

## **ABSTRACT**

### **THE INFLUENCE OF VILLAGE REDISTRICTING TOWARDS DEMOGRAPHY SERVICE SATISFACTION (The Study of Kota Sepang Village and Labuhan Ratu Village in Bandar Lampung)**

**By**

**ANDRI MARTA**

Village Redistricting has purpose to make public services become easily. One of them is demography service to Citizen. This Redistricting also makes the effect citizen such as. Satisfication towards the demography service and unsatisfication towards the demography service. Citizen satisfication towards the demography service appear is Government can give a clear procedur, a good quality towards the service and also the services cost still reached by the citizen. Citizen unsatisfication can appear because government can not give a best services, unclear procedur and also there is no a clear information about the services cost. Problem formulation in this research is how the Village Redistricting Influence the Satisfaction of Civilization Service?

The type of this research was explanatory research with the quantitative method. The data collection techniques used in this research were quisionaire and

documentation. The data was analyzed by editing, tabulating, coding, and interpreting. While, the data analysis techniques used were correlation and regression test.

The result of this hypothesis is that there is a positive correlation between the redistricting of the civil service satisfaction based on the calculation of  $t$  is greater than  $t$  table for Village Sepang City of (  $6447 > 1669$  ) and the village of Labuan Ratu (  $10,700 > 1,617$  ) . Based on the calculation of Product Moment Correlation, it was obtained at 0 , 767 to the Village Town and Village Sepang Labuan Ratu Raya of 0, 803 in Strong Position and very Strong . This means that changes in the direction of redistricting of villages have an influence on service satisfaction demographic changes that are influenced by various factors one of the indicators contained in the settlement service satisfaction variables namely Emotional Quality of Service and Atmosphere.

**Key Words : Village Redistricting, Demography Public Service Satisfaction**