

ABSTRACT

Quality public services or what is called excellent service is the best service that meets service quality standards, especially for agencies or institutions. In this case the research focuses on how the Quality of E-Tilang Administrative Services is carried out by the general criminal field of the Bandung Regency Public Prosecutor's Office. Administration of E-Tilang is a form of public service carried out by the district attorney of Bandung Regency, in the process of enforcing the law on traffic violations and road transportation, the prosecutor's job is to carry out the execution of court decisions, namely receiving payment of fines and then depositing them into the State treasury.

This research is intended to determine the extent to which the quality level of E-Tilang administrative services in the General Crime Field of the Bandung Regency District Attorney's Office is to improve the quality of E-Tilang services which are currently still in the process of transitioning from Offline Tickets to E-Tilangs. The analytical method used in this study is descriptive by using qualitative research methods and using data collection techniques by means of observation, interviews, documentation, and literature study.

The results of this study concluded that the Quality of E-Tilang Administrative Services in the General Crime Field of the Bandung Regency District Attorney concluded that the services provided were in accordance with applicable regulations and the officers provided good service but there were still obstacles, namely the officers in using technology were still not optimal because there is a transfer of the ticket administration system to an E-ticket so that officers must learn and adapt to the technology and applications used.

Keywords: Quality of Service, Public Service, E-ticket