

The Obligation to Own An E-KTP and Its Implications for the Fulfillment of Citizens' Rights in Indonesia

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ABSTRACT:

This article aims to analyse the obligation to own an electronic ID card (e-KTP) that is implemented in Indonesia. The research findings indicate that many citizens are hindered from accessing their rights because they do not yet possess a KTP-el. This is because, for some government agencies in Indonesia, possession of an e-ID card is a prerequisite for receiving services, including those related to civil rights. Meanwhile, the e-ID card registration program carried out by the Population and Civil Registration Office (Dukcapil), acting on behalf of the government, has not been implemented effectively. The e-ID card registration program is only effective when conducted at Dukcapil offices. Only a few regions have implemented the e-ID card registration program down to the subdistrict level. The reasons are quite varied, ranging from readiness issues, limited facilities and infrastructure, to geographical factors and a lack of transportation. For instance, in Pangkep Regency, South Sulawesi Province, the outreach program has not been able to reach all areas of Pangkep due to various existing limitations. This is evident from the large number of citizens who have not yet registered for the e-ID ahead of the recent elections held in Indonesia. The General Election Commission (KPU) found millions of voters who did not yet possess an e-ID. Meanwhile, every voter wishing to access voting services at a polling station (TPS) is required to present their e-ID to election officials. Citizens' rights are clearly stipulated in Indonesia's constitution and fundamental laws; however, the ineffective implementation of the e-ID registration program has prevented many citizens from accessing various services related to their rights. This study employs a qualitative research method, which is expected to clearly and sharply analyze the issues surrounding the requirement to possess an e-ID card and its implications for the rights-based services available to every citizen in Indonesia.

Keywords: e-KTP, Dukcapil, Citizens, Rights Services, Indonesia.

Introduction

In Indonesia, possession of an electronic ID card (e-KTP) is mandatory, particularly for every

citizen who is at least 17 (seventeen) years of age and is currently married or has been married. This applies to both Indonesian citizens (WNI) and/or foreign nationals (WNA) who hold a permanent residence permit in accordance with applicable regulations. This is stipulated in the regulations on Population Administration issued in 2006 and amended in 2013. However, to this day, many citizens who meet the requirements for an e-KTP have not yet been reached by the government's electronic ID registration services. Meanwhile, possession of an e-KTP is closely linked to ease of access to rights and various basic services. Possession of an e-KTP is an urgent necessity, yet unfortunately, the e-KTP registration program has not yet fully reached all eligible citizens. Meanwhile, nearly every government service provider in Indonesia uses the e-KTP as the basis for identification and a prerequisite before providing services. In other words, the possession of an e-KTP by every Indonesian citizen has a significant impact, particularly regarding the ease of fulfilling citizens' basic rights. Many citizens who do not yet have an e-KTP face difficulties in accessing and obtaining services such as healthcare and social assistance. Meanwhile, according to the Constitution and applicable laws in Indonesia, the fulfillment of these basic rights falls under the state's and government's obligation to ensure their realization. It is even stipulated that there must be no obstacles, barriers, or discrimination against the implementation of these basic rights. However, the reality on the ground tells a different story; the fact that so many citizens still do not possess an e-KTP indicates that the state is not yet prepared to ensure the fulfillment of this obligation.

In Indonesia, the e-KTP serves as the official identity document for every citizen. It is issued to Indonesian citizens (WNI) or foreign nationals (WNA) who hold a permanent residence permit, are at least 17 years of age, and are married or have been married. This means that no e-KTP is issued to anyone under the age of 17. Furthermore, as stipulated above, anyone who holds an e-KTP is required to carry it when traveling.

As a civil registration document, the e-KTP has a distinctive feature: the Population Identification Number (NIK). The NIK consists of a sequence of numbers selected by the system during the e-KTP registration process. For this reason, e-KTP registration requires an internet connection to record resident data in the system maintained by Dukcapil (the Population and Civil Registration Agency), the implementing agency responsible for facilitating e-KTP issuance. The NIK also serves to distinguish one citizen from another. Thus, it is referred to as a unique, permanent identifier, or, in a more general context, a Single Identity Number (SIN).

