0.9639 or 96.39 per cent. This means that the diversity of data explained by the model is 0.9639 or the information contained in the data is 96.39% explained by the model while the remaining 3.61% is explained by other variables outside the model used in this study

	GoF	GoF (Bootstrap)	Standard error	Critical ratio (CR)
Absolute	0.7589	0.7466	0.0952	7.9735
Relative	0.9726	0.9472	0.0766	12.6994
Outer model	0.995	0.9821	0.0719	13.8317
Inner model	0.9775	0.9639	0.0135	72.4569

Table 6. Goodness of Fit Model

Source: Data Running By XLSTAT Software

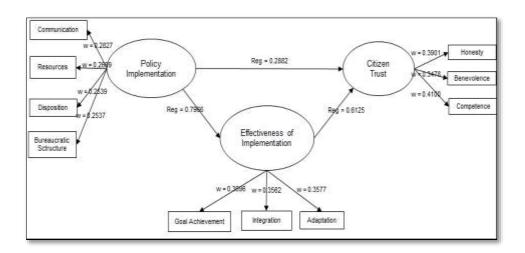


Figure 2. Result of hypothesis testing using PLS-SEM by assisting the XLSTAT

4.2 Hypotesis Testing

For examining the effectiveness of procurement policy for electronic identity (e-ID) card and its effect on citizen trust in Indonesia, this study uses XLSTAT to analyse the data. The results of analysis (Table 7) shows that the policy implementation has a significant positive effect on citizen trust. The value of the predicted coefficient is 0.2882 or 28.82 per cent with t stat is 3.379 or higher than t-table 1.96. In other words, by assuming the variable policy implementation increase 1 per cent, then the citizen trust will go up 28.82 per cent. Further, the effectiveness of procurement policy implementation has a significant positive effect on citizen trust. The value of the predicted coefficient is 0.6125 or 61.25 per cent with t stat is 7.182 or higher than t-

table 1.96. It means that, by assuming the variable effectiveness increase 1 per cent, then the citizen trust will go up 61.25 per cent. In addition, this study also tests the effectiveness of implementation as an intervening variable. The result of the analysis for the indirect test, as seen in Table 8

Hypothesis	Impact	<mark>Path</mark> Coefficients	<mark>t-test</mark>	<mark>Result</mark>
H1	Policy Implementation \rightarrow Citizen Trust	0.2882	<mark>3.379</mark>	Suported
H2	Policy Implementation → Effectiveness of Policy Implementation	<mark>0.7996</mark>	<mark>9.342</mark>	Suported
H3	Effectiveness Implementation → Citizen Trust	<mark>0.6125</mark>	<mark>7.182</mark>	Suported

Source: Data Running By XLSTAT Software

Table 8. Results of Testing Indirect Impact								
Hypothesis	<mark>Variable</mark>	Variable	<mark>Intervening</mark>	Impact				
	Exogenous	Endogenous	<mark>Variable</mark>	Direct	Indirect			
H4	Policy Implementation	Citizen Trust	Effectiveness	<mark>0.2882</mark>	<mark>0.7996 *0.6125=</mark>			
			Implementation		<mark>0.4879</mark>			

Source: Data Running By XLSTAT Software

Table 8 indicates that the effectiveness of policy implementation plays as an intervening variable in the relationship between policy implementation and citizen trust. The predicted coefficient of direct effect is 0.4879. For ensuring the role of intervening variable, we use the value of Variance Accounted Factor (VAF). Hair et al., (1998) stated that when the value of VAF less than 20, it means that there is no intervening. Also, more than 20 and less than categorized as partial and more than 80, it classified as a full intervening variable. Thus, using the result of the analysis, we concluded that the effectiveness of policy implementation plays a role as intervening in the relationship between policy implementation and citizen trust.

