

Analysis of Public Services towards Community's Satisfaction in Department of Population and Civil Registration of Indonesia

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Abstract--*The purpose of this study is to measure measuring community satisfaction as service users and improving the quality of public service delivery. One of the efforts that must be made in improving Public Services is conducting a Community Satisfaction Survey of service users. The sampling technique used purposive sampling at the Department of Population and Civil Registry of the City of Tangerang, totaling 100 respondents. The processing of the data using Likert scale, converting Community Satisfaction Scale values, Grouping Community Satisfaction Index Data. The results proved that the performance of public services from the Department of Population and Civil Registry of Tangerang City was categorized as good and excellent.*

Keywords---*Public services, Civil registration.*

I. INTRODUCTION

The progress of the increasing demands of the community in terms of public services, public service providers are required to meet the expectations of the community in making improvements to services. Public services carried out by the government apparatus currently do not meet the expectations of the community (Saudi, 2018). This can be seen from various public complaints submitted through the mass media and social networks, thus adversely affecting government services, which cause public distrust.

One of the efforts that must be made in improving Public Services is conducting a Community Satisfaction Survey of service users. Community Satisfaction Survey is a comprehensive measurement of activities on the level of community satisfaction obtained from the measurement results of public opinion in obtaining services from public service providers. Since the types of public services are very diverse with different characteristics and characteristics, the Public Satisfaction Survey can use the appropriate survey methods and techniques.

Hence, the Community Satisfaction Survey has used the Decree of the Minister of Administrative Reform Number: KEP / 25 / M.PAN / 2/2004 concerning General Guidelines for the Preparation of Community Satisfaction Indexes for Government Institution Service Units. This decision does not yet refer to Law Number 25 of 2009 concerning Public Services and Law Number 12 of 2011 concerning Establishment of Laws and Regulations. This Community Satisfaction Survey refers to the Regulations on the Utilization of the State Apparatus and Bureaucratic Reform of the Republic of Indonesia Number 14 of 2017 concerning Guidelines for Community Satisfaction Survey of Public Service Providers. The purpose of this research is to measure people's satisfaction as service users and improve the quality of public service delivery

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II. LITERATURE REVIEW

Service is essentially a series of activities, therefore the service process takes place routinely and continuously, covering the entire life of the organization in society. The intended process is carried out in connection with meeting the needs of recipients and service providers. Service is the main activity for people engaged in services, both those who are commercial or non-commercial. However, in practice there is a difference between services performed by commercial people who are usually managed by private parties and services performed by non-commercial organizations that are usually the government. Service activities that are commercial in nature carry out activities based on profit seeking, while service activities that are non-commercial activities are more focused on providing services to the public (public or public services) that are not for profit but oriented to service (Hamdani M, 2015).

Public services are all forms of services both in the form of public goods and public services which in principle are the responsibility and are carried out by government agencies at the Central, regional, and in the environment of State-Owned Enterprises or Regional-Owned Enterprises, in the context of implementing the provisions of the regulations legislation.

In carrying out public services, the government apparatus is responsible for providing the best service to the community in order to create public welfare. The community has the right to get the best service from the government because the community has provided funds in the form of tax payments, fees and various other levies.

Public services that must be provided by the government as suggested by Mahmudi (2005: 229) can be classified into two main categories, namely basic needs services (including health, basic education and basic needs of the community) and general services (consisting of administrative services, goods service, service service).

III. RESEACH METHOD

One of the efforts that must be made in improving public services is conducting a survey of community satisfaction to service users by measuring the satisfaction of community service users. It is expected that by conducting a community satisfaction survey, it can be seen the strengths and weaknesses of service units in the delivery of public services so that they can provide recommendations in efforts to improve the quality of public services.

Determination of Community Satisfaction Survey Activity samples in the administration of Public Service of the Population and Civil Registry Office of the Tangerang City Government. 100 respondents in the Population and Civil Registry Office.

9 Service elements used as questions to respondents include requirements, procedures, service time, costs / tariffs, service products, implementing competencies, implementing behavior, facilities and infrastructure as well as complaints handling. A note that the total weight of all elements remains 1.

The level of service quality starts from very good / satisfied to not good / satisfied. The division of answers is divided into 4 (four) categories, namely:

- 1)not good, given a perception value of 1;
- 2)not good, given the perception value 2;
- 3)good, rated 3;
- very good, rated perception 4

A. Respondent Profile

In the survey of Public Satisfaction in Tangerang City Government Public Services in 2019 the respondents were the people who had received services. The characteristics of the respondents analyzed were divided into characteristics of gender, education, occupation and monthly income. The dominance of each respondent's characteristics in Disdukcapil Public Services can be seen in the following table.

Table 1.1: *The Value of Each Element of Community Satisfaction with Public Services in Tangerang City Disdukcapil*

No	Service Elements	Average	Satisfaction Index
1	Requirements	3,46	86.5
2	Procedure	3,59	89.75
3	Service Time	3,46	86.5
4	Cost/Element	3,98	99.5
5	Product Services	3,43	85.75
6	Implementing Competencies	3,49	87.25
7	Implementing Behavior	3,48	87,00
8	Complaint Handling	3,56	89,00
9	Facilities and Infrastructure	4	100,00
A total of		3,61	

From Table 1.1, the average value of the 9 (Nine) service elements is 3.61. From 9 elements of public service in Disdukcapil there are 2 (two) values above the average, namely cost / tariff and complaint handling. On the other hand, the requirements, procedures, service time, service products, implementing competencies, implementing behavior and infrastructure are still below average.

Community Satisfaction IndexCommunity Satisfaction Index (CSI) for Disdukcapil Tangerang City in 2019 is shown as in table 2.

Furthermore, the CSI Value is obtained by multiplying the weighted average value of 3.57 by 25 so that the CSI value is 89.24. So the Community Satisfaction Index (CSI) for the Office of Population and Civil

IV. CONCLUSION

The CSI value of 89.24 illustrates that the Quality Score of the City Population and Civil Registry Office of Tangerang is in the quality of service A, meaning that the public service performance of the Population and Civil Registry Office of Tangerang City is in the very good category.

V. SUGGESTIONS

Needed to improve the quality of infrastructure for better public service facilities such as faster service times, Better Complaint Management, Provision of Online Via Consultation, Procurement of Outside Building Guidelines on areas, Increased comfort in waiting rooms for example, added AC in order to reach a large room, WiFi Network Quality Improvement so as not often interrupted

Table 1.2: *Calculation of Community Satisfaction Index (CSI) in Disdukcapil Tangerang City in 2019*

No	Service Elements	Average	weighted average
1	Requirements	3,46	0,38
2	Procedure	3,59	0,39
3	Service Time	3,46	0,38
4	Cost/Element	3,98	0,44
5	Product Services	3,43	0,38
6	Implementing Competencies	3,49	0,38
7	Implementing Behavior	3,48	0,38
8	Complaint Handling	3,56	0,39
9	Facilities and Infrastructure	4	0,44
A total of			3,57

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