

ABSTRACT

Based on the results of observations at the Buahbatu District, Bandung City there are several problems regarding quality of public services were obtained which still have inhibiting factors or obstacles in the service of Electronic Identity Cards (e-ID) and Family Cards (FC) during the New Normal. This study aims to determine how the quality of service in the process of providing Electronic Identity Cards (e-ID) and Family Cards (FC) in Buahbatu Sub-district, Bandung City during the New Normal.

The method used in this research is descriptive research method with a qualitative approach. Data collection techniques used are observation, interviews and documentation. To check the validity of the data, the researcher uses the triangulation technique which is to test the credibility of the data by checking the data from the same source but in a different way.

This study uses five dimensions of service quality proposed by Zeithmal et.al (1990: 19) as operational parameters. Based on the results of research conducted, there are still obstacles or obstacles in the service process for Electronic Identity Cards (e-ID) and Family Cards (FC), namely the unavailability of recording tools for e-ID cards due to damage to the recording equipment which has been going on for a long time so that Buahbatu Sub-district, Bandung City unable to perform recording services for making Electronic Identity Cards (e-ID), then the limitations or expiration of chip for e-ID cards at the Bandung City Population and Civil Registration Service resulted in delays in the process of completing the e-ID cards, as well as interference or poor internet network in Buahbatu Sub-district, Bandung City which causes the officers to be constrained in the process of entering data into the database.

The conclusions drawn are based on existing indicators showing that the service quality of Electronic Identity Cards (e-ID) and Family Cards (FC) during New Normal in Buahbatu Sub-district, Bandung City is good but has obstacles or obstacles.

Keywords: e-ID cards, Family Cards, Quality of Public Services