The NIK is valid for life and cannot be changed. For this reason, every death must be reported to the Civil Registry Office (Dukcapil). This serves not only to deactivate the NIK of a deceased person but also to prevent the deceased's identity from being misused by unauthorized parties. Due to this nature of the NIK, the NIK embedded in the electronic ID card (e-KTP) serves as the reference for all government agencies when providing services.

In some cases, service providers are "forced" to overlook the possession of an e-KTP. This is because many citizens still do not have an e-KTP. On the other hand, many agencies insist on refusing to provide services to citizens who do not have an e-KTP. The requirement to possess an e-KTP, which was intended to enhance the effectiveness and efficiency of services related to citizens' rights, can instead hinder and prevent individuals from exercising their rights. One example is the practice of the General Election Commission (KPU), the body specifically mandated to conduct general elections in Indonesia. On election day, the KPU granted leniency to voters who did not yet have an e-KTP to exercise their right to vote. Although, in general, this contradicts the law serving as the legal framework for the conduct of general elections, namely Law No. 7 of 2017. Moreover, there were more than 4 million non-e-KTP voters (voters who did not yet have an electronic ID card) prior to election day in the 2024 election. This figure is certainly not insignificant.

Meanwhile, the right to vote is also a fundamental right whose implementation is guaranteed by law.

However, for some service providers such as the Health Social Security Agency (BPJS Kesehatan) and social assistance programs from relevant ministries, the absence of an e-KTP means no services. There have been several cases where citizens who are eligible for assistance have been denied their rights simply because they do not possess an e-KTP. Meanwhile, the e-KTP is also a citizen's right to access services. The very existence of the state and government is to administer governmental affairs, including formulating and implementing policies for every citizen.

Therefore, this article will discuss several aspects related to the issue of e-KTP ownership, which to this day has not yet reached every eligible Indonesian citizen. Furthermore, this article will also provide a critical analysis of the urgency of e-KTP ownership, particularly in relation to the fulfillment of basic rights and services for every citizen.

Methods

This article was written based on research. The research employs a normative-empirical approach and falls under the category of a live case study. It not only analyzes legal events whose processes are still ongoing today but also describes the dynamics of the issues that accompany it, particularly regarding the obligation to own an e-KTP and its implications for the implementation of citizens' rights. The research sources are field findings, including issues arising from the provisions contained in Law No. 24 of 2013 on Population Administration and Law No. 7 of 2017 on General Elections.

To obtain a comprehensive picture of the issue under study, the researcher employs a descriptive-analytical approach in this paper. The objective is to describe the urgency of possessing an electronic ID card (e-KTP) in efforts to fulfill citizens' rights and access to basic services. Data were obtained through observations, fieldwork, and interviews conducted with competent and highly credible parties. The collected data were

then analyzed, summarized, described, and presented. This article generally addresses the context of Indonesia, but specifically focuses on Pangkep Regency, which is one of the regencies in South Sulawesi Province, Indonesia.

As noted by Sugiyono, qualitative research views the object as something dynamic—the result of the construction of thought and interpretation of observed phenomena—and as holistic, since every aspect of the object constitutes an inseparable unity. In examining the relationships between variables within the researched object, qualitative research is interactive—that is, mutually influencing (reciprocal/interactive)—so that it is unclear which variables are independent and which are dependent (Sugiyono, 2019).

Results

Policies on the Issuance of Electronic ID Cards (e-KTP) in Indonesia

The civil registration program in Indonesia had actually been in place long before the policy to issue electronic ID cards (e-KTP) to all Indonesian citizens was introduced, a process that only began in 2011. This program aims to integrate the need for population identity with advancements in electronic technology. Additionally, it seeks to promote orderly population administration and ensure the absence of discrimination in the issuance of population documents.

However, to this day, many eligible citizens have yet to receive the service and obtain an e-KTP. This is largely due to suboptimal service delivery by the government agency responsible for fulfilling population administration needs, namely Dukcapil (the Population and Civil Registration Agency). According to Dukcapil, the challenges are quite diverse, ranging from the limited recording equipment available to Dukcapil itself, the readiness of staff, geographical conditions that result in a lack of supporting facilities and infrastructure, and also issues related to public awareness.

