

***ROLE OF THE GOVERNMENT OF THE VILLAGE OF BATU TERITIP
IN THE PUBLIC SERVICE
IN DISTRICT OF SUNGAI SEMBILAN DUMAI CITY***

M U A J I N

ABSTRACT

Modern government is essentially a service to the community, the administration is not held to serve themselves. One of the government agencies in charge of implementing the service to the community is the village. At Barnacles Village Sungai Batu Sembilan Kota Dumai there are some problems with regard to the phenomenon of public service namely the length of time of administration, the shortage of personnel, support facilities that are still missing and has not been adequate amount of operating costs. The problems are the focus of study in this research is based on the problems with public services is restricted to the manufacture of E-ID card. The purpose of this study was conducted to determine the role of government in the Village of Stone Teritip public services (general) E-KTP manufacture in Sungai Sembilan Kota Dumai and to determine the factors supporting and inhibiting. The method used is qualitative and descriptive. The discussion refers to indicators of public services by Decree PAN RI 6 (six) aspects of openness, simplicity, certainty, fairness, professionalism of personnel and facilities and amenities. The survey results revealed that the Government Sub Stone Teritip Sungai Sembilan Kota Dumai considered to be quite a role in public services (the public) the creation of e-KTP views of 6 (six) aspects, namely: transparency, simplicity, certainty, fairness, professionalism of personnel services, facilities and facilities, where almost all indicators of aspects of public services (public) has been implemented properly and adequately. Some aspects of the service assessed indicator has not done well is not easy in terms of the service obtained by the citizens, there is no certainty the time of service and certainty of completion time results from the lack of services due to the number of existing employees, it also affects the speed of the service to be blocked. Lack of discipline is also causing the service to be slow, and the absence of electricity making services can not be done at any time. Factors supporting the implementation of public services (the public) the creation of e-ID card is a lack of awareness of service personnel to provide a good service, the ease of the procedure so that the service is easy to understand, their ability to care workers and facilities and adequate facilities. Inhibiting factor is the lack of existing employees, lack of awareness of employees in disciplinary matters so that the process of the public service to be slow and there is no facility of electricity so that the service can not be done at any time.

Keyword : Role, Government, Services