

## Analisis kulalitas layanan dan kinerja koperasi di provinsi Sulawesi tengah Tahun 2011

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### Abstrak

Quality of service is an important factor to improve performance. Quality of service consists of tangible aspects, reliability, responsiveness, assurance and empathy. Increasing the quality of service of members of the cooperative, it can improve the performance and welfare of members of the cooperative. This purpose of this study is to analyze the quality of services and performance of cooperative in the district/town in Central Sulawesi province. Based on these objectives, the analysis tools used by State Minister of Cooperatives and SME's on guidelines No. 06/Per/M. KUKM/2008 about the ranking cooperative. The result showed that the negative value of all aspects of quality of service cooperatives in the district/town in Central Sulawesi, both tangible aspects, reliability, responsiveness, assurance, and empathy. This indicates that the quality of service perceived by the members of the cooperative have appropriate than expected. While performance assessment of cooperatives in the province of Central Sulawesi as many as 25 cooperative which is divided into 10 (ten) districts/cities, in the city of Palu, Donggala, Parigi District Moutong and Sigi, Morowali, Poso, Buol, Banggai, Tolitoli, Tojo Una-Una result that there is a 44% cooperatives are qualified enough and 56% were less qualified.