

ABSTRACT

This research measures public's satisfactions level on waste service in Bogor District's Wastes and Gardens Office. Some sample has taken in this research by spreading questionnaires to the waste service customers. There're 130 respondents has been taken in this research with purposive sampling method. The independent variables (X) in this research are process (X1) and service quality (X2). Subsequently the dependent variable is public's satisfactions on waste service in Bogor District's Wastes and Gardens Office. Linear regression analysis was applied to analyze the consequence of process and service quality, simultaneously and partially towards public's satisfactions in Bogor District's Wastes and Gardens Office. In addition, Importance and Performance analysis Matrix was used in this research. Base on the result of analysis, simultaneously process and service quality has a strong and significant consequence towards public's satisfaction. Process has no significant consequence towards public's satisfaction. Service quality has a strong and significant consequence towards public's satisfaction. Hence, Bogor District's Wastes and Gardens Office must improve their service quality, in order to get more public's satisfactions.