

## ABSTRAK

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Judul : Pengaruh Struktur Organisasi Terhadap Kualitas Pelayanan  
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Tesis ini membahas pengaruh struktur organisasi terhadap kualitas pelayanan Biro Kepegawaian Departemen Hukum dan Hak Asasi Manusia. Struktur organisasi dianalisa dengan menggunakan indikator yang diturunkan dari Teori Organisasi Robbins, sedangkan kualitas pelayanan dianalisa menggunakan Teori Kualitas Pelayanan dari Parasuraman, Zeithaml dan Berry. Penelitian ini adalah penelitian kuantitatif dengan desain deskriptif. Hasil penelitian menemukan adanya korelasi antara struktur organisasi yang digunakan dengan kualitas pelayanan, maka restrukturisasi organisasi pelayanan publik sangat penting dikaji demi terciptanya kualitas pelayanan masyarakat yang efektif dan efisien.

Kata kunci : struktur organisasi, kualitas pelayanan

## ABSTRACT

Name : Sari Rosyani  
Study Program : Administrative Science Programme  
Title : THE INFLUENCE OF ORGANIZATIONAL  
STRUCTURE OF QUALITY SERVICE OF HUMAN  
RESOURCE BUREAU DEPARTMENT OF LAW AND  
HUMAN RIGHTS

This thesis discusses the influence of organizational structure of the quality of Bureau Officer Ministry of Law and Human Rights. Organizational Structure analyzed by using indicators that are derived from the Organization Theory by Robbins, analyzed the quality of services while using the Service Quality Theory of Parasuraman, Zeithaml and Berry. This research is quantitative research design with descriptive. Results of research to find the correlation between the organizational structure that is used with the quality or services, the restructuring of public service organization is very important in order to review the quality of public services effectively and efficiently.

*Key words* : organizational structure, quality of services.