5. Conclusion

In conclusion, we identified that the effectiveness of policy implementation has a significant effect on citizen trust, but it does not consider more important than the procurement of raw materials for electronic identity cards (e-ID). The procurement policy for a blank identity card is a crucial factor and should be prioritized. Further, the implementation of recording program policies e-ID card data will optimally run when referring to communication factors, attitudes and bureaucracy structure. Lastly, the program recording e-ID card data will run effectiveness when applying the dimensions of goal achievement, integration and adaptation. The effectiveness of policy implementation plays a role as intervenes variable in the relationship between policy implementation and citizen trust.

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Decision[IJICC_2019_1150]

2 messages

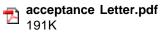
editor ijicc <editor.ijicc321@gmail.com> To: "Muh. Deni Johansyah" <muhamad.deni@unpad.ac.id> Sun, Oct 27, 2019 at 1:20 PM

Dear Dr. Muh. Deni Johansyah

It is my pleasure that your paper entitled "Evaluating the Effectiveness of Procurement Policy for Electronic Identity (e-ID) cards and its Effect on Citizen Trust in Indonesia" submitted for publication in International Journal of Innovation, Creativity and Change, has been accepted for publication in the fregullar issue.

Best regards

Loh Wei-Lyn Editorial Assistant International Journal of Innovation, Creativity and Change ISSN:2201-1315/E-ISSN:2201-1323 Scopus Indexation url: https://www.scopus.com/sourceid/21100819610 Intellectual Edge Consultancy SDN Bhd B2-1902, TTDI Adina Jalan Judo 13/45 Shah Alam 40100 Selangor Malaysia



Muh. Deni Johansyah <muhamad.deni@unpad.ac.id> To: editor ijicc <editor.ijicc321@gmail.com> Sun, Oct 27, 2019 at 3:10 PM

Dear Editor

Thanks you very much.

Best Regards

Muh. Deni Johansyah [Quoted text hidden]



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Dear authors,

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It's my pleasure to inform you that, after the peer review, your paper "*Evaluating the Effectiveness of Procurement Policy* for Electronic Identity (e-ID) cards and its Effect on Citizen Trust in Indonesia" has been ACCEPTED to publish in our journal namely <u>International Journal of Innovation, Creativity and Change</u>, ISSN: 2201-1315. It will be published in the <u>Regular</u> <u>Issue of December 2019</u>. I believe that our collaboration will help to accelerate the global knowledge creation and sharing one step further. Please do not hesitate to contact me if you have any further questions.

Sincerely,

Adeeker

Managing Editor

International Journal of Innovation, Creativity and Change





Evaluating the Effectiveness of Procurement Policy for Electronic Identity (e-ID) cards and its Effect on Citizen Trust in Indonesia

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In the past two years, the delaying of e-identity cards (e-ID) for recording purposes has demonstrated the failure in the implementation of e-ID created by the government. For this reason, the government issued a new procurement policy. Unfortunately, it does not guarantee success for solving its issue. Thus, this study aims to evaluate the effectiveness of the procurement policy for an electronic identity card and its impact on citizen trust in Indonesia. This study is designed using quantitative through exploratory research. The data is collected by utilizing simple random sampling and determined by using the Yamane Formula and then analysed with Structural Equation Modelling (Partial Least Square) by assisting the statistical software, namely, XLSTAT. The results of the analysis show that the procurement policy and effectiveness for electronic identity cards have a significant positive effect on citizen trust. Also, the effectiveness of policy implementation intervenes in the relationship between policy implementation and citizen trust partially. In conclusion, we identified that the effectiveness of policy implementation has a significant effect on citizen trust, but it is not considered more important than the procurement of raw materials for electronic identity cards (e-ID). The procurement policy for a blank identity card is a crucial factor and should be prioritized.

Key words: *Citizen Trust, Effectiveness, policy implementation, Structural equation modelling with partial least square (SEM - PLS).*



Introduction

Projects issued by the ruling government are frequently not understood by nearby networks. One of the triggers of the event of such issues is the execution of projects that are not running legitimately. The expense and time are not practically identical to the outcomes accomplished (Aritonang, 2018). One case of an e-government program now being actualized by the Ministry of the Republic of Indonesia is the Electronic Identity Card program (e-ID). It is the most recent populace framework that has been supported by the Government. Indicated by Law no. 23 of 2006 concerning population administration, the electronic identity card is a living arrangement archive containing security framework/control from both sides, i.e. individual and organisational (Kurniati, 2015; Kurniati et al., 2015).

