

ABSTRACT

PUBLIC PERCEPTIONS OF SERVICE PERFORMANCE IN THE MAKING OF THE e-ID CARD IN JATI AGUNG SUB DISTRICT OF LAMPUNG SELATAN REGENCY

BY

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Public services by government officials today is not compatible with what public are expected. It is characterized by there still many complaints were submitted by the public through various kinds of media. One of the forms of public services which often complained is the population administration services especially electronic id cards (e-id card) which is implemented in 2012 till present.

Based on the problem background the formulation of the problem is How the public perceptions are towards the service performance of the making of the e-ID card in Jati Agung Sub District Lampung Selatan Regency. This research is classified into descriptive research with the quantitative approach. Samples in this research are 96

people. The collection technique of data is done through the questionnaires, interviews and documentations, while the data analysis is done through quantitative

Results of this research indicates that the public perceptions towards the service performance of making the e-ID card In Jati Agung Sub District Lampung Selatan Regency is good. It is seen from the respondents perception that majority of respondents giving a good assessment. Perceptions of the respondents is good in cognitive aspects, affective aspects and conative aspects provide a good assessment.

Key word: Public Perceptions, Service Performance of Making of e-ID card