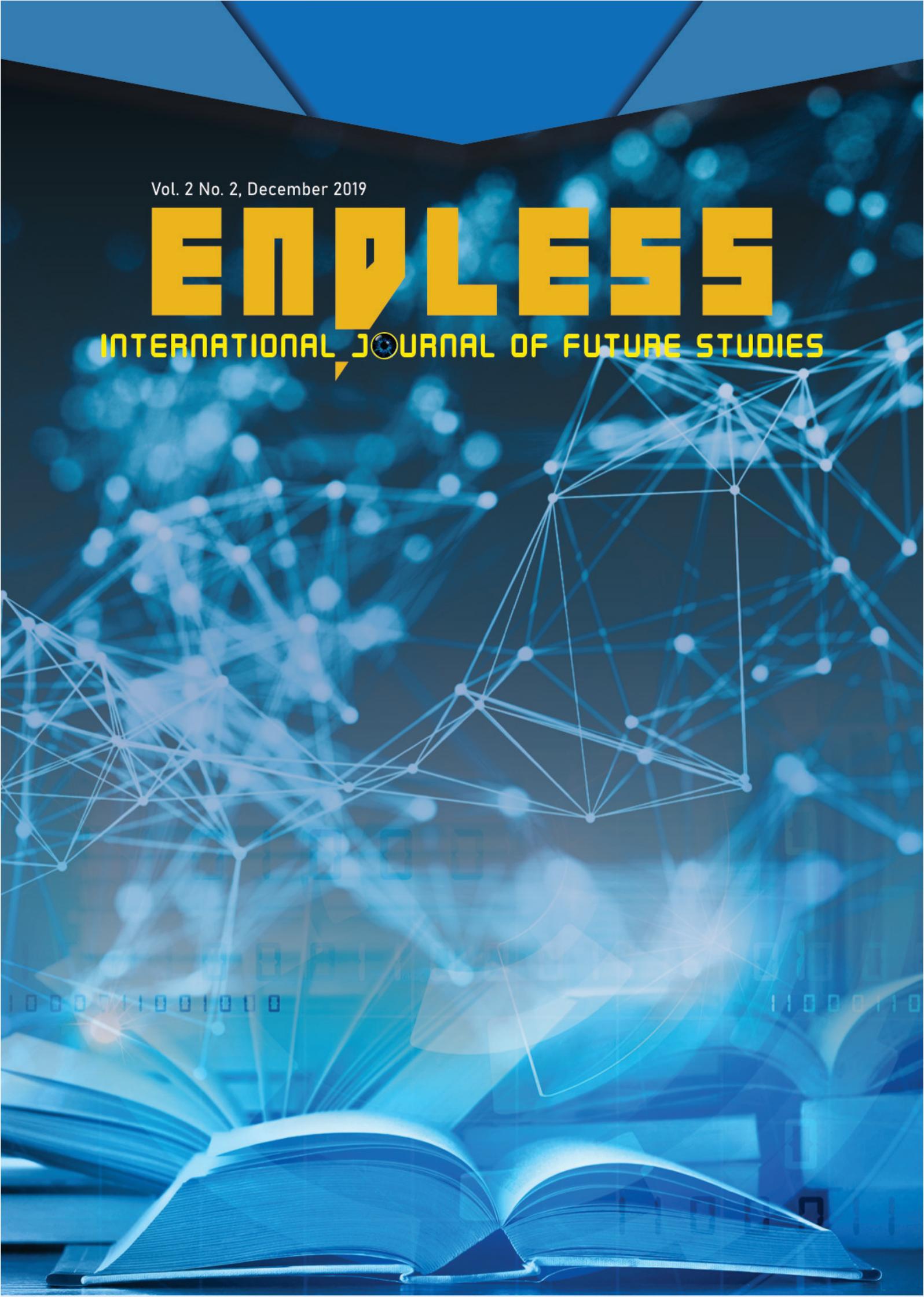


Vol. 2 No. 2, December 2019

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## Analysis of Community Satisfaction Index About Public Services in Regol Village, Garut District, Garut Regency City

