ABSTRACT

APPARATUS PERFORMANCE KELURAHAN CIGUGUR TENGAH CIMAHI CITY
(A Study Of Information Management System Kelurahan Services)

Research at the Kelurahan Cigugur Tengah Kota Cimahi based on performance apparatus in providing administrative services management information system to the people who are less professional, this is due to lack of personnel in the field of information technology and communication and a lack of motivation to support that service to the public to be obstructed.

The theory used is the performance of the apparatus from Sinambella, while factors that may affect the performance of the apparatus that is the ability and motivation factors.

This research uses descriptive method with qualitative approach. The data collection technique used is literature study and field research through the method of observation, interviews and documentation. The technique used is the determination of informant sampling purpossive to the apparatus while the informant is addressed to public using accidental sampling.

Based on the results of research conducted by researchers, the first apparatus, the ability of Kelurahan Cigugur Tengah Kota Cimahi in service of kelurahan management information system can be quite good. It can be seen from difficulties encountered in operating the apparatus Simkel, due to physical fitness and mental health are lacking support, personnel training has been done, of education background is not in the field of technology and lack of work experience. second motivation of the apparatus can be quite good, this is because the most of the apparatus based on unmet needs to feel good and fsikologis physiological needs, lack of encouragement and incentives to work are given the village. As such the performance of administrative apparatus of the Kelurahan Cigugur Tengah Kota Cimahi in administrative services management information system can be quite good.

Keyword: Performance, Apparatus, Public Services, Information Management System Kelurahan