An electronic identity card is an incredible method to be taken by the Government by setting up a national populace database to give a character to the network by utilizing the biometric framework. Therefore, each qualified ID card proprietor can interface with a national database or need one ID card. The number on the Identity Card (NIC) is the individual character of each inhabitant and is substantial forever (Akib, 2010). The NIC in the electronic ID card will be utilized as the reason for the issuance of a visa, driver's license, taxpayer identification number (NPWP), protection arrangement, declaration of land rights and issuance of other character reports (Papanthymou and Darra, 2018). With the presence of the electronic ID card, the general population can strengthen the enhancement of the security of the nation through the possibility of twofold ID card or phoney ID card. It misrepresents character not distinguished by the experts (Borah, 2013; Setyaningrum et al., 2014). The expansive number of Phony ID cards can be ascertained by utilizing the administration manual ID card regularly, encountering an absence of authority over the utilization of manual ID. In light of this fact, the manual ID can be made effectively anywhere, particularly on the off chance that you have an inside officer in a sub-district organization. For this reason, individuals who are not capable can be allowed to submit misrepresentation and abnormalities utilizing a manual ID card (Otieno and Omwenga, 2016).

One of the issues that emerged in the electronic ID card program is the accessibility of electronic ID cards that do circulate, bringing about the postponement in accepting electronic ID card by the network. This is because the dissemination framework is organised to print an electronic ID card for the populace, however, has not contracted the ID card and for ordinary administration (Akib, 2010; Soemartono, 2013). Changes in the system of division of stamps in a quantifiable and structured way to evade the aggregation of structures in the districts can total the need for printing targets. With numerous issues identified with electronic ID card program, the Minister of Home Affairs issued an approach through letter-number 471/1768/SJ/2016 on the speed of electronic ID card recording (Aritonang, 2018). The purpose of the report's administration in increasing speed due to electronic ID card recording to date



had just achieved 86%. The nearby Government will screen the acceleration of the electronic ID card recording program, at the dimension of checking zones led by the Department of Population and Civil Registration up to the area. The aftereffects of observing and the execution of neighbourhood government issues is filed. The Report of Accountability Statement of Regional Devices Office of Population and Recording Civil, is made at the completion of each of the programs or toward the finish of the spending time frame. Population service and Civil Registration (Disdukcapil) present the report to the officials, the City Hall leader and the Representative (Kurniati et al., 2015; El-Gayed, 2013).

The Government of Bandung has been in its ideal exertion by teaching the administration of electronic ID cards. Considering the present report, it is determined that total of 151 thousand subjects of Bandung City do not have electronic ID card information recording. Only 20%, or around 28 thousand natives have the e-ID recording. To seek the objective of electronic ID card recording, the different endeavours made by the Government of Bandung City (such as chopping down the tangled systems to in-wrinkle the long stretches of activity benefit. According to the record, upwards of 120 thousand subjects of Bandung have not undertaken electronic ID card recording. To streamline administrations for occupants who have not yet undertaken electronic ID card recording, exclusively submitted to the region. In any case, even though speeding up program of electronic ID card recording has been listed, however, it is dependent on the realities in the field rather than the perception of the scientist. Through this understanding, it is realized that the usage of increasing the speed of electronic ID card information recording in Bandung, particularly in District X (North Bandung), isn't yet ideal. Many negative perceptions arise from citizen or public to government performance, especially in Disdukcapil who responsible for the record and printing of the E-ID of an Indonesian citizen. This happens based on the actualities in the field that the accomplishment of the objective information recording is not satisfactory following the real-time indicated (Helen et al., 2017; Pujiawati, 2018). For more subtleties, the scientist shows in the information Table 1, underneath:

Table 1: Planning and Realization of Achievements for Mandatory electronic ID card in

