IMPLEMENTASI KEBIJAKAN PELIMPAHAN SEBAGIAN KEWENANGAN PEMERINTAHAN OLEH BUPATI KEPADA CAMAT SEBAGAI SALAH SATU DETERMINAN DALAM MEMPENGARUHI KUALITAS PELAYANAN PUBLIK ( *Studi Pada Kecamatan-Kecamatan di Kabupaten Cianjur Propinsi Jawa barat*)

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ABSTRACT

*The problem of the research deals largely with the low quality of public service at subdistrict government in Cianjur Regency. The problem might have to do with the ineffectiveness of implementation of policy in giving part of the Regent’s authority to subdistrict head, especially regarding authority of governmental public affairs, permission affairs and financial affairs as well as local assets. The formulation of the problem could be that how much the influence of implementation of policy in giving part of the Regent’s authority to subdistrict head upon public service quality might be.*

*The research employed quantitative approach through explanatory survey method. The population could be 495 people from subdistrict government in Cianjur Regency. By putting forward the technique of simple random sampling, the author got 219 respondents. Then, technique of data collection was done by using observation, interview and questionnaire. Path analysis was applied for technique of data analysis.*

*The results of the research demonstrate that implementation of policy in giving part of the Regent’s authority to subdistrict head significantly influences public service quality at subdistrict government in Cianjur Regency. The results of the study also indicate that the amount of influence of policy implementation in giving part of authority upon public service quality might not empirically be determined not only by communication, resources, disposition and bureaucratic structure but also by the factor of authority.*

*Key Words: Policy Implementation, Public Service Quality*

1. Penulis adalah Dosen Fisip dan Magister Ilmu Administrasi Unpas [↑](#footnote-ref-1)