

SUMMARY

Cahyo Dwi Arifianto. 2013. Efforts Improve Quality of Care Through ISO 9001:2008 (Studies in Badan Kepegawaian Negara Kantor Regional II Surabaya). Supervising Commission, Chairman: Drs. Siswidiyanto, M.S. Member: Drs. Stefanus Pani R, M.AP.

Badan Kepegawaian Negara Kantor Regional II Surabaya is one of the government agencies responsible for the implementation and development services in the field of personnel in the province of East Java. In carrying out the duties of Badan Kepegawaian Negara Kantor Regional II Surabaya was prosecuted for providing excellent service in the field of personnel. Therefore we need an assessment of service quality standards, namely by implementing a quality management system ISO 9001:2008. But in fact there is a pamphlet that said though that these agencies have implemented ISO 9001:2008, still found complaints given the Civil Service as service recipients. In addition there are civil servants who are not satisfied in accepting employment in the service of Badan Kepegawaian Negara Kantor Regional II Surabaya. Therefore Badan Kepegawaian Negara Kantor Regional II Surabaya be required to provide services well. Especially supported by the ISO 9001:2008 certificate Badan Kepegawaian Negara Kantor Regional II Surabaya should be required to provide quality and excellent service to meet the expectations and needs of the service recipients.

This study aims to identify and describe Efforts Improve Quality of Care Through ISO 9001:2008 in Badan Kepegawaian Negara Kantor Regional II Surabaya and the factors that influence in an Efforts Improve Quality of Care Through ISO 9001:2008 in Badan Kepegawaian Negara Kantor Regional II Surabaya. This research uses descriptive study with a qualitative approach. The focus of this study include: (1) Efforts Improve Quality of Care Through ISO 9001:2008 in Badan Kepegawaian Negara Kantor Regional II Surabaya which includes service procedures and services using a customer satisfaction index, (2) the factors that influence the Efforts Improve Quality of Care Through ISO 9001:2008 in Badan Kepegawaian Negara Kantor Regional II Surabaya which includes enabling and inhibiting factors.

Based on the results of research and analysis Efforts Improve Quality of Care Through ISO 9001:2008 in Badan Kepegawaian Negara Kantor Regional II Surabaya can be concluded that the efforts undertaken include increasing the ability of employees, the nature of good service, friendly and polite, giving credence to the service recipient, handling giving criticism and quality assessment service, providing ease of information, appropriate service procedures. The factors supporting the implementation is the procedure and time of service, attitude of service and employee relations. While inhibiting factor is an error writing the data by the proposer that would go into the database and the data delay proposal received from BKD.

Some suggestions are given for the quality of service in Badan Kepegawaian Negara Kantor Regional II Surabaya be better, such as: (1) Officer in charge of the service center should be carefully and meticulously by checking incoming data back from the proposer. (2) Provide a deadline or time limit to BKD proposer to promptly used data on time. (3) Must be a consistency of service center personnel in the use of a customer satisfaction index. (4) Keep the inclusion of work procedures at the service center servicing Badan Kepegawaian Negara Kantor Regional II Surabaya.