 Bandung for the period of 2017

Year	The target of Mandatory Recipient of electronic ID card	Realisation	Percentage (%)
2017	110,806 inhabitants	78,223 inhabitants	70.59%

Source: Recording Data of Bandung City, 2018

Based on data Table 1, above, shows that the Implementation of the Program of Electronic ID card Recording Data at District X Bandung has not been effective yet. Where the population



who recorded electronic ID card ownership only reached 70.59% or reached 78,223 mandatory ID card that did electronic ID card recording of 110,806 residents of the central government's minimum target of 95%. Whereas, the Government's expectation for implementing egovernment systems is to realize a democratic, transparent, clean, fair, accountable, responsible, responsive, effective and efficient government. E-government takes advantage of communication and information progress in various aspects of life, as well as for enhancing competitiveness with other countries. As stated in Law no. 11 of 2008 on information and electronic transactions, E-government implements an electronic-based government system in order to provide comfort, improve transparency, and increase interaction with communities, and increase public participation. Other indications of the ineffectiveness of electronic ID card recording implementation in Bandung include are (i) Time of completion of the electronic ID card is not following the provisions. (ii) The unfulfilled number of targets according to concrete goals. (iii) Public understanding of socialization media is lacking. (iv) the number of people during the socialization process is not been comparable with the number of people during the implementation of electronic ID card recording, and (v) the infrastructure facilities for electronic ID card recording are still lacking.

By using the previously discussed issues, we seek to evaluate the implementation of the electronic ID card procurement program in Bandung city. It is hypothesised that it is not following what is applied in the policy rules as in the case of availability blank ID card and other raw material. This study focuses on the public policy implementation and effectiveness and public trust (Joshi and Islam, 2018). State policy will be effective if implemented and will have a positive impact on the members of the community. In other words, the actions of human beings as members of the community correspond to what the government or the state wants. The issue of policy does not only limit the manifestation of the policy, but the consequences impact citizen trust.

Literature Review

The implementation is an activity which refers to the completion of a job with tools to obtain the outcomes. Papanthymou and Darra (2018) define the term implementation as to carry out, accomplish, fulfil, produce, and complete some job. Using the definition by Papanthymou and Darra (2018), implementation is a dynamic process, where the executor of the policy conducts the activities so that eventually will get an outcome following the goal or policy target. In their opinion, the implementation is lead to events, actions, or the existence of a system mechanism. It not just an activity, but a planned action for achieving the objectives of the activity based on reference norms and policy. Therefore, it does not make a standalone, but is influenced by the next object. The elements of the policy contained the real action, whereas the government achieved the goals that have previously planned. The policy has legitimated legal force and



decisions that must be implemented. It is useful when the government implements it properly, as it strives to realize a policy or seeks to generate results (outcomes) that can be enjoyed primarily by target groups. According to Nkwe (2012), the government is an organisation that producing and distributing to fulfil the needs of the people in the form of public and civil services.

Government involvement is a public service provider intended to protect and fulfil the public interest. Strong expectations and realities are achieved when the process of socialization occurs as a giver of information to the community that can be measured by the dimensions that surround it. To increase service delivery to the community, the government also functioned for fostering the active role of the community, especially quality control, efficiency and effectiveness of community development. For fulfilling the needs of the community, the government should control the provision of socialization such as the discipline of population administration regarding electronic identity card recording (Setyowati, 2017; Singh and Scholar, 2018). Procurement implementation policy is an essential criterion. Akib (2010) stated that four factors could be put forward as indicators for the success of the implementation process, i.e. communication, resources, bureaucratic or implementing attitude and organizational structure, including bureaucratic workflow. Other experts opinions focus on 3 (three) indicators of effectiveness measurement that include the achievement of objectives, integration, and adaptation (Abubakar, 2016). This study considers the most appropriate indicators proposed by Akib (2010) and Abubakar (2016) in the implementation of the effectiveness of electronic identity card recording in Bandung city, Indonesia. Three indicators, namely achieving the goal, integration, consensus development and communication with the community. Integration concerns procedures and socialization process and adaptation.

