

## **ABSTRACT**

### **THE RELATION OF 8 THE PRINCIPLE OF PUBLIC SERVICE WITH SATISFACTION OF THE PARTICIPANTS IN PT TASPEN (PERSERO) THE BRANCH OF BANDAR LAMPUNG.**

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As a form of reward on the entire civil service bureaucracy after entering a period of retirees, the Government provides social security in the form of pension funds, thus expected to provide assurance of the continuity of income, even though the service concerned has ended.

The problem is whether the formulation of research service provision of pension fund in PT Taspen (Persero) the branch of Lampung impact on the satisfaction of participants insurance civil servants savings in accordance with eight principles common service the principle of public services. The purpose of this writing is to know the participants ' assessment of the services provided by PT TASPEN (Persero) based on the principle of Bandar Lampung branch of the public service.

Based on the result analysis and discussion can be concluded that the provision of services in the pension fund by PT Taspen (Persero) the branch of Lampung has not been fully meet the degree of satisfaction participants. This is because the overall principle of public service which is used as a benchmark in the system of public services has not been optimally implemented e.g. in terms of product information services.

Keywords: 8 Principles of service, Service Satisfaction.