

ABSTRACT

FIRMAN YULIANTO, *Factors Affecting Improvement of Service Quality Complaints Indonesia Workers. (Study In Crisis Centre BNP2TKI Center) (Guided by Dr. Ir. Tatag Wiranto, MURP)*

BNP2TKI Crisis Center is a unit of complaint service workers with the aimed to provide a service that is more focused on the problems of migrant workers

This study will analysis of factors that affect the improvement of service quality complaints Indonesia workers of factors seen the quality work, quantity work and timeliness of the crisis center workers

Analysis used in this study is the multiple regression analysis, correlation, determination and F test to measure the effect of independent variables consisting of the quality work, quantity work and timeliness of the service quality complaints Indonesia Workers (TKI).

The results analysis of this study show influence the are quality work, quantity work and timeliness toward quality service. Regression coefficient with the equation $\hat{Y} = 9,858 + 0,314 X_1 + 0,222 X_2 + 1,606 X_3$ its means there is positive influence that each increase of one unit of the quality work, quantity work and timeliness will improve the quality service. The correlation value indicates a strong influence with the value of 0,788 and a coefficient of determination 0,620 its mean 62% of the quality work, quantity work and timeliness contributed to the improvement of service quality. F value $8,110 > 2.021$ F table and $F_{sign.} 0.000 < 0.05$, which indicates there are significant effect on the quality work, , quantity work and timeliness toward quality service.

The results of this study concluded there are strong and significant influence of the quality work, quantity work and timeliness of crisis centers BNP2 TKI workers partially toward service quality complaints Indonesia workers (TKI)

Keywords: *Quality Work, Quantity Work, Timeliness, Service Quality Complaints Indonesia Workers (TKI)*