one of the ways most appropriate for the company's services is the questionnaire (Supranto, 1997: 5).

Based to of these opinions, it is to measure customer satisfaction with the quality of service in this article, use the perception and expectation as the criterion, then searched the ratio or the ratio between the two. The underlying assumption is that the greater the ratio obtained by the higher level of customer satisfaction, and vice versa.

Furthermore, if customers are satisfied with the services received, there is likely to return customers will use the service / services of the same. However, when a low customer satisfaction can result in the possibility of customers do not re-use the same service at a later date if needed, as well as if the government responsive to the will of the people, so as to provide services may give rise to satisfaction of the people, will be able to increase public confidence in him. Instead, services that do not focus on the satisfaction of the community can lead to a crisis of public confidence to the government's performance, even cumulatively could caused people's movement from hearsay, rally to the civil disobedience (Ndraha in MPS 7, 1998: 34). Thus, the value obtained by the public organization of the customer / society is trust.

From the whole description set forth above, is contained the sense that the government as a producer through a public organization providing services to people as customers, then customers evaluate it by comparing the perceptions and expectations. Quality service to the customer is satisfied, otherwise if the quality of service does not cause customer dissatisfaction. From these evaluations that raises the level of customer satisfaction will be the feedback (feedback) which in turn will affect the level of their confidence in the public organizations concerned.

4. Methodology

The method used in this study is an explanatory survey. The unit of analysis is the customers who filed a complaint on Regional Water Supply Enterprise Bandung, sampling techniques using simple random sampling with the number of respondents as many as 95 people. Data was collected by questionnaire as the primary instrument, interview, observation and literature study. Data analysis was performed using path analysis.

5. Results and Discussion

Simultaneously, the variable quality of service (X) influence toward customer satisfaction (Y) significantly. The test results showed that the obtained F count larger than F table is F count = 39.046 and F table = 2.28. This means that the variable Quality of Service (X) consisting of dimensions Tangible (X1), Reliability (X2),