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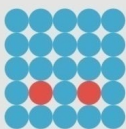
Abstract

An Analysis of Service Quality of Building Built Permit Services of Building Control Department, Province of Jakarta Capital City Administration

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The objectives of this study are 1) to analyze the degree satisfaction of Building Built Permit Service Consumers of Building Control Department, Province of Jakarta Capital City Administration, 2) to analyze the differences consumers perception of Building Built Permit Service satisfaction, and also 3) to examine an alternative policy to improved on the Building Built Permit Service Quality in Province of Jakarta Capital City Administration. This study uses primary data collected from respondents opinion (residence consumers and non-residence consumers), and secondary data from Building Control Department, Province of Jakarta Capital City Administration. Measurement of consumer satisfaction of Building Control Department is then analyzed using Servqual score, Importance-Performance Analysis, and Spearman's Rank Correlation Test. The results show that there is gap between consumers expected service quality and consumer perceived service quality. The consumer expected service quality both of the residence consumers and non-residence consumers of Building Built Permit Service is above of the perceived service quality. However, in order to improve the service quality of Building Control Department in the future, several factors should also be considered that is 1) to raise the staff discipline and commitment to implement excellence services culture, 2) simplification and standardization of service conditions, 3) to improve the quantity and quality service instruments, 4) to improve the staff competency, and 5) to give special attention to the consumers. Similar study on the service quality of Building Control Department in the future, should consider the up to date service condition suit to the instrument that used, the respondents, and also the locus of this study.

Key Words : *Service Quality, Building Built Permit, Building Control Department, Province of Jakarta Capital City Administration, Servqual, Importance-Performance Analysis, Spearman's Rank Correlation, Case Study.*



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