Citizen trust refers to the theory of consumer trust. The position of citizens in electronic ID recording is as consumers, and the government acts as a service provider. Trust is defined as the belief that someone will find what is desired in exchange partners. It involves someone's willingness to behave in a certain way because of the belief that the partner will give what they expected (Mahmood, 2016). Several important elements from trust are (i) a development of experience and action in the past. (ii) the character is as trustworthy and reliable. (iii) willing to put oneself in the risk. (iv) feeling safe and confident in partners. Kotler and Amstrong (2012), define trust as a descriptive idea what someone adheres about something. Trust is possible based on knowledge and opinion. Trust is a level of consumer certainty when their thoughts are clarified by repeatedly remembering from market participants and friends. Trust can encourage the intention to buy or use the product by eliminating doubts. Wallang (2018) explained that trust reflects two-component, namely (i) credibility, which is based on the amount of trust partnership with other organizations and requires expertise to produce effectiveness and reliability of work. (ii) benevolence, which is based on the number of trust partnerships that have goals and motivations that become advantages for other organizations



in new conditions arises. According to Flavian and Giunaliu (2007), trust is formed from three things, namely (i) honesty is to believe in the words of others, believe that they will keep their promises and be sincere to us. (ii) benevolence Virtue is an action that prioritizes the public interest rather than personal interests and (iii) competence is the perception of knowledge, the ability to solve problems, and the ability to meet the needs of other parties owned by a party. From the various explanations above, we concluded that trust is a sense of security in its interaction with something desired and expected so that it will give positive results for consumers. Based on the limitations of the concept mentioned above, the researcher put forward the flow of thought in the form of a research framework as follows:

Figure 1. Research Framework

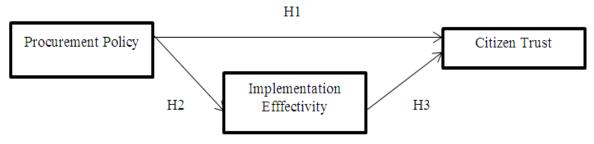


Figure 1 shows the research framework for this study. By using the above figure, we can identify that procurement policy is exogenous variable and citizen trust is an endogenous variable. Further, the effectiveness of policy implementation is the intervening variable. It expects role and intervenes in the relationship between procurement policy and citizen trust. Also, to clarify the formulation of the hypothesis, we need to formulate its operational definition for relevant variables. It can be seen in Table 2 below:

Variable	Dimension	Indicator		
	Communication	1. Clarity of information delivery process		
		2. Clarity of information		
Policy		3. Consistency of information submitted.		
Implementatio	Resources	1. Adequate staff (quantity and quality),		
n (X)	2. Information needed for decision maki			
Akib (2010)		3. Authority sufficient to carry out duties or responsibilities		
		4. Facilities needed in the implementation		
Disposition		1. Commitment to the program		
		2. Delegation of "TUPOKSI"		
		3. The existence of SOP electronic ID card		

Table 2: The summary of definition of operational variable(s)



	Bureaucratic	1. Availability of standard operational procedures	
	Structure	2. Availability of the workflow system	
	Structure	3. Availability of policy implementers.	
	C 1		
Effectiveness of		1. Time of completion of an electronic ID card as	
Implementatio	Achievement	required	
n (Y)		2. The number of objectives is met and is a concrete target	
		target	
		3. The process of accelerating the recording of	
Abubakar et al.		electronic ID card data by the rules	
(2016), and	Integration	1. Community understanding of socialization media	
Sufriyadi et al.		2. Comparison of the number of communities during	
(2015)		the process of socialization and implementation of	
		electronic ID card recording	
	Adaptation	1. Increased public knowledge, motivation to follow	
		electronic ID card recording	
		2. Availability of electronic ID card,	
		3. Availability of photo equipment printing machine	
Citizen Trust	Honesty	1. Believe in the words of others	
(Z)		2. Believe that it will keep the promises	
		3. Believe other sincere to us	
Flavian and	Benevolence	1. Prioritizes the public interest rather than personal	
Giunaliu (2007)		interests	
		2. Willingness to share information	
		3. Focus to target	
	Competence	1. Perception of knowledge	
	*	2. Ability to solve problems	
		3. Ability to meet the needs of other parties owned	
		by a party	
	l		

