

ABSTRACT

SATISFACTION SURVEY ON THE CITIZENSHIP ADMINISTRATIVE SERVICES AT POPULATION AND CIVIL REGISTRATION AGENCY OF MAKASSAR CITY

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Basically, public service covers a wide range of people's aspects of life. In the life of the people and the nation, the government functions to serve the public including regulating or issuing the licensing in fulfilling the people's needs in education, health, business, welfare, etc. Citizenship administration is the series of management and control activities in document regulation and citizenship data through resident registration, civil registration, and information management of citizenship administration which results in public service and other sector development. Population and Civil Registration Agency of Makassar City is the manager factor of the regional government in citizenship and civil registration aspects which is led by a head of agency. According to the survey result toward the people who utilize public service that is issued by the Regional Inspectorate of Makassar City, it is found that the service of citizenship administration occupies the highest percentage in terms of people's dissatisfaction. It shows the bad performance of bureaucracy in performing public service to the people. This condition indicates the expectation of reformation is able to fulfill the people's demand particularly related to the quality improvement of public service of the bureaucracy which is still far from realization. Conducting a satisfaction survey is one of the attempts in improving the service quality. The survey is aimed at the people who get citizenship documents from the agency by measuring the people's satisfaction toward the services that they receive.

This study applied mixed methods to obtain a valid research result because the researcher did not only measure the data from the questionnaire, but also the additional document from some interviews, observations, and result of document review.

The result of study presented that the score of satisfaction index or IKM is 80.25 with Good (B) category. It means that the provided service can be assumed as good.

Keywords: *Public Service, Service Quality, Citizenship Administrative Services, Satisfaction Survey, Satisfaction Index*

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