ABSTRACT

PERFORMANCE MANAGEMENT APPARATUS DEPARTMENT OF COMMUNICATION AND WEST JAVA PROVINCE

(Studies Mobille Community Service Access Point)

The research was conducted as background by the presence of several issues, namely the lack of performance management apparatus run in accordance with the Office of Communications and Information Technology of West Java province, lack of staff and especially technological advances in the field of hardware and software in mejalankan M-CAP (Mobile Community Access Point) that causes the information service system M-CAP has not yet run its full potential and less effective. Thus the apparatus performance management is needed in the service of M-CAP to rural communities not reached by the internet service.

Theory used in this study is the theory of management and performance evaluation according to Simanjuntak. Apparatus performance management there are three theories that are used, namely, Planning, Development, Performance Evaluation.

The method used is descriptive method with qualitative approach. The data collection techniques are performed in this study is through literature study, field study and observation and by conducting interviews, informants in this study is the apparatus of Communications and Information Agency of West Java province by using purposive

Based on the results of research, planning is already well established it in because there was a plan that has been disiapakan by information and communication services in West Java province in the future, the facilities and infrastructure that will be with the concept of e-Government. Coaching running quite well this based on the organizational structure and the presence of specific guidance for the Office of Communications and Information Technology personnel of West Java Province. Performance evaluation that is applied fairly good, but still a lot of placements that are inconsistent with the educational background and abilities of each apparatus.

Keywords: Performance Management, Performance Apparatus, Service M-CAP