The mandate for Dukcapil to meet the demand for e-KTP is stipulated in Law No. 24 of 2013 on Population Administration. Dukcapil serves as an

extension of the Ministry of Home Affairs (Kemendagri) at the district/city level. In carrying out its functions, Dukcapil is equipped with facilities and infrastructure to conduct population registration and record-keeping, including providing services for the recording and issuance of e-KTP for every citizen who meets the requirements. The provision of these facilities and infrastructure is the responsibility of the local government, specifically the Regent and/or Mayor and the District/City Council.

The Directorate General of Civil Registration and Population (Dukcapil) operates in accordance with the provisions of relevant laws, presidential decrees, and ministerial regulations. This indicates that the program for population registration and the issuance of national identity cards is a critically needed national strategic program. Under these provisions, the mechanisms, strategies, and approaches for ensuring the successful implementation of the e-KTP registration program are delegated to local governments—specifically regents and mayors, as well as district/city legislative councils. In the context of central-local relations, Indonesia is one of the countries that adopts a decentralized system. Under this system, local governments—specifically provincial and regency/city governments—are granted special authority and autonomy, with the aim of accelerating, enhancing, and fostering local self-reliance by leveraging their inherent potential. Regarding the fulfillment of population administration, this falls under the category of authority delegated by the central government to the regions. Consequently, all related matters—including planning, preparation, implementation, and evaluation—fall under the authority of the regions themselves.

The electronic ID card (e-KTP) registration policy is one of the programs for issuing population documents in Indonesia. This is because, in addition to the e-KTP, there are other documents that also serve as valid civil registration documents, including: the Family Card (KK), which serves to establish family relationships among citizens; the Child Identity Card (KIA), issued to children under 17 years of age; and birth and death certificates. However,

the most critical element of each of these identity documents is the NIK (National Identity Number). It is the NIK that distinguishes one citizen from another. While there may be similarities in names and dates of birth, the NIKs cannot possibly be the same. As stipulated by law, each person is assigned a unique NIK.

The NIK is a unique and distinctive national identification number. The NIK is printed on the electronic ID card (e-KTP) and the Family Card (KK). However, the NIK listed on the KK is still provisional, as it can be amended if there are errors in the recording of a person's birth that are subsequently reflected in the NIK. This is because the sequence of numbers in the NIK also indicates a person's gender and date of birth. Once an individual has registered for an e-KTP, the NIK cannot be changed and remains valid for life, in accordance with the regulations regarding the validity period of the e-KTP itself (Ilmuddin, 2026).

Referring to the implementation of the e-KTP registration service program in several regions, some e-KTP registration services are conducted at the Dukcapil office, which can be categorized as a passive service—that is, waiting for citizens to come in for registration. There are also active registration services, which involve conducting registration at specific locations, visiting areas where citizens in need of the service reside, or what some terms refer to as outreach activities. For example, registration conducted at sub-district offices or village/neighborhood offices. However, not all regions have registration programs at sub-district or village/neighborhood offices, as this is highly dependent on the facilities and infrastructure available to the Dukcapil.

In Pangkajene and Islands Regency (Pangkep), South Sulawesi Province, the Pangkep Population and Civil Registration Office (Dukcapil) operates only two programs: the electronic ID card (e-KTP) registration program at the Dukcapil office, and a field outreach program conducted once a year. This differs from the e-KTP registration carried out in several other regions in Indonesia, where registration is also conducted at sub-district and

village/neighborhood offices, due to the availability of adequate e-KTP registration equipment and other supporting facilities. Such as in Pasuruan Regency, East Java Province, and Garut Regency, West Java Province. Local authorities even state that the purpose of conducting e-KTP registration services at sub-district offices is to prevent residents from having to travel far to the Dukcapil office ("Tak Perlu Jauh Ke Disdukcapil, Warga Garut Bisa Cetak e-KTP Langsung Di Kantor Kecamatan," 2026). Although, as in Pangkep Regency, where the government expanded e-KTP registration service locations by opening a Public Service Mall (MPP), the location is the same as the Dukcapil office—in the regency capital—making it less effective in reaching residents living in the 13 sub-districts of Pangkep, especially those in the four island-based sub-districts.