Methodology

The design of this study is the quantitative analysis with exploratory research used to predict the effect of exogenous variables on the endogenous variable. This cross-sectional study has several populations including 110,569 officers who worked in the department of population and civil registry. The number of the sample determined using the formula was developed by Krejie and Morgan (1960) (refer the equation 1). The technique for data collection is using simple random sampling without considering the level of strata in the population (Bacon-Shone, 2013), namely:



$$n = \frac{N}{(Nd^2 + 1)}\tag{1}$$

Whereas n is the sample size, N is the total population, d is the per cent laxity inaccuracy due to sampling errors (tolerance is 0.10).

$$n = \frac{110,569}{(110,569(0.10)^2 + 1)}$$
$$n = \frac{110,569}{(110,569(0.01) + 1)}$$
$$n = \frac{110,569}{1,106.69}$$
$$n = 99,9096 \approx 100$$

Thus, using that formula, this study found that there 100 respondents needed to ensure the number of samples is sufficient for conducting further analysis. Therefore, this study uses the structural equation model (SEM) through the method of partial least square (PLS). The data analysed using PLS-SEM and assisted by statistical software, namely XLSTAT.

Results and Discussion

There are two types of the model that should be reported. This includes the measurement and structural model. In the first section, we present the result of testing for measurement model. The result consists of (i) outer model measurement (cross-loading), validity (discriminant - AVE) and reliability (Cronbach's Alpha) and (i) inner model, including Goodness of Fit Model.

	Policy Implementation	Citizen Trust	Effectiveness of Implementation
Communication	0.9508	0.777	0.8019
Resources	0.9369	0.7282	0.7795
Disposition	0.9411	0.7197	0.6982
Bureaucratic Structure	0.9437	0.6985	0.7184
Honesty	0.6908	0.8858	0.7398
Benevolence	0.6213	0.8308	0.6542
Competence	0.7087	0.8914	0.7949

 Table 3. Cross-loadings (Monofactorial manifest variables/1)



Goal Achievement	0.7696	0.7778	0.9117
Integration	0.7267	0.7708	0.9375
Adaptation	0.7080	0.7830	0.9199

Table 3 shows the result of cross-loading by monofactorial manifest variable/1. The table indicates that the value of factor loading for that construct is higher than other constructs, namely citizen trust and effectiveness of policy implementation. The construct of communication, resources, disposition, and bureaucratic structure reflected by policy implementation. The variable of citizen trust measured by honesty, benevolence and competence and the variable of the effectiveness of policy implementation reflected by goal achievement, integration and adaptation. Thus, this study has produced three variables from ten constructs, namely communication, resources, disposition, bureaucratic structure, honesty, benevolence, competence, goal achievement, integration and adaptation. Further, using XLSTAT software, we test the convergent validity for every variable has produced. The result of convergence validity testing, as seen in Table 4 below:

	Policy	Effectiveness of	Citizen	Mean
	Implementation	Implementation	Trust	Communalities
				(AVE)
Policy Implementation	1.000	0.6346	0.6024	0.8895
Effectiveness of	0.6346	1.000	0.7091	0.8521
Implementation	0.0340	1.000	0.7091	0.0321
Citizen Trust	0.6024	0.7091	1.000	0.7565
Mean Communalities	0.8895	0.8521	0.7565	0.000
(AVE)	0.0075	0.0321	0.7303	0.000

Table 4: Discriminant validity (Squared correlations < AVE) (Dimension 1)</th>

Table 4 shows that the value of Average Variance Extracted (AVE) for the variable, namely policy implementation (X), effectiveness implementation (Y), and citizen trust (Z) is higher than 0.50. Also, the Square Root of AVE for that variable higher than the value of Square Root of AVE other variables. It means that the variables used in this study is do not present the issue multidimensionality from unidimensionality and respectively. Also, this study conducted the reliability testing for measurement scale; the result can be seen in Table 5:



