

DAFTAR ISI

ABSTRAK	Error! Bookmark not defined.
LEMBAR PERSETUJUAN.....	Error! Bookmark not defined.
LEMBAR PENGESAHAN	Error! Bookmark not defined.
HALAMAN PERNYATAAN	Error! Bookmark not defined.
KATA PENGANTAR	Error! Bookmark not defined.
DAFTAR ISI.....	1
DAFTAR TABEL.....	Error! Bookmark not defined.
DAFTAR GAMBAR	Error! Bookmark not defined.
DAFTAR LAMPIRAN.....	Error! Bookmark not defined.
RIWAYAT HIDUP.....	Error! Bookmark not defined.
MOTTO HIDUP	Error! Bookmark not defined.
BAB I PENDAHULUAN.....	Error! Bookmark not defined.
A. Latar Belakang Penelitian.....	Error! Bookmark not defined.
B. Fokus Penelitian.....	Error! Bookmark not defined.
C. Tujuan Penelitian	Error! Bookmark not defined.
D. Kegunaan Penelitian	Error! Bookmark not defined.
1. Dari segi teoritis	Error! Bookmark not defined.
2. Dari segi praktis	Error! Bookmark not defined.
E. Penelitian Terdahulu yang Relevan	Error! Bookmark not defined.
F. Landasan Pemikiran.....	Error! Bookmark not defined.
1. Landasan Berfikir.....	Error! Bookmark not defined.
2. Kerangka Konseptual.....	Error! Bookmark not defined.
G. Metodologi Penelitian.....	Error! Bookmark not defined.
1. Lokasi Penelitian.....	Error! Bookmark not defined.
2. Paradigma dan Pendekatan	Error! Bookmark not defined.
3. Metode Penelitian.....	Error! Bookmark not defined.
4. Jenis data dan Sumber data	Error! Bookmark not defined.

5. Informan.....	Error! Bookmark not defined.
6. Teknik pengumpulan data	Error! Bookmark not defined.
H. Analisis data.....	Error! Bookmark not defined.
BAB II KAJIAN PUSTAKA PENERAPAN FUNGSI MANAJEMEN DALAM MENINGKATKAN KUALITAS PELAYANAN PUBLIK	
.....	Error! Bookmark not defined.
A. Penerapan.....	Error! Bookmark not defined.
1. Pengertian Penerapan	Error! Bookmark not defined.
2. Unsur-unsur Penerapan	Error! Bookmark not defined.
B. Manajemen.....	Error! Bookmark not defined.
1. Pengertian Manajemen.....	Error! Bookmark not defined.
2. Fungsi Manajemen.....	Error! Bookmark not defined.
a. Perencanaan (<i>Planning</i>).....	Error! Bookmark not defined.
b. Pengorganisasian (<i>Organizing</i>).....	Error! Bookmark not defined.
c. Penggerakan (<i>Actuating</i>).....	Error! Bookmark not defined.
d. Pengawasan (<i>Controlling</i>).....	Error! Bookmark not defined.
C. Unsur-unsur Manajemen.....	Error! Bookmark not defined.
D. Kualitas Pelayanan Publik	Error! Bookmark not defined.
1. Pengertian Kualitas	Error! Bookmark not defined.
2. Pengertian Pelayanan	Error! Bookmark not defined.
3. Pengertian Publik	Error! Bookmark not defined.
4. Pengertian Kualitas Pelayanan.....	Error! Bookmark not defined.
5. Pengertian Pelayanan Publik.....	Error! Bookmark not defined.
6. Jenis-jenis Pelayanan Publik.....	Error! Bookmark not defined.
7. Asas-asas Pelayanan Publik	Error! Bookmark not defined.
8. Prinsip-prinsip Pelayanan Publik	Error! Bookmark not defined.
9. Kualitas Pelayanan Publik.....	Error! Bookmark not defined.
BAB III HASIL PENELITIAN DAN PEMBAHASAN	
defined.	
A. Gambaran Umum Lokasi Penelitian.....	Error! Bookmark not defined.
1. Sejarah Berdirinya Kantor Urusan Agama Warungkondang.....	Error! Bookmark not defined.
Bookmark not defined.	

2.	Letak Geografis Kantor Urusan Agama Warungkondang	Error! Bookmark not defined.
3.	Visi, Misi dan Tujuan Kantor Urusan Agama Warungkondang.....	Error! Bookmark not defined.
4.	Struktur organisasi Kantor Urusan Agama Warungkondang.....	Error! Bookmark not defined.
5.	Sarana dan prasarana Kantor Urusan Agama Warungkondang.....	Error! Bookmark not defined.
6.	Tugas dan Fungsi KUA Warungkondang ...	Error! Bookmark not defined.
7.	Program kerja atau kegiatan KUA Warungkondang	Error! Bookmark not defined.
B.	Hasil Penelitian.....	Error! Bookmark not defined.
1.	Penerapan Fungsi Perencanaan KUA Kecamatan Warungkondang dalam Meningkatkan Kualitas Pelayanan Publik.....	Error! Bookmark not defined.
2.	Penerapan Fungsi Pengorganisasian KUA Warungkondang dalam Meningkatkan Kualitas Pelayanan Publik.....	Error! Bookmark not defined.
3.	Penerapan Fungsi Penggerakan/pelaksanaan KUA Kecamatan Warungkondang dalam Meningkatkan Kualitas Pelayanan Publik	Error! Bookmark not defined.
4.	Penerapan Fungsi Pengawasan KUA Kecamatan Warungkondang dalam Meningkatkan Kualitas Pelayanan Publik.....	Error! Bookmark not defined.
C.	Pembahasan	Error! Bookmark not defined.
1.	Analisis Perencanaan KUA Kecamatan Warungkondang	Error! Bookmark not defined.
2.	Analisis Pengorganisasian KUA Kecamatan Warungkondang	Error! Bookmark not defined.
3.	Analisis Penggerakan/pelaksanaan KUA Warungkondang	Error! Bookmark not defined.
4.	Analisis Pengawasan KUA Kecamatan Warungkondang	Error! Bookmark not defined.
BAB IV	PENUTUP	Error! Bookmark not defined.
A.	KESIMPULAN.....	Error! Bookmark not defined.
B.	SARAN.....	Error! Bookmark not defined.
DAFTAR	PUSTAKA	Error! Bookmark not defined.
LAMPIRAN	Error! Bookmark not defined.



uin

UNIVERSITAS ISLAM NEGERI
SUNAN GUNUNG DJATI
BANDUNG