After all, when discussing the effectiveness of services, we are also discussing convenience and equitable distribution. Moreover, the e-KTP program is a program that also supports accessibility in fulfilling citizens' basic rights. Possession of an e-KTP means ease in fulfilling the needs and rights that one is entitled to.

On the other hand, the success of this program is also closely tied to the readiness, facilities, and infrastructure, as well as the public's willingness to visit the registration sites. As stated by the Pangkep Civil Registry Office, e-KTP registration cannot be conducted without adequate internet connectivity and other necessary preparations. Moreover, Pangkep's geographical conditions make some areas difficult to access, compounded by limited transportation options. Not to mention that many areas lack internet coverage. This is why the mobile registration program initiated by the Pangkep Civil Registry Office has not yet been able to reach all areas in Pangkep. As stated by the Head of the SIAK Division at the Pangkep Civil Registry Office, Ilmuddin, in addition to the conditions mentioned above, the Pangkep Civil Registry Office also lacks e-KTP registration devices. To date, the Pangkep Dukcapil Office possesses only three recording devices: one is used to serve residents at the Dukcapil office, one is used at the MPP, and the

third is used for mobile registration (Ilmuddin, 2026).

Pangkep is known as a three-dimensional region, comprising not only lowland and highland areas but also a fairly extensive archipelago. In fact, the Pangkep archipelago borders the Makassar Strait and the Flores Sea. Some islands within Pangkep's territory are actually closer to other provinces such as West Nusa Tenggara (NTB) and Sumbawa than to the regency capital of Pangkep (Pangkajene). According to data from the Central Statistics Agency (BPS), there are over 130 islands in Pangkep, 75 of which are inhabited. Some islands in Pangkep fall into the category of remote areas, which is why local residents have limited access to infrastructure and public facilities. This includes information and communication support facilities such as the internet. Meanwhile, as stated by the Population and Civil Registration Office (Dukcapil), the internet is the primary means of conducting e-KTP registration. This is because the system used by Dukcapil for e-KTP registration is a specialized system that can only be accessed via a reliable internet connection.

"The challenge in accessing all areas of Pangkep is the availability of facilities and infrastructure. Additionally, in the Pangkep archipelago, not all islands have internet access. Meanwhile, the electronic ID card (e-KTP) registration process requires a strong internet connection. Furthermore, when we went out to conduct the registration, not all residents required to have an e-KTP were present at the registration sites, which are typically held at village or sub-district offices." (Interview; Head of the Pangkep Population and Civil Registration Office, Arisal Hasan, Pangkajene, January 21, 2026).

Public Services that Require Ownership of an Electronic ID Cards (e-KTP)

Several basic services for Indonesian citizens, such as education, healthcare, and voting in elections, require an electronic ID card (e-KTP). In fact, the e-KTP is a prerequisite for providing services to citizens who are potential beneficiaries. Often, there are citizens who do not receive services simply because they do not have

an e-KTP. Tati, a resident of Tondong Tallasa Subdistrict, Pangkep Regency, admits that she has never received assistance from the government. Yet she knows there is an elderly assistance program funded by the government through the Ministry of Social Affairs. This is because she is unable to obtain an e-KTP. In addition to her advanced age (according to her family, Tati is now around 90 years old), her home is located in a remote area far from the village office. This is compounded by the road access to her home, which is quite difficult to navigate (Muliati, 2026).

Meanwhile, Muhammad Taufik, a community leader in the Pangkep archipelago, stated that many residents cannot access BPJS (Social Security Agency) services—particularly BPJS Health—because they lack an e-KTP. Furthermore, some social assistance intended for island residents has not been distributed to eligible recipients because they do not possess the required e-KTP documentation (Taufik, 2025). A similar point was raised by Askari, who also served as a PPK (Sub-District Election Committee) official during the 2024 Election in Liukang Tangaya Sub-District, Pangkep Regency; he noted that many non-e-KTP holders during the 2024 election were unable to exercise their right to vote because they lacked an e-KTP. This occurred because every voter intending to cast their vote at a polling station (TPS) must present their e-KTP to the Polling Station Organizing Group (KPPS) officials (Askari, 2025).

