

ABSTRACT

THE QUALITY OF MAKING *e-KTP* SERVICE IN TANJUNG KARANG TIMUR DISTRICT

By

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Tanjung Karang Timur District is one of the district which is believed to carry out the service of electronic identity cards. Based on this, Tanjung Karang Timur District implement e-KTP services in 11 urban village, but in the process of implementation of e-KTP service quality in Tanjung Karang Timur District there is a complaint contained allegations of a handful of people who feel that the service provided by Tanjung Karang Timur District quite slow and picking. Based on the background of the problem, the purpose of this research is to know the quality of making e-KTP service in Tanjung Karang Timur District.

This study considered the descriptive study with a qualitative approach. The data collection techniques performed using primary data types in the form of interviews with informants numbered 19 people consisting of 4 officers and 15 community in the district. Secondary collection techniques such as documentation, while the analysis of the data using data reduction, data analysis and conclusions.

The results showed that the quality of care in the making of e-KTP in Tanjung Karang Timur District just a partly which quality because of the quality of existing services in Tanjung Karang Timur District was just able to meet the criteria of the quality of service accessibility and flexibility, reliability and trustworthiness, and reputation and credibility. While the criteria of professionalism and skills, attitudes and behavior, recovery, the quality can not be

said quality because Tanjung Karang Timur District officials have not run well as service mechanism, which resulted in the deposition queue so much and making mechanism is slow, and attitudes officer has mostly good quality and others are not good, and the creativity that officers do on provision of tents and chairs that have been provided too little for the people there.

Keywords: Quality, Service, e-KTP