

**ABSTRACT**

**AN APPLICATION OF COMMUNITY SATISFACTION LEVEL TOWARDS SERVICES AT EDUCATION DEPARTMENT OF NORTH BENGKULU REGENCY USING CSI (CUSTOMER SATISFACTION INDEX) METHOD**

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*Education Department of North Bengkulu Regency is one of the government agencies in North Bengkulu Regency, Bengkulu Province. So far, the process of evaluating the services of each employee at the Education Department of North Bengkulu Regency is still carried out internally without the views of the community. This certainly cannot be used fully in knowing the level of service satisfaction. The application of community satisfaction level towards services at Education Department of North Bengkulu Regency using the CSI (Customer Satisfaction Index) Method can assist the admin in managing the results of the service satisfaction assessment survey and provide information on the results of the community satisfaction assessment survey on the services provided. In addition, the application can also facilitate the community in providing an assessment of satisfaction with services at Education Department of North Bengkulu Regency. The application of community satisfaction level towards services at Education Department of North Bengkulu Regency using CSI (Customer Satisfaction Index) Method is made with PHP programming language and MySQL database. Based on system testing that has been carried out, it can be concluded that the application of community satisfaction level towards services at Education Department of North Bengkulu Regency has run well and can be able to provide information in community satisfaction level with services at Education Department of North Bengkulu Regency through the stages of the CSI (Customer Satisfaction Index) Method.*

*Keywords: Satisfaction Level, Service, CSI Method (Customer Satisfaction Index)*

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