ABSTRACT

THE EFFECTIVENESS OF PUBLIC SERVICE BY USING MANAGEMENT INFORMATION SYSTEM OF UNIQUE NUMBER EDUCATORS AND EDUCATIONAL PERSONNEL (NUPTK SIM) IN THE EDUCATION DEPARTMENT OF BANDUNG CITY

The development of electronic-government, require the government to improve the quality of a good public service. The development of electronic-government, developed by the Directorate General of Quality Improvement of Educators and Educational Personnel (Director General PMPTK) in coordination with the Quality Assurance Institute of Education, institution quality education West Java Province and Education Office District/City of Education Office one of Bandung, through NUPTK SIM to provide services NUPTK SIM to the Educators and Education Personnel easily.

Theories used is the effectiveness of the service, put forward by Sedarmayantin his book Human Resources and Work Productivity. Based onthesetheories, the effectiveness is elements to give pictures how much far target can reach, there with four elements of service effectiveness, namely input, process, output, and productivity.

The research methodology used is descriptive method with qualitative approach. The data collection techniques are performed is through literature studies, field studies and observations and by conducting interviews. Mechanical determination of informants this is Education Department of Bandung City to officials and the Educators and Educational Personnel by using a purposive technique.

The results showed that, the effectiveness of public services by using NUPTK SIM in the Education Department of Bandung City as a whole not effective. That to see from the effectiveness of public services, influenced by the ministry of the apparatusin the works. The effectiveness of public services NUPTK SIM in the good implementation, but when to see from achievement services is not maximum deep to give services with quantity deficiencies the apparatus with liness lose the way deep to give services NUPTK SIM.

Keyword: effectiveness public services and NUPTK SIM