

ABSTRACT

E-KTP is an administrative requirement that every Indonesian citizen who has fulfilled the requirements, namely 17 years of age or married or over 17 years of age or married or over seventeen years of age.

This study aims to determine employee performance in the service process of making Electronic Identity Cards (e-KTP), clarity of procedures, simplicity of procedures, timeliness of service, problems of employee performance in services regarding productivity, service quality, responsiveness, responsibility, accountability, supporting factors and inhibiting factors and strategies as an effort to improve effective services. This research was carried out in the Sukomoro sub-district, Nganjuk Regency, in writing this thesis the writer used a qualitative method in which the writer tried to describe the conditions that actually occurred in the Sukomoro sub-district office carefully and precisely.

The findings of this study are that in terms of the performance of employees in the implementation of services for making e-KTPs it can be said to be quite good, and not too confusing to the public as applicants, the available facilities and infrastructure can be said to be sufficient to support service activities. In further investigation, this cannot be separated from the role of service provider employees and community participation as service recipients, so that the services received are in accordance with what is desired. Even though in practice there are still several obstacles that must be faced.

Keyword: Performance, Service Improvement

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