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### Abstract

The purpose of this study is to ascertain the availability of public services in Regol Village, Garut District, Garut Regency, as assessed by community satisfaction using the Community Index. This is a quantitative descriptive research in the sense that it analyzes the community satisfaction index and presents the facts in the form of numbers. The sampling approach employed is non-probability sampling with an element of chance. The Community Index (IKM) for Regol Village services was found to be 2.87, with a conversion rate of 71.83. Thus, public service performance falls within the area of high service quality. The certainty of service costs is the highest index, with an IKM value of 77.75, and is at a satisfactory level. Meanwhile, the indication with the lowest index value is the unpredictable speed of service and service schedule, with IKM values of 61.00 and 62.50 being less than satisfactory.

*Keywords: Public Service, Community Goals, Community Index.*

### A. INTRODUCTION

Every human personal service needs and service itself has developed into something that cannot be separated and abandoned in social life. At all times, people want quality services from the government that provides these services regularly (Rukayat, 2017). Service activities have a significant impact on high-quality standards and social activities. The services are offered to meet customer needs and provide excellent service (Suryadi, 2019). Every community has the right to get adequate services from government officials. People need services to meet their different needs. Public products and services, as well as public services, are often needed by the general public. With this service, it is hoped that the community can play an active role in supporting the duties of the government apparatus to maintain a balance between our rights and obligations as citizens (Widiaswari, 2016).

As a public institution with the role and purpose of providing public services directly to the community, the government that provides the basic needs and rights, including the provision of public services, is under the purview of the state (Endah, 2018). As stated in the Law of the Republic of Indonesia Number 25 of 2009 concerning Public Services, the fulfilment of the community's basic needs is the essence of the implementation of public services. Service is an activity or series of activities fulfilling service needs following statutory regulations for all citizens and residents of the

Unitary State of the Republic of Indonesia. Public services can be provided through products, services, and/or administrative services (Sinambela, 2011).

The scope and nature of public services may include, among others, public products, public services, and administrative services. While public products can include urban transport infrastructure, clean water, and medicines for public health, public services can include educational, security, judicial, and medical services. Then there are administrative services such as providing birth certificates by the government, development permit services, company permits, and land certificate services, among others (Ramdani & Ramdani, 2017). Various forms of public services provided by the government are based on the obligations and roles of public servants in implementing public services. Entitlement, professionalism, discrimination, accuracy, timeliness, speed, convenience and cost are a few factors to consider. In this situation, the role and obligations of the government as a regulator, facilitator, and catalyst become very important in encouraging and realizing the realization of innovative, contextual, and participatory public services and policies (Nuriyanto, 2014).

The main goal of public service is community satisfaction. This can be realized if the services provided follow the service standards set or better than the service standards (Damayanti et al., 2019). Service activities provided by Regol Village will be assessed from the level of community satisfaction. Community priorities are the main priorities in implementing services provided by government officials (Siti Maryam, 2017). Therefore, offering services that meet predetermined standards is a part that needs to be observed so that reciprocity occurs to service satisfaction for the community, not to improve public services in Regol Village, Garut District, Garut Regency.

Based on observations that have been made at the Regol Village office, there are several problems encountered in the service section and become public complaints, namely in making recommendations for Family Cards (KK) and e-KTPs. The procedure for making recommendations for KK and e-KTP is convoluted; you have to go to the RT, new RW to the Kelurahan to make recommendations. Not to mention that the village office has to go through several sections, which are known by the Secretary of the Lurah and finally signed by the Lurah. So that people are reluctant to take care of themselves and prefer to use the services of other people who have close access to employees. In addition, the community is not very aware of the procedures that must be followed in the recommendations for KK and e-KTP in the Kelurahan. These procedural stages are not widely disseminated to the public. This shows a lack of socialization about the procedures that really must be followed in obtaining government services (Hasibuan, 2013).

