

ANALYSIS OF THE QUALITY OF PUBLIC SERVICES IN THE  
MANUFACTURE OF INTERRUPTION PERMITS (HO) IN THE CAPITAL  
INVESTMENT AND ONE-DOOR INTEGRATED SERVICE PEKANBARU CITY  
(STUDY : CAR WASH IN BUKIT RAYA)

ABSTRACT

By  
Dini Indah Vionica

*Keywords: Quality, Publik Service*

*This research to determine the quality of publik service in the Capital Invesment and One-Door Integrated Service (DPMPTSP) Pekanbaru City. Indicator assessing the quality of publik service that are used Service Standard, Service Management, Determination of Service Standard, Implementation of Service Standard, Determation of Service Information, Monitoring and Evaluation. Type of research is located in the Capital Invesment and One-Door Integrated Service (DPMPTSP) Pekanbaru City are descriptive survey, wich prioritize the list questionnaire as a means of data collection and data collected by the tool is the used as the main raw material for analyzing the emperical condition of objectivity where the porpouse of research on location research. The are two group of the population and sample in this research is employees, numbering 13 people and society, the amount is up to. Society in this case are those who are making nuisance permit (HO). the sample size is determine from the two groups of the population are 5 and 39 people. Two sampling techniques used in individual sets the sample is census technique for the employee population and incidental sampling technique for groups of the population. Type and data collection techniques used consist of primery data collected by using a list of questionnaires and interviews and secondary data was collected using observation. Base on this analysis technique researchers assess and conclude that the Quality of Publik Service In The Manufacture Of Distrubance Permite (HO) In The Capital Invesment and One\_Door Integrated Service (DPMPTSP) Pekanbaru City is in the interval pretty good assessment. Recommendations to consider, especially regarding the quality of service needs to be improved so that no gap between employees and the the publik.*