ABSTRACT

Public Service is a service provided to the general public who becomes a citizen or legally becomes a resident of the country concerned. Every public service must have service standards and be published as a guarantee of certainty for service recipients. Good public service is assessed by the level of community satisfaction with its services. The existence of complaints and complaints from the community of Coblong Subdistrict made researchers conduct research on the effect of coordination on the quality of services in Coblong District, Bandung City. The problems that exist in Coblong District, Bandung City are a matter of indicators of direct evidence and responsiveness. The purpose of this study is to find out how much influence the coordination of service quality in Coblong District, Bandung City.

The researcher uses a quantitative approach using the type of survey descriptive research (description). Data collection techniques using the method of observation, interviews, questionnaires to respondents and literature studies (literature). Data analysis is done by testing instruments, namely: Test Validity, Reliability Test, and Regression Test.

The results obtained in this study that Coordination of Service Quality in Coblong City Bandung District is quite good category. In conclusion, the influence of coordination and quality of employee services has not been fully optimized.

Keywords: coordination, quality, public service.