Another problem is that the licensing recommendation service and the legalization of documents are completed relatively long. In the standard operating procedure set in the Regol Village, this recommendation service has a maximum service target of one hour, but in practice, this licensing service can take 2-3 days. People who need licensing recommendations and the legalization of these letters

quickly for certain purposes are very disadvantaged by not completing these recommendations on time. In addition, the service facilities at the Regol Sub-district office are still inadequate, such as there is only one computer placed in the service room with no internet connection network, there is no suggestion box to accommodate suggestions or complaints from the public using the service, seats in the waiting room are still lacking, and there is no safe and comfortable parking space available. This can disrupt and hinder the smooth running of service activities.

From the results of observations in the Regol Village, Garut District, Garut Regency City, the implementation of services to the community has not been maximized so that from the results of unstructured interviews, researchers with service users of Regol Village stated that they were not satisfied with the services received. This phenomenon can be seen as an indication from the research as follows:

1. The service time is not following the predetermined Standard Operating Procedure (SOP). From the initial observations, it can be seen that the completion of the recommendation service is not according to the schedule, as shown in the following table:

**Table 1 Types and Time of Service Completion**

| No | Type of Service                     | Target | Realization |
|----|-------------------------------------|--------|-------------|
| 1  | KK and KTP recommendation services  | 1 hour | 2-3 days    |
| 2  | Licensing recommendation service    | 1 hour | 2-3 days    |
| 3  | Legalization services for documents | 1 hour | 1-2 days    |

Source: Observation Results on March 1-15, 2018

2. The community is not aware of the procedures that must be followed in making KK and e-KTP recommendations in the kelurahan. These procedural stages are not widely disseminated to the public.
3. Inadequate service facilities in Regol Village, such as only one computer placed in the service department, no suggestion box, insufficient seating in the waiting room, and no safe and comfortable parking space. This can disrupt and hinder the smooth running of service activities.

The degree of community satisfaction with the services offered by the Regol Village Office will be used to evaluate service activities. The community's evaluation establishes the performance standard for public services. Among the activities that may be undertaken to ascertain public services is the assessment of community satisfaction. The Community Satisfaction Index is one of the measures used to assess a public organization's service quality (IKM). The requirements relating to the Community Satisfaction Index (IKM) are included in the Minister of Administrative Reform's Decree No. KEP/25/M.PAN/2/2004 dated February 24, 2004 establishing General Guidelines for Compiling the Community Satisfaction Index of Government Service Units.

Analysis of the Community Satisfaction Index (IKM) should always be done periodically. This means that at every certain period, research or calculations and analysis must be carried out on community satisfaction with the services that have

been provided (Suandi, 2019). However, the measurement or analysis of the Community Satisfaction Index has never been carried out in Regol Village, Garut City District. Community satisfaction with public services at the Regol Village office, Garut District, Garut Regency, is an interesting thing to study so that researchers are interested in conducting further research which the researchers formulated in a thesis with the title "Analysis of Community Satisfaction Index About Public Services in Regol Village, Garut City District. Garut Regency.

## **B. METHOD**

The descriptive quantitative research approach was employed in this study. The approach is quantitative, and the type of research is descriptive. The purpose of this study is to analyze community satisfaction with services in Regol Village, Garut District, Garut Regency, by developing concepts and facts but not by testing hypotheses, but by utilizing the Community Satisfaction Index (IKM) (Sugiyono, 2015). The obtained data in the form of numbers will then be computed in accordance with the rules for calculating IKM. Two variables were used in this study: the independent variable (X) and the dependent variable (Y) (Y). As an independent variable, public service (X). Simultaneously, the dependent variable (Y) is the Index of Community Satisfaction.

The population studied in this study is the community of Regol Village Office, Garut District, Garut Regency, between January and April 2018. The sample strategy employed in this study is one of non-probability sampling with the type of data collected by accident. According to the minimal number of respondents required to create the Community Satisfaction Index based on Kep. MENPAN No. 25 for the year 2004, the study sample consisted of 100 respondents.