As stated by Hikmawati, a member of the Pangkep Regency Election Supervisory Agency (Bawaslu), the right to vote should not be hindered by administrative issues. Especially since the possession of an electronic ID card (e-KTP) is not part of the election organizers' duties (Hikmawati, 2025).

“The duty of the election organizers is only to verify citizens who have been categorized as eligible voters, and then to provide voter data. When there are people who cannot exercise their right to vote because they do not have an e-ID card, it is not the fault of the organizers, because the organizers' role is merely to facilitate voter data. Once the KPU submits the data on non-e-

ID card (non-e-KTP) voters to the Civil Registry Office, it becomes the Civil Registry Office's responsibility” (Interview: Hikmawati, June 1, 2025).

It's not just about social assistance and the right to vote in elections. Possession of an e-KTP is also closely linked to the ease of accessing daily necessities, which are the rights of every citizen. Moreover, the Indonesian government has so far sought to promote the integration of the e-KTP with various service providers—both government and private—to ensure administrative order and accelerate development.

The following outlines several public services in Indonesia that require an e-KTP. Without an e-KTP, these services will be hindered or even impossible to access.

1. Voting in Elections

As stipulated in election laws, specifically Article 348 of Law No. 7 of 2017, possession of an e-KTP is mandatory for every voter who intends to exercise their right to vote at a Polling Station (TPS). Voters who cannot present an e-KTP to the Election Organizing Committee (KPPS) will not be served, even if they meet the eligibility criteria for voting—such as being at least 17 years old, being married or having been married, not being a member of the military or police, and not having their voting rights revoked.

2. Social Assistance

The distribution of social assistance—such as elderly assistance from the Ministry of Social Affairs targeting citizens in the elderly category, as well as other programs like the Family Hope Program (PKH) and Direct Cash Assistance (BLT)—requires prospective recipients to present valid identification, specifically an e-KTP. This was explained by Muhammad Taufik, a community facilitator in the Pangkep archipelago. He noted many cases where eligible individuals failed to receive assistance simply because they lacked an e-KTP (Taufik, 2025).

3. Marriage Certificate

There are many cases in the Pangkep archipelago where people who are married but have children

do not possess a marriage certificate. As explained by Askari, a resident of Sailus Island in Liukang Tangaya Subdistrict, obtaining a marriage certificate is a particularly complicated matter for residents of the outermost islands. This is especially true if the married couple does not have an e-KTP. This is because one of the requirements for obtaining a marriage certificate is an e-KTP (Askari, 2025).

4. Subsidized Fuel

Not all island residents can access the government's subsidized fuel program. Moreover, the distribution points are also limited. Meanwhile, to access the Marine and Fisheries Business Operator Card (Kusuka)—which also allows fishermen to access subsidized fuel—requires several documents during the application process, including an e-KTP (Administrator sekretariat, 2025). Yet fishermen's need for fuel is closely tied to their livelihoods, as it is used for daily transportation and fishing activities.

5. Education

Possession of an e-KTP is also closely linked to ease of access to education. This is especially true for prospective students seeking educational scholarships, whether from the government or the private sector. Possession of an e-KTP is an essential requirement. Meanwhile, education is a basic need for citizens. Access to education is a fundamental right guaranteed by law. Ease of access to education is also an indicator of the quality of public services in a region.

6. Health

Possession of an e-KTP is also closely linked to ease of access to healthcare services, both general and specialized, particularly in relation to the BPJS Health program. There are many cases where healthcare services have actually resulted in fatalities before any medical intervention could take place. This is not due to the illness being too severe, or due to failures in the treatment process, but because the services were never provided. This is due to a number of requirements that prospective patients cannot meet, one of which is that the patient does not have an e-ID card (Tim Detik Sulsel, 2022).

