

ABSTRACT

ANALYSIS OF RELATIONSHIP BETWEEN BUREAUCRACY APPARATUS BEHAVIOR WITH QUALITY OF PUBLIC SERVICE AT DEMOGRAPHY AND CIVIL REGISTRY AGENCY OF BANDAR LAMPUNG

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Bureaucracy apparatus behavior with this quality of public service become focus research. Research problem are how is behavior pattern apparatus bureaucracy, how is quality of public service, and how is relationship between bureaucracy apparatus behavior and quality of public service.

Research target to know behavior pattern apparatus bureaucracy, to know quality of public service and to know relationship between apparatus with quality of public service. Research method is analysis of relationship with survey approach that emphasize at explanative research, data collecting tool quizioner and interview.

Data analysis uses quantitative analysis with statistic technique Pearson Product Moment Correlation. Research result obtained that bureaucracy apparatus behavior and quality of public service it is good, its relationship level were strong and significant.

Keyword : behavior, bureaucracy, and service.