

## **ABSTRACT**

### **QUALITY ANALYSIS of TECHNICAL SERVICES 2014**

**(Study at PT Bermosacaro Selases Dijinal (BSD) As Partner PT PLN  
(Persero) Karang Area)**

**By**

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Along with the increasing rate of population growth and development, then the human need in electrical energy will increase also. It will have an impact on the amount of interference on the electrical network connection House (SR), Medium Voltage Network (JTM), Low Voltage Network (JTR), and Distribution Transformer Substation (GTD) is increasing. One way of PT PLN (Persero) in providing services to customers, namely the existence of engineering service in cooperation with PT Bermosacaro Selases Dijinal (BSD). The purpose of their service is to further optimize engineering services to customers and to minimize the number of electrical network disturbances also reduce the length of power outages. Based on the description above, the writer wanted to know how the quality of services provided by PT Bermosacaro Selases Dijinal (BSD) to fulfill customer satisfaction.

Type of research was used in this research is a descriptive survey method. Engineering samples are used is incidental sampling using a Likert scale. Techniques of data collection questionnaires and interviews with respondents. The analytical tool used is importance performance analysis.

Based on the calculation of importance performance analysis is obtained results where the company needs to make improvements in some services that are deemed has not fulfilled customer satisfaction. Including the speed of service personnel in the improvement of the electrical network and the company's ability to minimize power outages.

**Keywords: PT Bermosacaro Selases Dijinal (BSD), Public Services and Customer Satisfaction**