

ABSTRAK

Bagus Tsany Fadillah Rochman : “Efektivitas Pelayanan Pembuatan Kartu Tanda Penduduk Elektronik (E-KTP) Di Kecamatan Ujung Berung Kota Bandung.”

Fokus perhatian publik kepada pemerintah adalah masalah jasa publik atau layanan publik, khususnya di bidang manajemen kependudukan. Pengelolaan kependudukan menurut UU No. 24 ayat (1) 2013 tentang perubahan atas UU No 23 Tahun 2006 "seperangkat fungsi untuk mengatur dan mengendalikan catatan dan data kependudukan melalui register kependudukan, register kependudukan dan manajemen pengelolaan data populasi dan hasil penggunaan layanan publik dan untuk pengembangan ranah lain.”

Penelitian ini bertujuan untuk mengetahui bagaimana efektivitas Pelayanan Pembuatan Kartu Tanda Penduduk Elektronik (E-KTP) Di Kecamatan Ujung Berung Kota Bandung.

Teori yang digunakan dalam penelitian ini adalah teori efektivitas menurut Parasuraman, Zeithaml, dan Berry yang dikutip dalam buku (Hardiyansyah 2018) terdapat lima dimensi yaitu tampilan fisik, kehandalan, daya tanggap, jaminan, dan empati.

Metode penelitian yang digunakan dalam penelitian ini adalah metode penelitian kualitatif yang bersifat deskriptif. Teknik pengumpulan data yang digunakan adalah observasi, wawancara dan studi pustaka.

Berdasarkan hasil penelitian menunjukkan bahwa pelayanan pembuatan E-KTP di Kantor Kecamatan Ujung Berung sudah berjalan cukup baik, meskipun masih ada beberapa masalah. Salah satunya adalah kurangnya pengetahuan masyarakat tentang persyaratan pembuatan E-KTP serta kurangnya edukasi kepada masyarakat yang menjadi penghambat dalam proses pelayanan tersebut.

Kata Kunci : Efektivitas, Pelayanan Publik, E-KTP.

ABSTRACT

Bagus Tsany Fadillah Rochman : “Effectiveness of Services for Making Electronic Identity Cards (E-KTP) in Ujung Berung District, Bandung City.”

The focus of public attention on the government is public service issues or public services, especially in the field of population management. Population management according to Law no. 24 paragraph 1 2013 concerning amendments to Law No. 23 of 2006 a set of functions to regulate and control population records and data through population registers, population registers and population data management and results of the use of public services and for the development of other areas.”

This study aims to determine how the effectiveness of Electronic Identity Card (E-KTP) Making Services in Ujung Berung District, Bandung City.

The theory used in this study is the theory of effectiveness according to Parasuraman, Zeithaml, and Berry quoted in the book (Herdiyansyah 2018) there are five dimensions, namely physical appearance, reliability, responsiveness, assurance, and empathy.

The research method used in this research is a descriptive qualitative research method. The data collection techniques used are observation, interviews and literature study.

In this method, the researcher functions as the main instrument, data collection is carried out using triangulation or a combination of methods, data analysis is inductive and qualitative, and qualitative research places more emphasis on understanding meaning than generalization. Public services have become an inseparable need for all communities. It is critical for every public agency to offer the best possible service, as this serves as the foundation for success in a variety of service-oriented endeavors. Therefore, to improve the quality of public services, it is very important to create effective and efficient service delivery.

Based on the research results, it shows that the E-KTP making service at the Ujung Berung District Office has been running quite well, although there are still several problems. One of them is the lack of public knowledge about the requirements for making an E-KTP and the lack of education to the public which is an obstacle to the service process.

Keywords: Effectiveness, Public Services, E-KTP.