

ABSTRACT

Population and civil administration is a series of structuring activities. Ordering of population documents and data provides fulfillment of administrative rights without treating someone unfairly due to ethnic, intergroup, gender, race, and physical conditions. In the report of the results of this study will discuss the Quality of Service in realizing Orderly Population Administration, obstacles encountered and efforts made by the Office of Population and Civil Registration in Bandung.

This research was used qualitative research methods. The data collection techniques used are library research and field research including observation, interviews, and documentation. In this study the benchmark on Service Quality is a theory according to Gespersz quoted by Hardiansyah in the book Public Service Quality. The participants who were used as informants in this study were the Population Registration Service Division, the Civil Registration Service Division, and the Community.

This research shows that the quality of service in realizing the Discipline of Population Administration in the Department of Population and Civil Registration of Bandung City has been done but this is not yet optimal due to several factors, namely the lack of understanding from the community to complete the population documents due to the lack of good information conveyed by the official, the existing facilities in the office are inadequate so that the public does not seem to receive services comfortably.

Keywords: Quality of Public Services