7. Driver's License

Every citizen wishing to access and obtain a Driver's License (SIM) issued by the police is required to have an e-KTP. This is because the SIM is one of the documents integrated with the population database system at the Population and Civil Registration Office (Dukcapil). The e-KTP is a mandatory requirement that must be submitted by citizens applying for a SIM. This requirement applies even from the very beginning of the process, when the applicant obtains a referral letter from the local police station (Polsek) in the sub-district where the citizen resides.

8. Handling Tax Matters

Taxes are no exception. To handle tax matters, a person must have an NIK, which means they must have an e-KTP. Even on the NPWP (Taxpayer Identification Number) cards issued by the tax office today, the NIK of the taxpayer is listed. According to the Head of the Pangkep Civil Registry Office, the tax office is one of the agencies that has been integrated with the Dukcapil population system. Today, if a taxpayer's card is lost, for example, it can be traced using the NIK on the taxpayer's e-KTP. Population data and data on all taxpayers have been integrated to facilitate the implementation of the SIN program (Hasan, 2026).

9. Applying for a Job

To apply for a job, everyone needs an e-KTP. This is because nearly every government and private organization requires proof of identity from job applicants—such as an e-KTP—as a mandatory document that must be submitted and presented by applicants. Especially in today's digital age, applying for a job no longer requires a manual process involving in-person meetings with the relevant authorities, in this case, the organizations posting job openings. Required documents, such as diplomas, e-KTP, and so on, usually only need to be submitted digitally online. However, it is not uncommon for prospective applicants to be concerned about the security of the information contained in their e-KTP or family cards (KK) when submitted online (D. L. Putri & Nugroho, 2023).

10. Bank Loans

Similarly, to obtain a loan from a bank, the e-KTP is an essential document. Every customer wishing to apply for a loan is required to have an identity card, specifically an e-KTP. Without an e-KTP, the bank will typically ask the customer to present other documents, such as a driver's license or passport. However, in general, the e-KTP is the primary document requested from prospective customers at nearly all banking institutions in Indonesia. This applies equally to residents seeking subsidized People's Business Credit (KUR) and Home Ownership Credit (KPR) (Rini, 2024).

Discussion

Possession of an e-KTP should not be mandatory

Considering the problems that can arise from not having an electronic ID card (e-KTP), a fundamental question arises that the Indonesian government should be able to answer: should possession of an e-KTP be mandatory? Given that there are still many citizens who, to this day, have not had access to the e-KTP card registration services that should be provided by the Directorate General of Civil Registration and Population (Dukcapil)—which is the government agency with the authority to ensure the fulfillment of civil registration documents.

The obligation to possess an e-KTP, as stipulated in Law No. 24 of 2013 Amending Law No. 13 of 2006 on Population Administration, which requires every Indonesian citizen and foreign national holding a permanent residence permit, who is at least 17 years old, is married, or has been married, to apply for an e-KTP, should be accompanied by systematic efforts by the state to ensure that every citizen meeting these criteria can easily access e-KTP registration services. In reality, the policies issued by the Indonesian government so far appear uneven and inadequate. This is evident in the inconsistent e-KTP registration programs implemented by local governments across Indonesia. Some regions have programs that extend down to the subdistrict and village levels, while others rely solely on services available at the Dukcapil office,

which is typically located in the regency capital. Meanwhile, several areas in Indonesia fall into the category of being difficult to access and lacking in facilities and infrastructure.

Although in a democratic context, decentralization demonstrates a commitment to advancing local-based development and improving the efficiency, effectiveness, and quality of public services through the devolution of certain central government authorities to local governments. However, given the urgency of possessing an e-KTP, the policy of ensuring e-KTP availability should not be entirely the responsibility of local governments. This is to anticipate limitations faced by some regions, such as insufficient capacity to procure facilities and infrastructure, and constraints due to geographical conditions, which prevent them from fully meeting the e-KTP needs of all their residents. For example, the central government could assist in providing the e-KTP recording equipment needed by the Dukcapil offices in the regions, and/or ensure that no area in Indonesia remains without adequate internet connectivity.