Latent variable	Dimensions	Cronbach's alpha	D.G. rho (PCA)
Policy Implementation	4	0.9586	0.9699
Effectiveness of	2	0.9132	0.9453
Implementation	5	0.9132	0.9455
Citizen Trust	3	0.8389	0.9031

Table 5: Reliability for measurement scale

Table 5 displays the results of reliability testing. The above table shows that the latent variable policy implementation has 4 dimensions with the value of Cronbach's alpha is 0.9586 and D.G. rho (PCA) is 0.9699. Next, the latent variable effectiveness of policy implementation has 3 dimensions, and the value of Cronbach's alpha is 0.9132 and D.G. rho (PCA) is 0.9453. Lastly, the latent variable citizen trust has 3 dimensions, and the value of Cronbach's alpha is 0.8389 and D.G. rho (PCA) is 0.9031. All the variables have the value of Cronbach's alpha higher than 0.70. Thus, we can conclude that the latent variable in this study is reliable.

As mentioned in the previous section, this study would be testing the structural model through Good of Fitness model or known as inner model measurement. The result can be seen in Table as below:

Inner Model Measurement

	GoF	GoF	Standard	Critical ratio
	GOL	(Bootstrap)	error	(CR)
Absolute	0.7589	0.7466	0.0952	7.9735
Relative	0.9726	0.9472	0.0766	12.6994
Outer	0.995	0.9821	0.0719	13.8317
model	0.995	0.9821	0.0719	15.0517
Inner	0.9775	0.9639	0.0135	72.4569
model	0.9775	0.7037	0.0155	12.4307

Table 6: Goodness of Fit Model

Table 6 captures the result of evaluating the goodness of the model that has proposed. Using the value of Good of Fit (GoF), the result of analysis obtained as much as 0.9639 or 96.39 per cent. This means that the diversity of data explained by the model is 0.9639 or the information contained in the data is 96.39% explained by the model while the remaining 3.61% is explained by other variables outside the model used in this study.



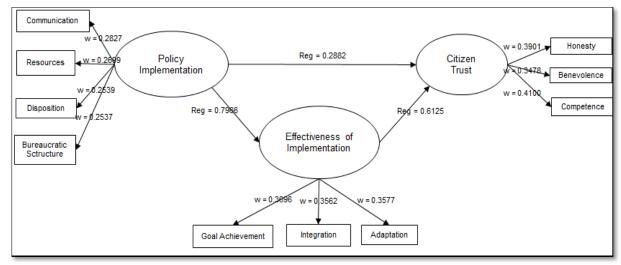


Figure 2. Result of hypothesis testing using PLS-SEM by assisting the XLSTAT

After evaluating the good of fitness model, in this final part, we report and elaborate on the results of hypotheses testing. The hypotheses testing result can be seen in Table 7 below:

Hypothesis Testing

Hypothesis	Path analysis	Predicted Coefficients	t-test	Conclusion
H1	Policy Implementation \rightarrow Citizen Trust	0.2882	3.379	Supported
H2	PolicyImplementationEffectivenessofPolicyImplementation	0.7966	9.342	Supported
H3	Effectiveness Implementation \rightarrow Citizen Trust	0.6125	7.182	Supported

Table 7: Results of hypotheses testing (direct effect)

For examining the effectiveness of procurement policy for electronic identity (e-ID) card and its effect on citizen trust in Indonesia, this study uses XLSTAT to analyse the data. The results of analysis (Table 7) shows that the policy implementation has a significant positive effect on citizen trust. The value of the predicted coefficient is 0.2882 or 28.82 per cent with t stat is 3.379 or higher than t-table 1.96. In other words, by assuming the variable policy implementation increase 1 per cent, then the citizen trust will go up 28.82 per cent. Further, the effectiveness of procurement policy implementation has a significant positive effect on citizen trust. The value of the predicted coefficient is 0.6125 or 61.25 per cent with t stat is 7.182 or



higher than t-table 1.96. It means that, by assuming the variable effectiveness increase 1 per cent, then the citizen trust will go up 61.25 per cent. In addition, this study also tests the effectiveness of implementation as an intervening variable. The result of the analysis for the indirect test, as seen in Table 8:

