

ABSTACT

Poverty is an issue that is the main focus in the program, which is a country that has a concentration to reduce poverty. Indonesia as a country with a large poverty rate. e-Warong is one of the Ministry of Social programs launched in 2016 to facilitate Non-Cash Fund Grants service through electronic warfare services. This service is accessed by the Family Program Beneficiary as the group that formed the Social Aid Fund.

The research aims to produce output in the form of recommendations based on fourteen true customer needs that need to be considered as input to process data on Quality Function Development method. This method is done through two stages and done with the help of the concept development stage. The first phase of research is house of quality to find technical characteristics. The second stage determines the critical part. The selected critic will be prioritized as a recommendation.

The result of recommendation of quality of service improvement of E-Warong in the form of addition of type of sembako, replacement of unshield twisted pair cable, addition of information media, socialization addition, socialization frequency, addition of contact person number, procurement direction, frequency of direction, transaction stage, PKH facilitators, monitoring frequency, and evaluation.

Keywords: e-Warong, Program Keluarga Harapan, Quality Fungsion Deployment, Part Deployment