

ABSTRACT

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Cilodong District Community Opinion on UPTD Service Quality. Cilodong Depok City Health Center

Keyword: Public Opinion, Service Quality, Customer Satisfaction, Community Health Center

(xi + 57 + appendices)

UPTD Cilodong Community Health Center is a community health center located in Cilodong District housing GDC, Jl. Boulevard Grand Depok City, Jatimulya, Cilodong District, Depok City, West Java. The aim of this research is to determine public opinion on the quality of UPTD services at the Cilodong Community Health Center. This research uses qualitative data collection methods, the informants in this research were 5 people, namely the people of Cilodong District. This research uses data collection techniques by interviewing, observing and documenting the results studied. The paradigm in this research is the constructivism paradigm. The theory used is the social reality construction theory of Peter L. Berger and Thomas Luckmann. The results of this research are to determine the quality of service and customer satisfaction which is known through the opinions of people who have used the Cilodong Health Center UPTD services.

Bibliography (2011-2023)