

Abstract

Efforts to support the Department of Communication and Information Technology West Java to make West Java as Cyber Province is to create a community of West Java are aware of the importance of ICT. One of the services that the Department of Communications and Information Technology provide is Mobile Community Access Point (M-CAP). This research aims to design improved quality of customer service representative M-CAP by using Quality Function Deployment (QFD). Data was collected by distributing questionnaires to 100 service users M-CAP in CFD Dago and interviews with the staff of the Office of Communications and Informatics Telematics West Java Province is responsible for M-CAP. The data was processed using SPSS questionnaire results and analysis techniques level, while data from interviews was processed using Miles and Huberman analysis and triangulation. Based on the data that has been analyzed, shows that people in Bandung assessment of the customer service representative M-CAP is good, with a level of importance by weight of 8, and the improvement of the quality of customer service representative M-CAP can be done by doing the five proposed improvements such as the M-CAP officer have the ability to use a computer, the clerk logs out of social media accounts if the user forgot to do so, the officer M-CAP master the use of the Internet, M-CAP is located in the Bank, and officers reminding the user to log out of social media accounts.

Key Words: *Mobile Community Access Point, Quality Function Deployment, Service Quality, TERRA.*