ABSTRACT


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Keywords : Public service work with Society’s Satisfaction

There are amount of weaknesses and problems in governmental service especially in giving the very qualified public service. Since the government is responsible for facilitating the society, the service quality should be enhanced. This study aims to know the effect of public service work on society’s satisfaction in the case of e-KTP making process.

It is quantitative approach which uses secondary data, the population is all society registered as Tiris village citizenship. The analysis uses regression analysis In data collection, it uses documentation in library study. Additionally, the independent variable is societies’ satisfaction and public service work as dependent one.

The result of regression analysis shows that public service work, as dependent variable, influences the society’s satisfaction simultaneously. It is further strengthen by value of $F_h = 3.865$ and the significance at $0.000$ level. It means that public service work gradually affects the society’s satisfaction. In sum, it is possible to say $H_0$ is rejected while $H_1$ is accepted because society’s satisfaction is in line with public service capacity. In addition, the $R^2$ value that is still low shows that there is tendency that the satisfaction of the society is determined by another factor.