				Effect	ffect	
Hypothesis	Exogenous	Endogenous	Intervening	Direct	Indirect	
H4	Policy Implementation	Citizen Trust	Effectiveness Implementation	0.2882	0.7966* 0.6125 = 0.4879	

Table 8: Results of testing for an indirect effect

Table 8 indicates that the effectiveness of policy implementation plays as an intervening variable in the relationship between policy implementation and citizen trust. The predicted coefficient of direct effect is 0.4879. For ensuring the role of intervening variable, we use the value of Variance Accounted Factor (VAF). Hair et al., (1998) stated that when the value of VAF less than 20, it means that there is no intervening. Also, more than 20 and less than categorized as partial and more than 80, it classified as a full intervening variable. Thus, using the result of the analysis, we concluded that the effectiveness of policy implementation plays a role as intervening in the relationship between policy implementation and citizen trust.

Conclusion

In conclusion, we identified that the effectiveness of policy implementation has a significant effect on citizen trust, but it does not consider more important than the procurement of raw materials for electronic identity cards (e-ID). The procurement policy for a blank identity card is a crucial factor and should be prioritized. Further, the implementation of recording program policies e-ID card data will optimally run when referring to communication factors, attitudes and bureaucracy structure. Lastly, the program recording e-ID card data will run effectiveness when applying the dimensions of goal achievement, integration and adaptation. The effectiveness of policy implementation plays a role as intervenes variable in the relationship between policy implementation and citizen trust.

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has demonstrated the failure in the implementation of e-ID created by the government. For this reason, the government issued a new procurement policy. Unfortunately, it does not guarantee success for solving its issue. Thus, this study aims to evaluate the effectiveness of the procurement policy for an electronic identity card and its impact on citizen trust in Indonesia. This study is designed using quantitative through exploratory research. The data is collected by utilizing simple random sampling and determined by using the Yamane Formula and then analysed with Structural Equation Modelling (Partial Least Square) by assisting the statistical software, namely, XLSTAT. The results of the analysis show that the procurement policy and effectiveness for electronic identity cards have a significant positive effect on citizen trust. Also, the effectiveness of policy implementation intervenes in the relationship between policy implementation and citizen trust partially. In conclusion, we identified that the effectiveness of policy implementation has a significant effect on citizen trust, but it is not considered more important than the procurement of raw materials for electronic identity cards (e-ID). The procurement policy for a blank identity card is a crucial factor and should be prioritized. © 2019 Primrose Hall Publishing Group.

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Citizen trust; Effectiveness; Policy implementation; Structural equation modelling with partial least square (SEM-PLS)

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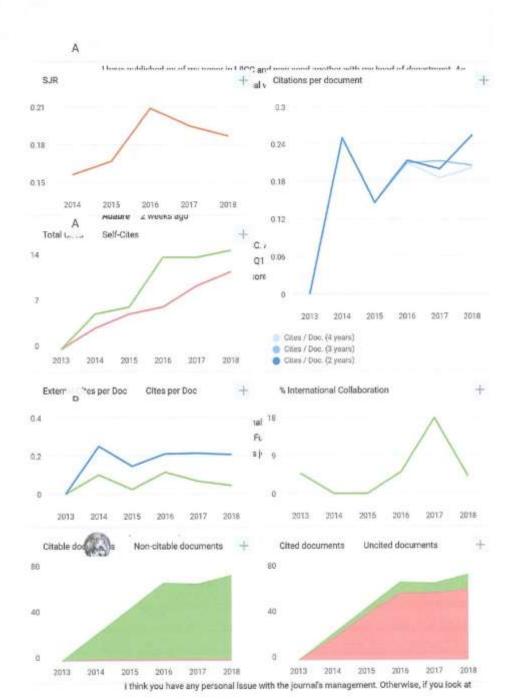
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