



**PERCEPTION OF ISLAMIC SOCIETY OF PADANGSIDIMPUAN
TOWARDS THE ACHIEVEMENT OF DEPARTMENT OF
POPULATION AND CIVIL REGISTRATION
PADANGSIDIMPUAN IN PROVIDING
PUBLIC SERVICES IN 2014**

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Public service is a matter that is closely associated with the bureaucracy. There are five factors which is related to they are mission, accountability, consequences, power and culture. Mission will determine the competence of public services system in responding dynamics that occur in the community accurately and efficiently. The formulation of the problem in this research is how the perception of Islamic society in Padangsidimpuan towards the echievement of department of population and civil registration Padangsidimpuan in providing public services in 2014 is. The factors that influence the echievement of department of population and civil registration Padangsidimpuan in providing public services in 2014 and the solution given to Padangsidimpuan Islamic Society to improve the public services for the next years. This study aims to reveal how the perception of Islamic society in Padangsidimpuan towards the echievement of department of population and civil registration Padangsidimpuan in providing public services in 2014 is. The factors that can hold up the echievement of Department Population and Civil Registration Padangsidimpuan in providing public services in 2014 and the solution given from Islamic society of Padangsidimpuan to improve public services at Department Population and Civil Registration for the next year. The method used in this research is qualitative method which is designed with the descriptive research and phenomenology approaches through interview and observation.

Based on the research, the result can be found as follow: First, the perception of Islamic society in Padangsidimpuan towards the echievement of department of population and civil registration Padangsidimpuan in providing public services in 2014 was still far from their hope and it hasn't met in their satisfaction category especially Islamic society. Second, the factors that can influence the echievement of department of population and civil registration Padangsidimpuan in providing public services in 2014 are human resources and financial factor, besides, there are some

supporting factors as well they are leadership, resources, culture ministry, institutional, and the related regulation. Third, the factors that can hold up the achievement of Department Population and Civil Registration Padangsidimpun in providing public services in 2014 are organization structure and the other factors such as the lack of officers' response to the society who need the information and the lack of officers' hospitality when they communicate to the society. Fourth, the solution given from Islamic society to improve public services at Department Population and Civil Registration Padangsidimpun for the next year: in form of education, experiences, training, motivation to the staff and officer at Department Population and Civil Registration Padangsidimpun.