

ABSTRACT

TITI PURWATI, NIM : 2005-02-001 Analysis Policy of Public Program of Girding the Problem of Prosperity of Social Evaluate Concerning Ability of government officer And Quality Service (Study in Pantj Harapan Mulya Kedoya and Pantj Mulya Jaya Cipayung), below/under tuition : Leroy Samy Uguy, Ph.D.

One of the problems Local government of DKI Jakarta is increasing amount of PMKS. To anticipate, government of DKI Jakarta province have done good various means with publisher, construction, till repatriating of PMKS to him area. pattern of Yustisi conducted by government officer of piecing orderliness and (Trantib) and protection of society (Linmas) DKI Jakarta per annum that is construction in pantj without furthermore handling and oftentimes less seen benefit.

This thesis compare ability of service quality and government officer among Pantj Harapan Mulya Kedoya and Pantj Mulya Jaya Cipayung. Because Pantj Mulya Jaya Cipayung getting aid of APBN while Pantj Harapan Mulya Kedoya only getting aid of APBD But in reality why Pantj Harapan Mulya Kedoya.

Result of calculation of ability of government officer about identifying and officer attitude in Pantj Harapan Mulya Kedoya answer important and Pantj Mulya Jaya Cipayung answer of vital importance. Got probability (mount significance) $0,004 < 0,05$ meaning significant. Inferential that there is difference in identifying and officer attitude in Expectation pantj of Mulya Kedoya and Pantj Mulya Jaya Cipayung and according to calculation of significance that is caused significant in Pantj Mulya Jaya Cipayung in identifying longer PSK so that PSK let to await until aparatur come (start office hours time him) though time net PSK at 03.00.

From calculation of important service quality him a aparatur have background behind / diploma matching with its area in Expectation pantj of Pantj Harapan Mulya Kedoya of vital importance while in Pantj Mulya Jaya Cipayung answer importantly is. Got of probability (mount significance) $0,000 < 0,05$ thereby mean significant. Inferential that there is difference among Pantj Harapan Mulya Kedoya and Pantj Mulya Jaya Cipayung so that there are difference in calculation of storey; level and mean of significance is significant caused by most government officer exist in Pantj Harapan Mulya Kedoya have background as instructor (SPG and of SPD) while in Pantj Mulya Jaya Cipayung only education of just SMU so that indigent in the case of teaching.

KATA PENGANTAR

Puji dan syukur penulis panjatkan kehadirat Allah SWT, yang telah memberikan rahmat dan hidayah-Nya kepada penulis sehingga penulis dapat menyelesaikan Tesis yang berjudul **“Analisa Kebijakan Publik Program Penyanggah Masalah Kesejahteraan Sosial Tinjauan Mengenai Kemampuan Aparatur dan Kualitas Pelayanan di Panti Harapan Mulya Kedoya dan Panti Mulya Jaya Cipayung”**.

Tesis ini dapat penulis selesaikan dengan disertai dukungan dan bimbingan dari berbagai pihak. Dalam kesempatan ini penulis ingin mengucapkan terima kasih yang sebesar-besarnya kepada :

1. Bapak Dr. Ir. Alirahman, MSc., selaku Direktur Studi Program Pascasarjana Universitas Indonusa Esa Unggul.
2. Bapak Yahya Rahmana Hidayat, Phd, selaku Ketua Bidang Studi Program Pascasarjana Universitas Indonusa Esa Unggul.
3. Bapak Leroy Samy Uguy, Ph.D, selaku dosen pembimbing yang telah banyak meluangkan waktu dan pikiran untuk membimbing penulisan tesis ini.
4. Bapak Husein Umar Ph.D, selaku dosen penelitian yang telah memberikan saran dan waktu luang kepada penulis dalam penulisan tesis ini.
5. Bapak Prof Said Zainal Abidin, PhD, yang telah banyak meluangkan waktu untuk berbagai pengetahuan dan wawasan mengenai administrasi publik.
6. Bapak Dr. Ir. Bima Haria W, MSis, selaku penguji yang telah memberikan saran dan waktu kepada penulis.
7. Bapak Deddy S. Bratakusumah, Ph.D, selaku penguji yang telah memberikan saran dan waktu kepada penulis.
8. Bapak Dihin Septyanto, SE,ME, yang telah meluangkan waktu dan pikiran guna penyelesaian tesis ini.
9. Para dosen dan staf non akademik di lingkungan Program Pascasarjana Universitas Indonusa Esa Unggul.