

## Abstract

Enactment of decentralization in the region aimed to conduct bureaucratic reform on all fronts. This reform is expected to create services more accessible to the general public. One of the main measure of the success of bureaucracy reform is seen from the quality of services provided. As well as the quality of service E-KTP which is the object of analysis in this study, are still experiencing various problems, both from internal and external to the organization. Therefore, this research is directed to find out how the quality of service E-ID card at the District Office South Dempo Pagar Alam. By using the services theory, accumulated through several dimensions such as Tangible, Reability, Responsiveness, Assurance and Empathy. Of the five dimensions, and then elaborated through several indicators to measure how the quality of service E-ID card and any factors that influence it. The analytical method used is a qualitative analysis is reinforced by quantitative analysis. Both methods are further described descriptively. The data collection was done by using interviews, documentation, observation and questionnaires / questionnaire. While the determination of the informants was done by using purposive sampling at the District government Dempo south as well as some people who have done service. The study found that the quality of the E-KTP waiters are in good enough category Factors supporting quality of service E-KTP consists of Qualification employees and attitude / behavior of employees in providing services. Inhibiting factor is the quality of service of equipment and workspace, there is no certainty of reward, inadequate number of personnel resources and the existence of a power outage.

**Keywords: Quality of Service; E-ID card.**