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**Abstract**

**The Analysis of Performance On Servicing At Manpower and Transmigration Service Towards The Transmigrant in North Moluccas Province**  
**Mansur Prawira**

*The success of Transmigration as a National Program which has been carried out by Manpower and Transmigration Service in North Moluccas Province depends much on the service quality performed by the staffs towards the transmigrants in transmigration areas.*

*This study is intended: (a) to analyze the urgency of service based on various attributes of servicing dimensions by the staffs of Manpower and Transmigration Service in North Moluccas Province towards the transmigrants in transmigration areas; (b) to analyze satisfaction of the service based on various attributes of servicing dimensions by the staffs of Manpower and Transmigration Service in North Moluccas Province towards the transmigrants in transmigration areas; (c) to analyze service expectation based on various attributes of servicing dimensions by the staffs of Manpower and Transmigration Service in North Moluccas Province towards the transmigrants in transmigration areas; and (d) to analyze the relationships among servicing of satisfaction and expectation with the various attributes of servicing dimensions by the staffs of Manpower and Transmigration Service in North Moluccas Province towards the transmigrants.*

*The method applied in this study is by field survey with descriptive approach directly on the sites. In this regard, the respondents are determined through purposive sampling for the unit head level, and by random sampling for the common respondents/transmigrants.*

*Moreover, analyzing the implementation on the urgency of service, satisfaction and expectation towards the transmigrants based on such various attributes of servicing dimensions are performed through Criteria Range Analyze, IPA (Importance Performance Analyze), with Cartesian diagram and Spearman Rank Analyze.*

*Through such analyzes of criteria range, and Spearman rank, in general, the result shows that there are significant positive correlations between the urgency of the service and expectation based on such various attributes of servicing dimensions. Adversely, there is no correlation between the urgency of the service and satisfaction and also between satisfaction and expectation on the service, based on such various attributes of servicing dimensions.*

*While the result of IPA analyze shows that the urgency of the service and satisfaction, the whole attributes of servicing dimensions, have been included on the four quadrants (namely the quadrants of A, B, C, and D) resulted.*

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Program Pascasarjana Manajemen dan Bisnis  
Institut Pertanian Bogor

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