

## **ABSTRACT**

*ANDARIAS. Analysis of The Implementation of RT / RW Empowerment, Case Study in Kebayoran Baru Subdistrict, South Jakarta (supervised by Muhammad Cholifihani, MA, Ph.D).*

*The complexity problems of DKI Jakarta Provincial Government is affected by several heterogeneous conditions. It is assumed that without good policies and performance of the government employees as well as active participation of the parties concerned there can be a sense of public dissatisfaction that can eventually lead to social problems.*

*This research is limited to more focused problems, analysis of the implementation of RT / RW empowerment with the object of research in Kebayoran Baru Subdistrict, South Jakarta Administrative City consisting of 10 villages with 73 RW and 644 RT. The subject matter is multi-variable : the empowerment of RT / RW, the performance of the government employees and satisfaction of public services.*

*The dimensions of service satisfaction that are in accordance with the needs of the community today tend to be Zeithaml's opinion : trust, assurance, reality, response and security / protection.*

*The research design a descriptive design, which intended to describe the research variables and infrential design to analyze the relationship of the effect of independent variables and dependent variables using regression analysis.*

*Linear regression analysis is used to examine the effect of independent variables on the dependent variable this research uses data quality test; Validity Test and Reliability Test and Model Test with Normality Test, Heteroscedasticity Test, Multicollinearity Test, T-Test (Partial Test), F-Test (Simultaneous Test) and KD Test (Determination Coefficient). The results obtained that there is a positive and significant influence between RT / RW Empowerment and The Government Employees Performance on Public Services Satisfaction.*

*The research confirmed that empowerment of RT / RW and the government employees performance greatly improves public services satisfaction. The empowerment of RT / RW variable have more dominant influence on public services satisfaction.*