

Abstract

Telkom is the STATE-OWNED ENTERPRISES operating in the fields of telecommunications and network services in the territory of Indonesia and therefore subject to the laws and regulations in Indonesia. The company's shares traded on the NYSE, LSE, BEI and Public Offering Without Listing (POWL ") in Japan. In the event that the author wanted to examine about the quality of service that is in pt. Telkom Indonesia West Kalimantan town of Pontianak thus authors want to examine about Like where the quality of service, PT Telkom Indonesia Witel West Kalimantan, Pontianak and the Like where the perception of customer services, PT Telkom Indonesia Witel West Kalimantan city of Pontianak.

In this study the author uses the technique of sampling non probability incidental type, the sample assignment method based on chance, whoever the member population found researchers and willing to be a respondent can be used as a sampel, if a person is seen incidentally found it suitable as a sampel data source that is used as many as 100n respondents. Analysis too used is qualitative deskriptif IE.

From the results of this study will show the quality of the customers on the "PT Telkom Indonesia Witel West Kalimantan, Pontianak town" with the results of research that has been done through interviews that help by spreading detailed questionnaire to respondents that will give the perception on this research by using the criteria of Interpretation sekor has good criteria on quality of service and good on the perception of the respondent.

Keywords: quality of service, PT Telkom West Kalimantan Witel