

ABSTRACT

THE IMPLEMENTATION OF E-KTP PROGRAM IN DISTRICT RAJABASA BANDAR LAMPUNG MUNICIPALITY

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The aim of this research is to describe and analyze the result of the implementation of E-KTP program and the obstacles of the implementation of E-KTP program in District Rajabasa Bandar Lampung City.

The method used in this research is descriptive method with qualitative approach. The focus of the research are : communication, resources, disposition, and bureaucratic structure.

Based on the research can be drawn a conclusion that the factor of communication can run well. It can be seen from the available indicators, those are: transmission indicator, and disposition have been running well, and bureaucratic structure has been very clear, but the human resources does not run well.

Those result can be seen from the available indicators, as follow: In the human resource indicator (staff), in implementing E-KTP program has been able to run the E-KTP program in District Rajabasa Bandar Lampung Municipality, but in the implementation of E-KTP program on the non-human indicator is not maximal, the budget allocated is often late and the facility such as data recorder is often out of order and the internet on line is slow and the participation of society on this program is low.

Keywords: E-KTP, service, Resources, Disposition and Bureaucratic structur