SERVICE TIME MEASUREMENT AND ANALYSIS OF CUSTOMER SATISFACTION IN NEW POSTING AND POWER ADDING COUNTER OF PT.PLN (PERSERO) EAST JAVA DISTRIBUTION APJ NORTH SURABAYA UPJ PLOSO

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ABSTRACT

Improved quality of service is one of the main factors that need to be considered by the PT. PLN in order to increase the competitiveness of enterprises. As a company engaged in the service sector, PLN needs to pay attention to the quality of service, because each customer would expect to get good service from the company. Measurement time service and customer satisfaction analysis can be used as reference companies to improve and evaluate the performance of the company. From the results of studies measuring the time the service counter staff is known that the standard time required to complete the work elements of one to four on the counter one and two are for 22.19 minutes and 22.52 minutes. While the standard time required to complete the work of one to three elements at both counters each for 19.8 minutes and 20.68 minutes. And of customer satisfaction measurement results obtained by the variable reliability (X6) as factors that affect customer satisfaction with the service provided at the counter and added a new pair of power PT PLN (Persero) UPJ Ploso APJ North Surabaya. This variable is related to the accuracy of service personnel, service personnel to customers, procedures and service time queue service officer.

Key Words: Measurement Time Services, Standard Time, Standard Output, Customer Satisfaction.