ABSTRACT

Applied Applied Competency Apprenticeship in Achieving Prime KTP Electronic Services in Margatiga District of East Lampung Regency is conducted with the aim to know, analyze and describe the competence of apparatus in realizing the excellent service in the field of Electronic ID card service, furthermore to know the inhibiting factor of service of manufacture and electronic ID card recording, as well as to know the efforts that have been made and special programs undertaken to improve the competence of apparatus to realize the service of excellent Electronic ID card in District Margatiga.

The research method used is qualitative research with inductive approach with the scope of research that is on the competence of subdistrict apparatus and service in the field of KTP Elektronik. The informants in this study is the subdistrict apparatus and the community of users of Electronic ID card services. Data collection techniques used are semi-structured interviews, observation and documentation. Existing data is analyzed through triangulation of data that is looking at the credibility of the data through the review of interview data, observation, and documentation that have been obtained. As for the instrument of this research is the author himself.

Through the research conducted, then found the result that the competence of the subdistrict apparatus margatiga in the service of electronic ID card prime can not be said good seen from several point of view. Factors inhibiting the lack of quality of Electronic ID card service in margatiga sub-district is the lack of civil servant skill in charge of Electronic ID card service so it must recruit volunteer workforce to perform service and recording of Electronic ID card. Based on these facts, there must be efforts made to carry out education and training for the development of competence apparatus to perform excellent electronic ID card services especially computer and e-government training for apparatus in Margatiga Sub-district, Lampung Timur District Lampung Province.

Keywords: Competence, Excellent Service, Electronic ID card.