ABSTRACT
IMPLEMENTATION OF THE ELECTRONIC IDENTIFICATION CARD POLICIES (e-KTP) IN THE SERVICE OF POPULATION AND CIVIL REGISTRATION SUMEDANG

Electronic Identification Card (e-KTP) is a system to provide integrated services that an administrative settlement in the form of electronic Government in the service of population and civil registration in implementation of Sumedang, e-KTP has an obstacle such as a lack of clear communication from the Disdukcapil to the community led to a large number still apply manual e-KTP staff resources, policy implementers understand how to operate less hardware, only a few parts that only understand and operate the hardware (hardware). Third, the attitude in the process of implementing electronic data recording Identification Card (e-KTP) indicating attitudes sometimes unfriendly to the community so that community feel uncomfortable.

The theory used in this research is the theory of implementing public policy of George III who argued that Edwards who was instrumental in achieving the success of an implementation of policies affected by communication, resources, disposition, and bureaucratic structure. Intent and purpose of this study was to determine and analyze the communication, resources, disposition, and the bureaucratic structure in the Department of Population and Civil Registration District Sumedang.

The method in this research uses qualitative methods with a descriptive approach. Engineering collection conducted in research is through study, library, field studies and observations as well as by conducting interviews and documentation. Informant in this research is the residency Service apparatus and civil registration and community Sumedang by using a purposive technique.

Based on the results of the research showed that the implementation of the e-KTP policy at the service of the population and civil registration in the communication process Sumedang delivered apparatus not convoluted though on the other hand the process of printing an e-KTP old so pretty well. Resources in the service of population and civil registration had either Sumedang, this is due to the lack of staff resources in handling the process of recording data and lack of expertise in operating hardware. Disposition in Residency Service and civil registration Sumedang is good enough, it can be seen from the implementing agencies implement policies and duty functions respectively. Bureaucratic structure at the service of the population and civil registration Sumedang well enough to walk according to his field and respectively.

Keywords: Policy implementation, e-KTP