## **C. RESULT AND DISCUSSION**

The results showed that the Regol Village, Garut City District, Garut Regency service was at a good level. The service procedure in Regol Village is described in two statements: the ease of obtaining information about service procedures and the ease of procedures/stages of service flow. The results showed that the service procedures in Regol Village were easy to obtain. This can be seen from the IKM value (Community Satisfaction Index) for service procedures of 3.02 with an IKM conversion value of 75.50 so that service procedures in Regol Village are at a good level. The indicators for service requirements in Regol Sub-District are described as to whether or not the required conditions are in line with the community's services. The results showed that the service requirements in Regol Village were following the type of service desired by the community. This can be seen from the IKM value (Community Satisfaction Index) for service requirements of 2.86 with an IKM conversion value of 71.50, which indicates that the service requirements in Regol Village are good. The clarity of service officers in Regol Village is described in a statement regarding the existence or certainty of service officers. The results showed that the clarity of service officers in Regol Village was good. This can be seen from the

IKM value (Community Satisfaction Index) the clarity of service officers is 2.83 with an IKM conversion value of 75.00. Based on the research results above, it shows that the clarity of service officers in Regol Village is good.

The indicators for the discipline of service officers in the Regol Village are described in a statement regarding the sincerity of service officers in providing services. The results showed that the discipline of service officers in Regol Village was good. This can be seen from the IKM value (Community Satisfaction Index) for the discipline of service officers of 2.83 with an IKM conversion value of 71.25. The responsibilities of service officers in the Regol Village are described in a statement regarding the magnitude of the responsibility and the clarity of the authority of the service officer. The results showed that the responsibility of service officers in Regol Village was good. This can be seen from the IKM value (Community Satisfaction Index) for the responsibility of service officers of 2.99 with an IKM conversion value of 74.75.

The ability of service officers in Regol Village is described in a statement regarding the expertise of service officers in providing services to the community. The results showed that the ability of service officers in Regol Village was good. This can be seen from the IKM (Community Satisfaction Index) value for the clarity of service officers of 3.01 with an IKM conversion value of 75.25.

While the speed of service in the Regol Village is described in a statement regarding the target time for the service to be completed within the specified time, the results showed that the speed of service in Regol Village was not good. It can be seen from the value of the IKM (Community Satisfaction Index) service speed of 2.44 with an IKM conversion value of 61.00. So, the results of the research above indicate that the speed of service in Regol Village is not good. The service speed indicator is the lowest IKM indicator and is at a poor service level compared to other indicators. Based on this description, the speed of service at the Regol Village Office, Garut District, Garut Regency City needs to be improved.

Justice in receiving services in the Regol Village is described in a statement regarding services that do not discriminate against class or community status. The results showed that justice in getting services in Regol Village was good. This can be seen from the value of the IKM (Community Satisfaction Index) fairness of getting services of 2.91 with an IKM conversion value of 72.63.

The politeness and friendliness of service officers in the Regol Village are described in a statement regarding the attitudes and behaviour of officers in providing services to the community. The results showed that the politeness and friendliness of the service staff in Regol Village were good. This can be seen from the IKM value (Community Satisfaction Index) courtesy and friendliness of service officers of 3.02 with an IKM conversion value of 75.50.

The reasonableness of service costs in Kelurahan Regol is described in a statement regarding the affordability of service costs for the community. The results showed that the reasonableness of service costs in Regol Village was good. This can

be seen from the IKM (Community Satisfaction Index) value the fairness of the service fee of 2.97 with the IKM conversion value of 74.25.

The certainty of service costs in Regol Village is described in a statement regarding the suitability of service costs with predetermined service costs. The results showed that the certainty of service costs in Regol Village was good. This can be seen from the IKM value for the clarity of service officers of 3.11 with an IKM conversion value of 77.75. Based on the research results above, it shows that the certainty of service costs in Regol Village is the best service indicator compared to other indicators. The highest IKM value indicates this compared to the IKM value from other service indicators. Therefore, the IKM value of service cost certainty in the Regol Village, Garut Kota District, needs to be maintained or if it is possible to increase it.

