

ABSTRACT

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Analysis of the Quality of Integrated Statistical Services (PST) Badan Pusat Statistik in Jeneponto Regency.

Service quality is one of the variables that determine the achievement of goals and is directly related to the satisfaction of the community/visitors in the service process provided. The purpose of this study was to determine the Integrated Statistical Service Quality Analysis (PST) of the Central Bureau of Statistics in Jeneponto Regency which focuses on service quality.

This research uses quantitative research type with descriptive research type, namely to analyze related to service quality. With 42 respondents, statistical data users were selected using incidental sampling technique. Data collection techniques using questionnaires and observations of respondents. The data were analyzed descriptively quantitatively.

The results showed that the service quality was categorized as good. It can be seen from the recapitulation of each indicator including: Tangible indicators with a percentage of 3.19 (79.55%), Reliability Indicators with an average score of 4.13 (82.65%), Responsiveness Indicators with an average a score of 4.49 (89.86%), Assurance Indicator with an average score of 4.19 (83.80%), Empathy Indicator with an average score of 4.28 (85.73%).

Keywords : Service Quality, Integrated Statistical Services, The Central Bureau Of Statistics In Jeneponto