

## ABSTRAC

*Based on the observations of researchers at the Bekasi City Population and Civil Registration Service, it was obtained that public services through the E-Open application are still not in demand by the people of Bekasi City to take care of population administration. The problem is allegedly caused by people who do not know and do not understand using smartphones, so that people are less enthusiastic in carrying out online-based services.*

*The object of this study is the Effect of Public Services on Community Satisfaction through the E-Open Application at the Bekasi City Population and Civil Registration Service. Data analysis techniques use Statistical product and service solutions (SPSS).*

*The research method used by researchers is a descriptive method with a quantitative approach. The data collection techniques used, namely literature studies, interviews and questionnaires with respondents used as many as 35 people who used the E-Open Application.*

*The results of the study at the Bekasi City Population and Civil Registration Service from the coefficient of determination have a value of 65.7%, which means it has an influence on public services on community satisfaction, while 34.3% is caused by other elements that were not studied by this study.*

***Keywords : Public Service, Community Satisfaction, E-Open Application***