

ABSTRACT

A QUALITY SERVICE OF MAKING IDENTITY CARD (KTP) AND FAMILY CARD (KK) IN THE DEPARTMENT OF POPULATION AND CIVIL REGISTRATION OFFICES PESAWARAN DISTRICT.

By

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The essence of public service is providing excellent service to the community is the embodiment of the apparatus of government liabilities as a public servant. Population and civil registration offices Pesawaran district a local government agency that has authority and duties related to providing services that people need to share things, including the service of making people sign card (KTP) and Family card (KK). However, in providing services Disdukcapil is not having a good standard of service. There is unfair treatment in providing service seen by the rapid process for the people who gave more to the attendant costs Disdukcapil. While people who follow the correct procedure was not treated properly. Bad bureaucracy as not on time and the ambiguity of information and the evidence requirements beyond the provisions of laws such as the presence of charge Disdukcapil employees and more than a minimal standard that does not clearly make the service quality Disdukcapil are not qualified in Pesawaran district.

This study aims to determine the level of public satisfaction toward the services making people sign cards (KTP) and a family card (KK) given by Disdukcapil Pesawaran District. The sample in this research are 100 respondents using probability sampling. Namely the propotional sampling and for the selection of the name using simple random manner. This research uses a survey method with data analisys and multiple regression F test, and seek appropriate level to get result.

Statistical test result with the F test (F-Test) is approximately 16,80 and 3,84 F table thus calculated $F > F$ table which means that all independent variables in this model, are reliability, responsiveness, assurance, emphaty, and tangible are jointly significant infact on community satisfactions in the services of making ID card and KK in Disdukcapil Pesawaran district. Based on the results of the appropriate level of 65,823 % adjusted for the table level community satisfaction / customer then the result is entered in the category of self-satisfaction for the service provided by the office of population and civil registration District of Pesawaran.

Keywords Community Satisfaction, Quality Of Service Namely, Reliabilty, responsiveness, assurance, emphaty, and tangible.