**ABSTRACT**

Department of Population and Civil Registration as a technical agency that handles affairs of Population and Civil Registration required and as the technical institutes that handles basic services of community needs in overcoming various problems related to the field of administration of population administration documents especially Electronic Identity Card Services. The authors are interested in taking the title  **" SERVICES ELECTRONIC IDENTITY CARD (KTP-el) IN THE DEPARTMENT OF POPULATION AND CIVIL REGISTRATION GROBOGAN REGENCY OF CENTRAL JAVA PROVINCE ".**

Internship is made to determine Services Office of Population and Civil Registration in the service of Electronic Identity Card (KTP-el) because there are still many people who do not do the recording KTP-el because of the limited facilities and infrastructure in supporting the service, the limited blank (KTP-el), network data is not current, limited recording personnel, less public awareness of the need for Electronic Identity Card (KTP-el) are inhibiting factors in conducting the recording of the Electronic Identity Card (KTP-el). Grobogan District Government through the Department of Population and Civil Registration and then followed up by finding the right solution in the solution.

The method that autors use is descriptive qualitative research method with inductive approach. Data collection techniques author use is, interviews, observation, documentation. Analyze data using analytical techniques problem tree *(tree*diagram).

The conclusion of the research showed that the service Departement of Population and Civil Registration of Grobogan Regency Central Java has been implementing integrated services making it more effective and efficient program of mass recording activities, pick up the ball and recording in schools. In terms of attitude in providing services has implemented the 5S system, namely: smile, greetings, greetings, polite and courteous.

To overcome inhibitions such efforts has held a socialization activity at each village and sub-district in Grobogan Regency combined with mobile recording of activities, maximizing existing infrastructure to the maximum to carry out the recording and printing Electronic Identity Card (KTP-el) so that the service can be implemented optimally.

keywords: Card service (KTP-el), obstacle , Effort