

UNDERGRADUATE THESIS

THE ANALYSIS OF PUBLIC SERVICE QUALITY FOR MOVING-BASED  
VOTE BY GENERAL ELECTION COMMISSION (KPU) OF BANTUL  
REGENCY IN PRESIDENTIAL ELECTION 2019

(Case Study: Students of Universitas Muhammadiyah Yogyakarta)



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## **Abstract**

Indonesia's political system has changed several times, starting from the new order to the reformation era. The reformation is often perceived as a democratic era especially in the context of the election. The relation between public service quality and moving-based vote has focused on both public and academic debate since the founding of democracy. The high number of transmigrations in Indonesia each year has been questioning the capability of the General Elections Commission (KPU) in Indonesia; whether or not they could provide sufficient services and ensure the right to vote of people. Using ten indicators of the Public Service Quality theory by Zeithmal (1990) in analyzing the public service quality for Moving-based vote established by KPU of Bantul regency in the Presidential election in 2019, this research discussed how the local government affected the voter participation and significant public service quality principles. Using the mix method approach to describe the overview of research objective comprehensively. The findings showed that the performances of KPU Bantul for Moving-based vote service in the Presidential election in 2019 were successfully implemented in the term of accessibility, communication, tangible, security, competence, courtesy, and understanding the customer. However, there are several indicators of public service quality that had not been implemented yet which caused the failure of the local government to provide the services sufficiently.

**Keywords:** Moving-based vote service, public service quality, General Elections Commission of Bantul regency, Presidential election

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