

## **ABSTRACT**

**Wawan Setiawan Suaib, 2012.** Office Service System at PT. Askes (Persero) of Gorontalo Branch. Papers. Study Program of Office Administration Diploma, Department of Management, Faculty of Economics and Business, State University of Gorontalo. Supervisor: Dr. H. Rosman Ilato, M.Pd; Co-Supervisor: Yuyu Isyana Pongoliu, SE, M.Sc.

The study aims to gain an over view on Office Administration Service Systems at PT. Askes (Persero) of Gorontalo Branch.

Data collection techniques with observation and interviews, while analysis techniques using descriptive.

The results showed that the office has not been in accordance with expectations. Some employees were less communicative with visitors, less number of employees, employees lack of knowledge and experience in terms of service. Efforts that can be taken is to pay attention to the employees and increase they number in the areas of service, they should be more proactive in communicating with visitors, as well as developing the skills of employees in the delivery of services to improve the process of service.