

piles of papers / archives in several places, the arrangement of tables and chairs are also not in accordance with the conditions of the room so impressed sober, but it is also in the office of Regional Water Supply Enterprise Bandung less available adequate bins. Yet at every point of service of any kind, that aspect did not escape the attention of customers. As stated by Waworuntu (1997: 44) that "look good, clean and tidy is an important aspect that became the outlines of community service skills". Appearance is meant here is not only the physical appearance of employees, but also include the appearance of the room and environment of the organization as a whole. The physical appearance of employees associated with the indicator of cleanliness and tidiness dressed attendant taps were also rated poorly by customers.

Customer concern to the performance of the employees and the corporate environment entirely is often not done on purpose, instead it was done at the time the customer feel bored of having to wait at the time of making payment at the counter of payment or at the time of waiting for other services, the arrangement of the room, cleanliness environmental and employee performance will be the talk among customers as a time filler and drive out boredom while waiting. Employee neat appearance and harmonious spatial planning will make customers feel pleased to be associated with the organization as a whole, and the employees who provide services will also feel more confident in interacting with customers.

Besides indicators ease of obtaining information guide about the customer service is considered poor. In connection with this, based on information from customers, the availability of information in the form of manual / leaflet rated less / minimal, so much less is known regarding the service of Regional Water Supply Enterprise Bandung. Though the availability of complete information is very important for customers because it will add insight and knowledge of the various services provided by Regional Water Supply Enterprise Bandung.

Similarly, the quality of service from dimensions Reliability are in the poor category with a score of service quality obtained -1.85. Customer ratings on this dimension of the lowest in the indicators in implementation at the customer's home. Based on information from the customer, the registrar of water meter is often guess or figure out just the amount of water use based on usage in previous months; so that when the previous bill is relatively large then it is almost certainly for the next month will be a large number of bills anyway. This means recording made at the customer's home are often inaccurate because it does not correspond to the actual use of water have been used by the customer.