As in Pangkep, the e-KTP recording service program implemented by the Pangkep Regency government has so far relied on only two programs: e-KTP recording services at the Dukcapil office (including at the Public Service Mall) and a field outreach program conducted once a year. e-KTP registration at the Dukcapil office and the Public Service Mall is accessible to Pangkep residents daily during office hours. However, the field outreach program is highly dependent on Dukcapil's readiness. This is because not all areas in Pangkep can be easily accessed, partly due to limited transportation options and reliance on weather and sea conditions. Often, when the weather is good and Dukcapil goes out into the field to conduct registration at village/subdistrict offices, residents do not show up at the e-KTP registration site because they prefer to go out to sea to fish. Additionally, not all areas in Pangkep have internet access. Meanwhile, the internet is the primary means of conducting e-KTP registration (Ilmuddin, 2026).

The people on the island stay ashore when the weather is bad and go out to sea when it's good. But since we go out to conduct the data collection when the weather is good, we don't run into them. That's also a challenge. Even though we had actually notified them about the data collection in advance" (Interview; Head of the SIAK Division at the Pangkep Population and Civil Registration Office, Ilmuddin. Pangkajene, January 21, 2026).

On the other hand, it is difficult for residents of Pangkep's outermost islands—who are not reached by the Dukcapil outreach program—to travel to the regency capital to apply for an e-KTP. In addition to the limitations mentioned earlier, the considerable distance and lack of transportation to the regency capital are major issues. As stated by Rapiuddin, a resident of Liukang Tangaya Subdistrict, one of the 13 subdistricts in Pangkep. He said that if the journey must be made using a private boat, the trip to the regency capital could cost tens of millions of rupiah, not to mention if the island residents have to stay in the regency capital for several days waiting for their e-KTP to be issued (Rapiuddin, 2025).

Meanwhile, on the other hand, the requirement to possess an e-KTP has become the basis for several agencies to provide services. One example is outlined in Article 348 of Law No. 7 of 2017 on General Elections, which states that every voter wishing to access voting services at a polling station must be a voter who possesses an e-KTP. This requirement is further clarified in the General Election Commission Regulation (PKPU), which states that voters who cannot present their e-KTP to KPPS officials—acting as the KPU's representatives at the polling station—will not be served.

In other words, possessing an e-KTP means having access to the right to vote in elections. Meanwhile, according to the data obtained, there were approximately 12,378 non-e-KTP voters (voters without an e-KTP) in Pangkep Regency prior to Election Day in the recent elections held in Indonesia. This figure represents only a small fraction of the total number of non-e-KTP voters

identified by the General Election Commission (KPU) across Indonesia, a finding also confirmed by the Ministry of Home Affairs (Satryo, 2023). Meanwhile, the right to vote is a right of every citizen, and it is the state's duty to safeguard it. This is because one of the purposes of establishing a state is to realize a just national and state order based on the principles of equality of rights and obligations. However, the legal requirement that voters must possess an electronic ID card (e-KTP) for that election only serves to underscore the state's inability to protect the voting rights of every eligible voter. As of election day, many voters still did not have an e-KTP because they had not been reached by the Dukcapil's electronic ID card registration program.

Meanwhile, as stated in Article 6 of the Universal Declaration of Human Rights, adopted by the United Nations on December 10, 1948, through Resolution 217 A (III), everyone has the right to recognition before the law as a person wherever they may be. Furthermore, Article 21 states that: 1. Everyone has the right to take part in the government of his country, directly or through freely chosen representatives. 2. Everyone has the right to equal opportunity to hold public office in his country. The will of the people must be the basis of government authority; 3. This will must be expressed in periodic and genuine elections, held by universal and equal suffrage, and by secret ballot or by other procedures that ensure the freedom to vote. Syarifuddin Jurdi, in his book *General Elections in Indonesia: "Election Management, People's Sovereignty, and Democracy,"* notes that this provision places the government in the position of having the obligation to protect the voting rights or political rights of its citizens in general elections (Jurdi, 2020).

