

ABSTRACT

This study starts from the phenomenon that indicates the performance has not satisfied the Commission as the organizer of Palu City General Election of President and Vice President of the Republic of Indonesia Year 2009 in Palu City. On the basis of the phenomenon, put forward the formulation of research problem, "how the performance of Palu City Commission in the implementation of the General Election of President and Vice President of the Republic of Indonesia Year 2009 in Palu? To answer the research questions was conducted studies using qualitative research methods with the approach of phenomenology. This approach reflects the direct experience of man, as far as the experience was intensely associated with an object. Moreover this approach also seeks to understand how a person experiences and give meaning to an experience. As a qualitative approach, the main instrument of this study is the researchers themselves. The source data of this study, is the city of Palu KPU officials and their staffs, the voting public, and other stakeholders. Data collection techniques used, is in-depth interviews (depth interview), library research, and study the document.

The results show, the performance of Palu City Commission in the implementation PPWP in 2009 in Palu achievements have not been satisfactory, due not only because it has not completely based on performance aspects, namely: output, efficiency, productivity, service quality, effectiveness, cost-effectiveness, and customer satisfaction, but also because of the neglect of aspects of organizational commitment as a condition for the achievement of every aspect of performance.

New concept are the findings of this study, is the achievement of organizational commitment is a condition of every aspect of performance. This new concept complements the concept of performance in public administration, especially those conceived by Poister.

Key words: *organizational performance, performance aspects, the Commission Palu, and Public Service.*