ABSTRACT

ROLE APPARATUS RESEARCH AND DEVELOPMENT CENTER WATER RESOURCES (PUSLITBANG SDA) INDONESIAN REPUBLIC MINISTRY OF PUBLIC WORK IMPROVING QUALITY IN PUBLIC SERVICE BY GEOGRAPHIC INFORMATION SYSTEM FIELD OF WATER RESOURCES (SIGSDA) IN BANDUNG

Social and cultural development, and information technology are all factors that affect the development of society. Rate of progress of society will also produce a new social culture, more advanced technology and more diverse information. The implementation of information transparency of water resources sector is still perceived less by the public. Implementation of the transparency of information requires the role of apparatus. Role of the apparatus and the Research Center for Water Resources Development of the Public Works Ministry will determine the quality of information services field of water resources. Therefore the role of the apparatus is expected in the management of service through the field of Geographic Information Systems Water Resources (SIGSDA).

Theory used in this study is a theory about the role of Soerjono Soekanto. Role of apparatus evaluated based on the rights and obligations of the apparatus, the apparatus behavior, as well as community feedback on the service personnel. The method used is descriptive method with qualitative approaches. As for data collecting technique applied in this research is through library, field studies and observations as well as by conducting interviews. Informants in this study is the apparatus of Research and Development Center of Water Resources Ministry of Public Works and the people who use the service SIGSDA. Determination of informants using purposive technique.

Based on this research, rights and liabilities of Water Resources Research Center personnel do not walk in balance. Behaviour Research Center for Natural Resources personnel in carrying out normative work. Response from the community that valued community service SIGSDA good enough. This shows that the apparatus Water Resouces Research Center has been engaged in the role well.