

## **ABSTRACT**

*Based on what the research did was preceded by the problems related to suboptimal service quality and work productivity at government institutions namely the Department of Population and Civil Registration in Bandung. Basically, government institutions have the goal of creating competent employees, which in this study is focused on the quality of service to work productivity in the Department of Population and Civil Registration in Bandung. The purpose of this study is to determine the extent of the quality of service provided by employees and the productivity of work performed by the department. The theory used is based on the opinions of experts who put forward theories related to the problems discussed, in the form of theories of service quality proposed by Fitzimmons quoted by Tjiptono in his book *Management Services* (2006: 70) and work productivity put forward by Edy Sutrisno in his book *Human Resources Management* (2016: 104-105).*

*The research method used by researchers is to use the descriptive survey method with a quantitative approach. Data collection techniques used by researchers using the method of observation, interviews with the Civil Registration Service Division in the Department of Education and Civil Registration in Bandung, as well as distributing as many as 51 question to respondents and literature studies (literature). After various kinds of data are collected, the next step is to analyze the data, because the researchers takes the title regarding the effect of the validity test, reliability test, and regression test in the process of analyzing the data.*

*The results of research conducted by researchers showed a strong influence between Service Quality and Work Productivity in the Population and Civil Registration Office in Bandung in accordance with the indicators of Service Quality and Work Productivity indicators. From the results of data collection scores indicate a value of 0.708, which means the quality of service to work productivity there is a strong influence of the results, so that other factors that are not measured do not have a significant effect.*

**Keywords: Service Quality, Work Productivity**