ABSTRACT

MUHAMMAD IMAM HENDARTO, Public Administration Study Program, Faculty of Social and Political Sciences, Djuanda University, Bogor 2021. "Analysis of the Quality of e-KTP Services in Megamendung District, Bogor Regency" Supervisor I : Drs. Denny Hernawan, MA, Advisor II : M. Yusuf G.G seran, Drs., M.Si.

The purpose of this study was to determine the quality of e-KTP services in Megamendung District, Bogor Regency, to determine the inhibiting factors in the quality of e-KTP services in Megamendung District, Bogor Regency. The theory used in this study, the researcher uses the theory according to Pararusman and colleagues (in Tjiptnono, 1996: 70) in which there are five dimensions, namely: (1) Tangibles (2) Reability (3) Responsiveness (4) Assurance (5) Empathy.

The researcher uses a quantitative descriptive method where in this case the researcher expresses and explains what is found in the field in a descriptive way. While the data analysis technique used is by using the calculation of the Weight Mean Score (WMS).

Results of the Quality Analysis of e-KTP Service in Megamendung District, Bogor Regency, obtained an average score of **3,803** which according to interpretation was in the Good category. Barriers to the quality of e-KTP services at the Megamendung sub-district office, Bogor Regency are employee resources, as well as facilities and infrastructure, as well as the guarantee of time for making e-KTPs. Efforts made in overcoming obstacles or supporting factors are employees conducting service user satisfaction surveys every six months.

Keywords: Analysis, Service Quality of e-KTP, Megamendung District, Bogor Regency.

ABSTRAK

MUHAMMAD IMAM HENDARTO, Program Studi Ilmu Administrasi Publik Fakultas Ilmu Sosial dan Ilmu Politik Universitas Djuanda Bogor 2021. "Analisis Kualitas Pelayanan e-KTP di Kecamatan Megamendung Kabupaten Bogor" Pembimbing I : Drs. Dennny Hernawan, MA, Pembimbing II : M. Yusuf G.G seran, Drs., M.Si.

Tujuan penelitian ini untuk mengetahui Kualitas Pelayanan e-KTP di Kecamatan Megamendung Kabupaten Bogor, untuk mengetahui faktor-faktor penghambat dalam Kualitas Pelayanan e-KTP di Kecamatan Megamendung Kabupaten Bogor. Teori yang digunakan dalam penelitian ini peneliti mengguanan teori menurut Pararusman dan kawan-kawan (dalam Tjiptnono, 1996 : 70) yang didalamnya terdapat lima dimensi yaitu : (1) Tangibles (2) Reability (3) Responsiveness (4) Assurance (5) Emphathy.

Peneliti menggunakan metode deskriptif kuantitatif dimana dalam hal ini peneliti mengemukakan maupun menjelaskan apa yang ditemukan dilapangan dengan cara deskriptif. Sedangkan teknik analisis data yang digunakan yaitu dengan menggunakan perhitungan *Weight Mean Score* (WMS).

Hasil dari Analisis Kualitas Pelanayan e-KTP di Kecamatan Megamendung Kabupaten Bogor memperuleh skor rataan **3,803** yang menurut penafsiran berada pada kategori **Baik**. Hambatan dalam Kualitas Pelayanan e-KTP di Kantor kecamatan Megamendung Kabupaten Bogor adalah Sumber daya pegawai, serta sarana dan prasarana, daan juga jaminan waktu pembuatan e-KTP. Upaya yang dilakukan dalam mengatasi hambatan atau faktor pendukungnya adalah pegawai melakukan survey kepuasan pengguna layanan tiap per-enam bulan.

Kata Kunci : Analisis, Kualitas Pelayanan e-KTP, Kecamatan Megamendung Kabupaten Bogor.