

ABSTRAK

MARCELIANUS JOHANES BELEKUBUN, *Analisis Kualitas Pelayanan E-Ktp Pada Kantor Dinas Kependudukan Dan Pencatatan Sipil Kabupaten Asmat.*

Kualitas pelayanan E-KTP sangat dibutuhkan dalam memberikan pelayanan yang maksimal kepada masyarakat, untuk itu di perlukan landasan hukum yang jelas, sumber daya manusia yang profesional, sarana dan prasarana pendukung yang memadai serta kesadaran masyarakat akan kepemilikan dokumen kependudukan. Penelitian ini memiliki tujuan untuk mendeskripsikan dan menganalisis Kualitas Pelayanan E-KTP dan menganalisis faktor-faktor apa saja yang mendukung dan menghambat Kualitas Pelayanan E-KTP pada Kantor Dinas Kependudukan dan Pencatatan Sipil Kabupaten Asmat. Metode penelitian merupakan deskriptif kualitatif yaitu memberikan gambaran dan penjelasan secara ilmiah tentang kualitas pelayanan dan faktor – faktor yang mempengaruhi kualitas pelayanan E-KTP. Hasil penelitian menunjukkan bahwa kualitas pelayanan E-KTP pada Dinas Kependudukan dan Pencatatan Sipil Kabupaten Asmat belum maksimal hal ini dapat dibuktikan melalui lima dimensi diantaranya Dimensi Tangible (bukti fisik), Dimensi Realibility (kehandalan), Dimensi Responsiveness (daya tanggap), Dimensi Assurance (jaminan), Dimensi Empathy (empati) dan faktor internal serta eksternal yang mendukung dan menghambat kualitas pelayanan E-KTP.

Kata Kunci: *Kualitas Pelayanan, Landasan Hukum, Sumber Daya Manusia, Sarana dan Prasarana.*

ABSTRACT

MARCELIANUS JOHANES BELEKUBUN, Analysis Of Quality Of E-Ktp Services At The Office Of Population And Civil Registration Asmat District.

The quality of E-KTP services is very much needed in providing maximum service to the community, for that a clear legal basis is needed, professional human resources, adequate supporting facilities and infrastructure and public awareness of ownership of population documents. This study aims to describe and analyze the Quality of E-KTP Services and analyze what factors support and hinder the Quality of E-KTP services at the Population and Civil Registration Office of Asmat Regency. The research method is a qualitative descriptive that provides a scientific description and explanation of the quality of service and the factors that influence the quality of E-KTP services. The results showed that the quality of the E-KTP service at the Population and Civil Registration Office of Asmat Regency was not maximized, this could be proven through five dimensions including Tangible Dimensions (physical evidence), Realibility Dimensions (reliability), Responsiveness Dimensions (responsiveness), Assurance Dimensions (reliability). guarantee), the Empathy Dimension (empathy) and internal and external factors that support and hinder the quality of E-KTP services.

Keywords: Service Quality, Legal Basis, Human Resources, Facilities and Infrastructure.