*ABSTRACT*

*In Indonesia, the implementation of ID-el card has been running since 2011, but in Kutai Kartanegara Regency the implementation of ID-el card has not been optimal. With that background, the authors conducted a research with the title “SERVICE EFFECTIVENESS OF MAKING ID-EL CARD IN DEPARTMENT OF POPULATION AND CIVIL REGISTRATION OF KUTAI KARTANEGARA REGENCY EAST BORNEO PROVINCE”.*

*The method used is the qualitative research and method of inductive with deskriptive approach, while the observed data sources obtained from the primary data source and secondary data source. Data collection techniques conducted by author through interviews, observation, and documentation. In anlyzing the data, the author use data reduction, data display, and conclusion drawing.*

*The result of research show that the ID-el card making services in the Department Of Population And Civil Registration Of Kutai Kartanegara are stil not that efective. This because there are shortcomings and obstacles encountered in the manufacture of ID-el card services such as the limited facilities and infrastructure, the ability and amount of employee that is still lacking, the lack of budget to facilitate ID-el card making services, and the lack of society participation in ID-el card making services. In this case Department Of Population And Civil Registration Of Kutai Kartanegara keep trying to provide the best service to community.*

*Suggestion from the author to Department Of Population And Civil Registration Of Kutai Kartanegara to increase ID-el card making services in the future i.e. improve the facilities and infrastructure in ID-el card making services, improve the ability and expertise of the employee, socialize the importance of ID-el card to the citizens, and trying to do the active stelsel to reach out the citizens.*

*Keywords: Effectiveness, Services, Electronic Identity Card*