**ABSTRACT**

This research title is “PERFORMANCE EVALUATION OF QUALITY IMPROVEMENT OF PUBLIC SERVICE UNIT (UPKP2) IN BATANG REGENCY, CENTRAL JAVA PROVINCE” it focused to knowing the cause of long duration in verification of society complaint, the cause of taking long duration in processing the public complaint and evaluation of Quality Improvement of Public Service Unit (UPKP2) in improving the quality of public service. This research is limited by performance evaluation of UPKP2 in Public complaint sector that mostly dominant is in infrastructure based on evaluation criteria theory by William N. Dunn that efectivity, efficiency, adequacy, equity, responsiveness, an appropriatness with regarding the performance indicator include input, process, output, outcomes, benefit and impact.

This research is using descriptive qualitative with deductive approach based on theories as analysis knife of research in field. For collecting the data this research using observation, documentation and interview.

According to the research result and discussion it can conclude that the performance evaluation of UPKP2 in Batang regency Central Java Province still not effective because some obstacles. The minimum of budget and limited of human resource (UPKP2 employee) and lack of facilities and infrastructure, etc. The researcher recommend it is better that the policy of unit formation of UPKP2 stopped because still many public complaint that still not finished and beside the appeared policy of Batang Government for implementing society complaint service program from President Staff Office (KSP), Ministry of Nation Apparatus Empowerment Reformation and Bureaucracy (Kemenpan-RB) and Ombudsman of Indonesian Republic called “LAPOR! SP4N” that had been integrated in national level.

*Keyword : evaluation, performace, UPKP2.*