

ABSTRACT

THE IMPLEMENTATION OF SUBSIDIZED ID CARD MAKING PROGRAM BY SIAK AT METRO CITY IN 2008 (Review from The Perspective Of Organizational Development)

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Since the issuance of Law Number 23 Year 2006 concerning Population Administration population administration in Indonesia which expected to forward neatly with demographic data base to build a good and accurate, one of them by issuing ID cards SIAK. In the year 2008 Metro City Government held a program subsidized by SIAK making ID cards. However, the implementation of this program is not supported with adequate equipment, while related to procedural, time spent making the ID cards for weeks to generate a negative response from the community. The problems that occurred during the execution of this program subsidized the manufacture ID cards must be immediately repaired, one of them with organizational development. Development organizations need to be done so that the organization can adapt to environmental changes that occurred with the passing of this program. Organizational development are also needed to enhance organizational effectiveness.

This study aims to describe and analyze the cause of making efforts to improve services subsidized by SIAK KTP in the Metro City is still considered less than optimal by the community, the obstacles that occurred during the execution of this program, and development organizations that performed on this program. This research is descriptive research that uses qualitative research methods. Data collection techniques used were interviews, documentation, and observation. Data analysis is data reduction, data presentation, and drawing conclusions.

Results of this research is the cause of improvement of public services at the subsidized ID card-making program by SIAK at Metro City in 2008 is still considered less than optimal by the society which are (1) the procedure is still

considered complicated by the society, because it must pass through several stages starting from RT, village, district, until the Office of Population and Civil Registration, (2) the terms of the settlement of the ID cards-making is taking to long, up to weeks and weeks even in the Central Metro District can be reached one month (3) the lack of facilities and infrastructure and implementing a number of constraints the implementation of ID card program subsidized. Constraints which are encountered during the implementation of subsidized ID card-making program by SIAK in Metro City Year in 2008 include (1) lack of equipment to process data entry and print the document, there is only one computer in each sub-district offices and eight computers in the office of Metro City Population and Civil Registry. (2) Lack of human resources personnel who handle data entry and printing the documents, there are only two operators in each district. (3) The high enthusiast communities on the subsidized ID card-making program, making ID card number of applicants rose sharply, so that the service period is longer. In the implementation of subsidized ID card-making program by SIAK in Metro City 2008 Population and Civil Registration Agency of Metro City to develop the organization covers (1) training from the Office of Population, Civil Registration and Transmigration of Lampung Province which held twice a year and training from the Directorate General of Administration Population Department of the Interior also held training held once a year. (2) Consultation with external partners such consultation process which called the third person. These consulting activities related to computer equipment. Population and Civil Registration Agency of Metro City to invite consultants to use computer equipment for printing ID cards and documents other population. (3) The development team, one of them is holding a coordination meeting once every two months to evaluate the performance of organization for two months, addressing issues and solving problems. There are also monthly meetings are held every month in office, attended by all sectors and all cation. (4) Feedback survey was conducted based on the monthly meetings of evaluation results are then used as a material consideration of problem solving and whether or not made changes to organizational development. (5) In the office of Metro City Population and Civil Registry group supervisor, registrar, verification data, and operators to meet their own to apply their own perceptions of their own group and other groups. The groups then met to discuss similarities and differences in their perceptions.

Keywords: Population Administration, Organizational Development.