

## **ABSTRACT**

**Benediktus Aprianto:** *Government Personnel Performance in e-KTP Record card in District Sajingan Besar Sambas Regency. Thesis. Pontianak: Cooperation Governance Studies Program Faculty of Social and Political Sciences, University Tanjungpura With Provincial Government of West Kalimantan.*

*This thesis is intended to describe the quality of employee performance and find out what the barriers have not achieved the target in the taping of e-KTP card and also not compliance to the standards of public service in the District Office Sajingan Besar. Title of thesis service delivery issues raised by the service e-KTP card is not optimal.*

*This study uses qualitative methods with descriptive study. Data collection techniques are field observations to obtain data directly, interviews with speakers who are directly involved in the creation of e-KTP and documentation study. The research location in District Sajingan Besar Sambas Regency. The subjects were Sajingan Besar office Head, Head of Government and Trantib, recording officer of e-KTP card, and people of the District of Sajingan Besar.*

*The results in this study found several facts in terms of Tangible dimensions: physical facilities that do not meet the standards several times damaged, and also discipline officers who are not so good. For the dimensions of Reliability: accuracy officers in providing services creation of e-KTP card is good enough, but there is another problem, namely the ability/expertise of staff in using the tools have not been evenly distributed. For Responsiviness dimensions: officers already respond to any community that wants to make the e-KTP card, serving the community with precise and meticulous. For the dimension Assurance: no guarantee timeliness for e-KTP card so. For the dimension Empathy: serving officer politely and patiently and does not discriminate in providing services to the public.*

*Keywords: Record, e-KTP, Public*