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How Much do Protomalayids Differ From Deuteromalayids
Josef Glinka

Problema Kehidupan Lanjut Usia pada Masyarakat Perkotaan: Sebuah Analisis Sosiologis
Herwanto Aryo Manggoelo

Makna Jihad dan Respens Terhadap Seruan Jihad
Eko Supeno

Peta Kekuatan 48 Partai Politik Peserta Pemilu 1999
Aribowo

Persepsi dan Ekspetasi Masyarakat Terhadap Pelayanan Publik
Lestreamingh Dwi Dayuni

Karacteristik dan Faktor Pemicu Konflik di Daerah Jawa Timur
Hormen M. Siahaan

Negara dan Fensomena Kekerasan Politik di Perkotaan
Siti Aminah

Audit Komunikasi Dalam Struktur Organisasi Perusahaan Badan Usaha Milik Negara
Yan Yan Cahyana

The Internet and Online Journalism in Indonesia
Yuyun W.I Surya

Politik Pendidikan: Kebudayaan, Kekuasaan dan Pembebsan
Candra Bagio Sulistiyono
# Table of Contents

<table>
<thead>
<tr>
<th>No.</th>
<th>Title</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>How Much Do Protomalayids Differ from Deuteromalayids</td>
<td>1 - 20</td>
</tr>
<tr>
<td>2</td>
<td>Problema Kehidupan Lanjut Usia pada Masyarakat Perkotaan: Sebuah Analisis Sosiologis</td>
<td>21 - 34</td>
</tr>
<tr>
<td>3</td>
<td>Makna Jihad dan Respons terhadap Seruan Jihad</td>
<td>35 - 42</td>
</tr>
<tr>
<td>4</td>
<td>Peta Kekuatan 48 Partai Politik Peserta Pemilu 1999</td>
<td>43 - 54</td>
</tr>
<tr>
<td>5</td>
<td>Persepsi dan Ekspektasi Masyarakat Terhadap Pelayanan Publik</td>
<td>55 - 64</td>
</tr>
<tr>
<td>6</td>
<td>Karakteristik dan Faktor Pemicu Konflik di Daerah Jawa Timur</td>
<td>65 - 70</td>
</tr>
<tr>
<td>7</td>
<td>Negara dan Fenomena Kekerasan Politik di Indonesia</td>
<td>71 - 80</td>
</tr>
<tr>
<td>8</td>
<td>Audit Komunikasi dalam Struktur Organisasi Perusahaan Badan Usaha Milik Negara</td>
<td>71 - 80</td>
</tr>
<tr>
<td>9</td>
<td>The Internet and Online Journalism in Indonesia</td>
<td>82 - 90</td>
</tr>
<tr>
<td>10</td>
<td>Resensi Buku Politik Pendidikan: Kebudayaan, Kekuasaan, dan Pembebasan</td>
<td>92 - 94</td>
</tr>
</tbody>
</table>
**Persepsi dan Ekspektasi Masyarakat Terhadap Pelayanan Publik**

**Public Perceptions and Expectations Towards Public Services**

1. Liestianingsih Dwi Dayanti --> Dosen Fakultas Ilmu Sosial dan Ilmu Politik / .

**Abstract**

This study is aimed at describing the quality of public services in governmental institutions. Three areas in East Java: Surabaya, Malang and Jember have been selected purposively. The research is conducted based on (1) complaints from the citizen towards the quality of public services indicate that public services are still far from citizen's expectation, (2) citizen's awareness of and understanding on the right to get public services is low, (3) most of the citizen are reluctant to appeal if they experience worst services. It reveals that governmental institutions are not giving services satisfactory even the worst in handling particular matters such as citizenship and transportation certificates. Meanwhile, it is the fact that citizen's awareness of and understanding on the right to get public services is still low. It is expected that public services should be (1) more effective and efficient, (2) no discrimination, (3) more responsive and sympathetic in giving the services.

**Keyword** : public, services, the, right, to, get, public, services, citizen's, expectation, .,

**Daftar Pustaka** :