

Kualitas pelayanan proses perizinan penggunaan tanah makam pada satuan laksana pelayanan terpadu satu pintu (PTSP) Kelurahan Bendungan Hilir = Process of acquiring permission to utilize burial grounds in ptsp branch supporting office Bendungan Hilir area

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Abstrak

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Penelitian ini membahas tentang kualitas pelayanan proses perizinan penggunaan tanah makam pada satlak PTSP Kelurahan Bendungan Hilir. Teori yang dipakai berdasarkan teori Christopher Lovelock yang dikenal dengan The Flower of Service, yaitu membagi menjadi 8 dimensi; informasi, pemesanan/permohonan, penagihan, pembayaran, konsultasi, keramahtamahan, keamanan, dan pengecualian. Penelitian ini menggunakan metode kuantitatif dengan desain deskriptif. Teknik pengambilan datanya dengan cara survei dan wawancara. Hasil dari penelitian menunjukkan kualitas pelayanan proses perizinan penggunaan tanah makam pada PTSP Kelurahan Bendungan Hilir Sangat Baik, hal tersebut terlihat dari hasil penggabungan seluruh dimensi dan di bagi atas dua kategori yaitu baik dan buruk.

**ABSTRACT**

The purpose of this research is to describe the quality of service in the process of acquiring permission to utilize burial grounds in PTSP branch supporting office, Bendungan Hilir Area. The theory used in this research is based on Christopher Lovelock's The Flower of Service, which divide into 8 dimensions; information, Order-Taking, Billing, Payment, Consultation, Hospitality, Safekeeping, and Exceptions. This research used quantitative method with descriptive design. Data collection technique is collected using survey and interview. The result of this research proves that the quality of service in the process of acquiring permission to utilize burial grounds in PTSP branch supporting office, Bendungan Hilir Area is Excellent, this could be seen from the integration between the 8 dimensions which is further separated into two categories, good and bad.