

ABSTRACT

THE PUBLIC SERVICE QUALITY OF MAKING KTP IN DEMOGRAPHY DEPARTEMENT AND CIVIL CENSUS IN KABUPATEN PESAWARAN

(A Case study in Kecamatan Gedong Tataan and Tegineneng)

By

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The public service quality of making residency card (KTP) is a public service which is needed by the society as an individual identity. In the context of making the residency card (KTP) in Kabupaten Pesawaran, it was still found the coumplaints from the society. The complaints were: the fee for making KTP that was not suitable to the regulation, and the time of making these residency cards (KTP) which sometimes could not be ensured.

The research problem of this research is "How is the public service quality of making the residency card (KTP) in Demography Departement and Civil Census in Kabupaten Pesawaran (A Case study in Kecamatan Gedong Tataan and Tegineneng).

The objective of this research was to know how was the public service quality of making the residency card (KTP) in Demography Departement and Civil Census before and after the expansion area in Kabupaten Pesawaran. The method that was used in this research was descriptive method by using quantitative study. The data collecting technique was done by distributing questionnaires to kig respondents, interview, observation, and documentation. The data analysis technique that was used was percentage technique according to Hadi Sutrisno by showing the data through table.

In line with the result, it could be concluded that the public service quality of making residency card (KTP) before and after the expansion area was included in midle service quality category. The service quality before the expansion area was 55,0% and after the expansion area was 63,7%.