The certainty of the service schedule in the Regol Village is described in a statement regarding the suitability of the service time with the predetermined service schedule. The results showed that the certainty of the service schedule in Regol Village was not good. This can be seen from the value of the IKM (Community Satisfaction Index) for the certainty of the service schedule of 2.50 with the IKM conversion value of 62.5, and some people consider the service time is not good with the service schedule. Therefore, it is necessary to increase the certainty of the service schedule and maintain the accuracy of the service schedule for the community.

The comfort of the service environment in Regol Village is described in a statement regarding the condition of the facilities and infrastructure at the service place. The results showed that the comfort of the service environment in Regol Village was good. This can be seen from the value of the IKM (Community Satisfaction Index) for the comfort of the service environment of 2.96 with the IKM conversion value of 74.00. Based on the research results above, it shows that the condition of the service environment in Regol Village is good. However, some people still consider the environmental conditions in Regol Village to be unfavourable. Therefore, the arrangement, tidiness and cleanliness of the Regol Village, Garut District, Garut Regency City must always be maintained to support the service process.

Service security in Regol Village is described in a statement regarding the guaranteed level of security in the service environment. The results showed that the service security in Regol Village was good. This can be seen from the IKM (Community Satisfaction Index) service security value of 2.93 with the IKM conversion value of 73.17. Based on the research results above, it shows that the security of services in Regol Village is good. However, some people still think that service security is not good. Therefore, public safety while receiving services needs to be continuously improved.

From the results of the analysis that has been carried out, several factors affect the community satisfaction index towards public services in the Regol Village, Garut District, Garut Regency, namely:

1. Supporting Factors

a. Quantity of human resources

Human resources are one of the main factors in implementing a policy. One failure that often occurs in policy implementation is insufficient human resources (Arief et al., 2017). In terms of quantity, the number of officers who provide services in Kelurahan Regol is sufficient because many are assisted by honorary staff.

b. Quality of human resources

The number of human resources will be meaningless if it is not accompanied by the competencies possessed following the tasks to be carried out. The quality and ability of employees is certainly a benchmark in the implementation of work (Ashari, 2010). Judging from the educational background of the Regol sub-district employees, it is quite adequate because most of them have a bachelor's degree (S1) education. Offices and across agencies can carry out their duties and authorities as public servants (Irmayanti et al., 2019).

2. Inhibiting factor

a. Facilities and infrastructure

Service facilities are all types of equipment, work equipment and other facilities that function as the main or auxiliary tools in carrying out work; service facilities of various types and functions can make services to the community more effective and efficient (Hidayat & Nasution, 2013). From the observations, it is known that the existing service facilities in the Regol Village are inadequate, including only one computer that is placed in the service section and is not connected to the internet so that if there is damage to the service, it will be hampered, there is no suggestion box to submit public complaints, seating in the waiting room. Which is still lacking so that people have to stand waiting, and there is no safe and comfortable parking space yet. This can disrupt and hinder the smooth running of service activities.

b. Budget

The limited budget is an obstacle in the provision of service facilities and infrastructure. Based on the results of interviews with the Regol Village Head, it is known that the Lurah always tries to fulfil service facilities and infrastructure, but with limited budget availability, not all service facilities and infrastructure can be fulfilled. This condition is confirmed by the results of interviews with service users regarding the lack of service infrastructure, such as the absence of parking lots, making it difficult to park vehicles. If this drags on, it will impact the performance and authority of the government apparatus in providing services to the community.

#### D. CONCLUSION

The research results and discussion of the Community Satisfaction Index regarding public services in the Regol Village, Garut District, Garut Regency City, which refers to the KEPMENPAN Number KEP/25/M.PAN/2/2004, the index number is 71.83, which is at the interval of 62.51 – 81.25, so that the quality of public services is in category B (Good). This shows that the service performance in the Regol Village, Garut District, Garut Regency in 2018 is in a good category. Based on the 14 service indicators studied, the certainty of service costs is the highest index value with an IKM value of 77.75 and is at a good level. At the same time, the indicator with the lowest index value is the element of the speed of service and the certainty of the service schedule, with the IKM value of 61.00 and 62.50 being at a poor level.

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