

ABSTRACT

This research aims to analyze the impact of service quality and management information system either partially or simultaneously to the Community Satisfaction in Public Information Services System in West Nusa Tenggara Province. Both Primary and secondary data were carried out. Secondary data were gathered from various sources such as books and journal. Primary data were employed using questionnaire, which were distributed to the target respondents. A total of 80 respondents were obtained. The data were analyzed through correlation and regression and hypothesis testing in order to obtain the result.

The result shows there is the greatest influence on the dimensions of Empathy (Empathy) variable service officer to request information that is already good and dimensions Reliability (Reliability) variable ease of getting information, there is a positive and significant impact to the quality of service can be used as a measure to strengthen community's satisfaction. Simultaneously indicates that the variable quality of service and information systems can be used as benchmarks to strengthening community satisfaction

For an advanced research needs to be additional indicators that can provide a better overview, the indicators include the concerns of government officials that the opening of the information could be leaked abuse of authority as well as the pressure and sanctions from superiors to misinforming

Keywords: *Information Systems Management, Service Quality and Community Satisfaction*

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ABSTRAK

Penelitian ini bertujuan untuk menganalisa pengaruh kualitas pelayanan dan sistem infomasi manajemen baik secara parsial maupun simultan terhadap Kepuasan Masyarakat Pada Sistem Pelayanan Informasi Publik Provinsi Nusa Tenggara Barat. Penelitian ini dilakukan secara kuantitatif dan pengumpulan data dilakukan melalui metode survei kepada masyarakat Nusa Tenggara Barat secara acak dengan responden sejumlah 80 orang. Data yang diperoleh diolah melalui uji *korelasi dan regresi* serta *uji hipotesis* sehingga diperoleh hasil bahwa Kualitas Pelayanan *Reliabilitas (Reliability)*, *Daya tanggap (Responsiveness)*, *Jaminan (Assurance)*, *Empati (Empathy)*, *Bukti fisik (Tangibles)* dan Sistem Informasi Manajemen *Waktu (Time Dimension)*, *Konten (Content Dimension)*, *Bentuk (Form Dimension)* berpengaruh secara parsial dan simultan terhadap kepuasan masyarakat.

Pengaruh yang paling besar terdapat pada dimensi *Empati (Empathy)* variable pelayanan petugas terhadap permintaan informasi yang sudah baik dan dimensi *Kehandalan (Reliability)* variable kemudahan mendapatkan informasi, terdapat pengaruh positif dan signifikan sehingga kualitas pelayanan dapat dijadikan tolok ukur terhadap penguatan kepuasan masyarakat. Secara simultan menunjukan bahwa variabel kualitas pelayanan dan sistem Informasi dapat dijadikan tolok ukur terhadap penguatan kepuasan masyarakat

Untuk penelitian lanjutan perlu penambahan indikator sehingga bisa memberikan gambaran lebih baik, indikator tersebut diantaranya adanya kekhawatiran pejabat pemerintah bahwa pembukaan informasi bisa membocorkan penyalahgunaan wewenang serta adanya tekanan dan sangsi dari atasan terhadap kesalahan pemberian informasi

Kata kunci: Sistem Informasi Manajemen, Kualitas Pelayanan dan Kepuasan Masyarakat

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