The same applies to social assistance, which should be received by every eligible citizen. However, in reality, there are citizens who fall into the eligible category but, because they do not have an e-KTP, they do not receive assistance. Meanwhile, as stated in Article 28I, Paragraph 2 of the 1945 Constitution of the Republic of Indonesia (UUD), it is stated that "every person

has the right to be free from discriminatory treatment on any grounds and has the right to protection against such discriminatory treatment. “The protection, promotion, enforcement, and fulfillment of human rights are the responsibility of the state, particularly the government.”

In other words, it is the government’s responsibility to ensure the success of the e-KTP program for every eligible citizen. Because rights are rights, and it is the state’s duty to provide them. If the state is unable to fulfill its role in ensuring the implementation of the rights of every citizen, then it is necessary to consider revising or removing the provision that requires ownership of an e-KTP for every citizen in Indonesia, as stated in Law No. 24 of 2013 concerning Amendments to Law No. 23 of 2006 concerning Population Administration and specifically the provision regarding the obligation to own an e-KTP for voters as stated in Law No. 7 of 2017 concerning General Elections. Even if government agencies or service providers require a citizen’s identity as part of their record-keeping and accountability processes, they may use alternative documents that do not burden citizens in accessing their rights.

As T.H. Marshall argues, in the political order, rights are public duties, and the state acts as their enforcer. Social and political rights can only be realized and implemented through public participation, wherein every citizen takes part in political decision-making—because a “status is granted only to those who are full members of the community. All who possess this status are endowed with this right.” The term citizenship refers to full and equal membership in a political community; this equality encompasses various spheres and operates within the framework of the rule of law (M. Putri et al., 2023). Nevertheless, many injustices arise precisely due to claims rooted in history or perhaps natural conditions, while no one chooses to be in such a disadvantaged position. Iris Marion Young identifies the structuralist perspective as one that often creates injustice. This is because it positions vulnerable groups, such as women, people with disabilities, the elderly, and minorities, as obstacles to progress (Laku, 2021).

5. Conclusion

In the context of statehood, the implementation of rights and obligations is the responsibility of every element within the state. After all, the very purpose of the state is to realize a shared life oriented toward fulfillment, equity, justice, and welfare. Although the need for civil identity is a fundamental one, it is necessary to formulate appropriate and comprehensive mechanisms so that when the program is implemented, it does not conflict with other fundamental aspects. Such as preventing citizens from accessing their right to vote or other social assistance.

The state and its apparatus are obligated to formulate policies and provide services to every citizen, without exception. As Rahmayanty notes in (Maisyiah, 2018), public service refers to all service activities carried out by public service providers as efforts to meet the needs of service recipients or to implement legal regulations (Hidayat & Frinaldi, 2023). Public service is closely tied to the government’s responsibility and obligation to ensure the welfare of its people. Delaying services without a clear justification constitutes a breach of duty and responsibility, and this inevitably erodes public trust in the state and its apparatus, which are funded by the people’s taxes and receive subsidies from the public (Syukron & Ramdani, 2024).

Limitations in facilities and infrastructure, or those arising from the conditions of a particular region, should not be viewed as obstacles, but rather as opportunities to initiate appropriate, results-oriented programs—specifically, ensuring that every citizen can access and obtain services, particularly the electronic ID card (e-KTP), which is a document essential for every citizen in Indonesia. Similarly, the limited access and transportation faced by some regions, such as in Pangkep Regency, South Sulawesi Province, should serve as a basis for the government to formulate appropriate and effective policies. For example, if it is not feasible to expand the fleet of maritime transport to reach all inhabited islands in Pangkep Regency—due to the high costs involved—the government could address this by establishing and recruiting staff to be stationed in

these remote or hard-to-reach areas. These officers would act as extensions of the Civil Registration and Population Agency (Dukcapil) to provide e-ID card registration services. Furthermore, the limitations caused by the lack of internet connectivity in many areas—which prevent Dukcapil’s field outreach programs from reaching certain regions—can be addressed by

developing adequate information and telecommunications systems. For example, by constructing network transmission towers or other telecommunications infrastructure on certain islands or in remote and hard-to-reach areas. Even if local governments are unable to undertake such construction themselves, the central government must step in to take over.

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