

INFLUENCE OF PUBLIC POLICY ON QUALITY OF SERVICE, INSTITUTIONAL INSTITUTION AND PERFORMANCE ORGANIZATION OF GOVERNMENT

A. Jamaluddin

Email: jamaluddin_stisip@gmail.com

ABSTRACT

The low of government performance in Indonesia occurred because the institution which not support in actualization it, to rise of service perception which less quality. This caused the public policy by government not to formulation, implemented and evaluated with good, which affected toward the quality of service, public policy toward institution and public policy toward performance. The research aims to know and analysis the affected of public policy toward service quality and performance, public policy toward the strength of institution and performance, the service quality and the strength of institution toward performance. The method of analysis with quantitative and observation survey approach with sample used Slovin formulation. Data analysis with SEM from computer aims AMOS 18. The result of research to found that the public policy have negative and significant toward service quality and performance, the public policy have positive and significant toward the institution have positive and significant toward performance. The research implication that the public policy required to formulation with good suitable with implementation which to be process in appointment of achieve the result of work which can to evaluation in implementation of service quality, institution and achieve of performance.

Keywords: Public policy, service, institution and performance.