

**CIVIL SERVICE ANALYSIS OF E-KTP DATA RECORD IN TECHNICAL  
UNIT TECHNICAL DEVELOPMENT UNDERSTANDING AND CIVILIZED  
NOTE OF NATURAL TAMBUSAI DISTRICT  
REGENCY OF ROKAN HULU**

**ABSTRACT**

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*Keywords: Analysis, Public Service, Population.*

*Public service has a very strategic role in the progress of the State that the society aspires in a State. The weakness of public service in the case of making e-ID card become problem prevented by society therefore in the implementation of e-ID card data service must optimize the success of service through service time, service product, Service Procedure, Facilities and Infrastructure, The Research Method used by using Quantitative Method. The purpose of this study is to analyze the service in the Data Record e-ID card and to know the obstacles in the e-Ktp Data Record in the Technical Implementation Unit of the Department of Population and Civil Records Tambusai Utara District Rokan Hulu District. The results of research conducted in North Tambusai Sub-District Rokan Hulu Regency in e-KTP Data Record through five Indicators ie service time remkam data e-KTP assessed still experiencing delay in completion, Product or result Service data record e-KTP not yet give satisfaction to society , The service procedure is still quite complicated, facilities that are less supportive infrastructure such as the area of the seat and reception booth and employee competence is still not maximized and slow. So the research results showed in the category of "Good Enough" with percentage 67%. But the authors suggest to the North Tambusai Subdistrict officials in order to improve the service, especially in Record e-ID Card to achieve excellent service.*