

## ABSTRACT

*Indihome as an internet service provider has a large enough opportunity to add consumers. However, in reality there are still many complaints and negative comments made by Indihome users for various reasons. This study aims to analyze the level of customer satisfaction using the Servqual method at Indihome Plaza Telkom Tabanan Services during the COVID-19 Pandemic Period. The method in this study uses quantitative methods. The sampling technique used was non- probability sampling. The number of samples in this study were 96 people who were calculated using the solvin formula. Data collection techniques used in this study were observation, interviews, documentation and questionnaires. The data analysis technique used in this study is the Servqual Method. The results in this study show that based on gender (male and female), and respondents based on occupation (PNS/TNI/POLRI, Private Employees, Entrepreneurs, Students/Students, and Others ) feel quite satisfied with the services of Plaza Telkom Tabanan. The Servqual Score value shows a positive value. It can be seen in the graph that the biggest gap is in assurance, which is 0.46. This means that the tangibles dimension has the largest gap between expectations and perceptions compared to other dimensions. Suggestions that can be used as consideration to improve customer satisfaction Plaza Telkom*

*Keywords: Customer Satisfaction, Service Quality and Method Servqual*