

## **ABSTRACT**

### **SOCIETY SATISFACTION INDEX TOWARD PUBLIC SERVICE AT DEMOGRAPHY OFFICIAL AND CIVIL NOTE IN PESAWARAN REGENCY**

**By**

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Demography Official and Civil Note at Pesawaran regency in giving social service to make deed was not still fulfill yet of good standard public and inequitable in giving service, there were good service for person that giving much money to the operator and has near family, and conversely. Bad birocration like not on time or unclear information and other role make the service was not qualify.

The government of Pesawaran regency on Demography Official and Civil Note was local government resort that has authority and task in giving service that needed in serving, so society needed can fulfill as good as possible, transparency and indiscriminate in giving public service toward society because there is any complaint from society until now about complex procedures and expensive cost.

The aimed of this research was to know social satisfaction index toward public service from Demography Official and Civil Note at Pesawaran regency. This

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research was survey research, data collecting process and data analyses used quantitative method by using percentage and interval formulation.

Research result showed that social satisfaction index toward public service from Demography Official and Civil Note in Pesawaran regency consist of 14 indicators about service procedure, service justice and service on time toward government birocration in social satisfaction index was good. Based on data from total respondent was 87 respondents and seeing from final value of accounting from social satisfaction index toward Demography Official and Civil Note service was satisfy.

**Key Word: Society Satisfaction Index, Public Service**