

## ABSTRACT

### PERFORMANCE OF CIVIL SERVEN ON POPULATION AND CIVIL REGISTRATION OFFICES REGENCY GOVERNMENT PESAWARAN IN PUBLIC SERVICE

(Study at Gedong Tataan District of Pesawaran Regency Government)

BY

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Office of Civil Registration is a component of public service have a duty as a provider of administrative services in the field of population and civil registration. Population and civil administration is of great importance for society as a proof of legitimate legal residents. In providing services to the public is still considered the standard of service and have not done a good procedure, ministry officials tend to be complicated, the procedure is complicated services, and low uncertainty of the time and cost of service.

This study aims to determine Performance Civil Serven Civil Registry Office of Population And County Government Pesawaran In Public Service. The method used is dekriptif research with quantitative approach, the method of research to formulate a picture that is composed in a systematic, factual and accurate information on real events, properties and relationships that will be in precise phenomenon which was developed through mathematical symbols and numbers and can finally reveal the truth. The sample in this study amounted to 99

respondents from the community and 23 civil servants by using purposive sampling.

Based on research results obtained from the questionnaire, through the five indicators of reliability, responsiveness, assurance, empathy, and tangibility shows that the performance of civil servants is in the category of "enough good" with a percentage of 62% and strengthened by the results of questionnaires distributed to the authorities show the performance apparatus Population and Civil Registration Office located in the category of "enough good" with a percentage of 78%.