

## **ABSTRACT**

### **PUBLIC PERCEPTION ABOUT THE QUALITY OF PUBLIC SERVICES IN DISTRICT WAY KRUI REGENCY THE WEST COAST**

**By**

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The public services are all forms of service provided by an organization or a particular agency that aims to satisfy the interests of the public in order to achieve satisfaction as the implementation condition or obligations of the bodies that have been set up in the legislation. At the district level in Sub-District Way Krui the quality of public services, still there are people who feel the services is not optimum as delays in the completion service product, accuracy services still there was a mistake, the method of service is convoluted, and a sense of responsibility especially district less responsibility for the provision of services, but there are community members who felt that public delivered provided is satisfactory or optimal, so that research interested to know how can public perceptions about the quality of public services in District Way Krui Regency The West Coast of the truth.

This research aims to knowing public perception about of the quality of public services in District Way Krui Regency The West Coast, while type of this research is a qualitative with the approach descriptive and samples to this research as many as 44 respondents.

This research results showed that public perceptions about the quality of public services in District Way Krui Regency The West Coast is positive perception, as seen from the aspect of cognition, affection and conation about the quality of public services, means the public feel satisfied will services who is given District Way Krui Regency The Coast. It can be seen from the results of interviews to 44 were research respondents who answered good or satisfied a total of 39 (88.6%), while the 5 (11.4%) of respondents research answer are dissatisfied, which means is negative perception.

Keywords: perception, quality of public services.