

## **ABSTRACT**

This study aims to determine the service quality of making AK-1 job seeker cards at the Department of Manpower, Industry and Trade, Bangka Regency and to find out the barriers to providing information on job vacancies and the efforts of related agencies in improving the quality of their services. The method used in this research is descriptive qualitative method, with data collection techniques obtained from observations, interviews, and documentation. The results of research on the quality of service for making AK-1 job seeker cards are generally quite good, it just needs to improve the factors that are seen based on Tangible indicators (direct evidence) are generally quite good, it's just that network problems are often constrained in the process of making AK-1 cards. Based on the indicators of Reliability (Reliability) in general it is quite good for service recipients, it's just that more service officers are needed who master the IT field specifically for the AK-1 card. Based on the indicators of Responsiveness (responsiveness) in general, it is quite good because it can be seen from how service officers have maximized their ability to provide services that make service recipients feel quickly responded to. Based on the Assurance, the service recipients feel it is quite good and does not incur costs in the process of making the AK-1 job seeker card. Based on the Empathy indicator, basically the service recipient feels that he has been given good service during the service.

**Keywords: Service Quality, AK-1 Card, Job Seeker.**