Original Article

Analysis of Community Satisfaction in Providing Public Services at the Tempe District Office, Wajo Regency

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Abstract:
The success of providing public services is largely determined by the level of community satisfaction. Community satisfaction is achieved when service recipients receive services in accordance with what is needed and expected. The aim of this research is to determine and analyze the level of public satisfaction in the provision of public services at the Tempe District Office, Wajo Regency, as well as to analyze and describe the factors that are obstacles and supporters in the provision of public services at the Tempe District Office, Wajo Regency. This type of research is a qualitative case study type approach with data collection techniques through observation, in-depth interviews and documentation studies. The results of the research show that the analysis of community satisfaction in the implementation of public services at the Tempe District Office, Wajo Regency is based on indicators of elements of community satisfaction, namely requirements, systems, mechanisms, procedures, completion time, tariff costs, product specifications, types of services, competency of implementers, behavior of implementers, complaint handling, facilities and infrastructure can be categorized as not fully meeting community satisfaction and service recipients have not received services according to what is needed and expected. This can be seen in the uncertainty of the completion time for population administration services, as well as the lack of population data processing equipment. Apart from that, there is still a lack of socialization to the public regarding service requirements, so that it does not meet the expectations and satisfaction of service users.

Keywords: administration, public services, community satisfaction.

Introduction

Community satisfaction is formed through a service that has been provided by an organization, where public service is an intervention from the government to serve the community and meet community needs (Agus, 2017). However, until now there are still many people who have not fully experienced the best quality of service from the government and there are still many complaints from the public to the government regarding the low quality of services provided.
The aim of a public service is basically community satisfaction (Taufik, 2021), to achieve this satisfaction, excellent service quality is required which is reflected in transparency, namely services that are open and accessible to all parties who need them and are provided adequately and easily understood (Suandi, 2019). The main problems that occur in public services are in principle related to improving the quality of the service itself. Good service quality really depends on various aspects, namely the pattern of implementation (management), human resource support, and institutions (Agus, 2021). In terms of implementation patterns, public services still have various weaknesses, including: (1) Lack of responsiveness, this condition occurs at almost all levels of service elements, starting at the level of service officers (front line) up to the level of the person in charge of the agency. Responses to various complaints, aspirations and community hopes are often slow or even ignored altogether; (2) Less informative, various information that should be conveyed to the public is slow or does not even reach the public; (3) Lack of coordination, various service units that are related to each other have very little coordination. As a result, policies often overlap or conflict between one service agency and related service agencies.

Another problem that often arises in relation to the relationship between government and society is in the field of public services, especially in terms of the quality of government officials' services to the public. The government as a service provider for the community is required to provide services to the community, influenced by several factors, namely the mentality of officials, abilities and skills, facilities and infrastructure and employee welfare. Public services cannot be separated from issues of public interest. Public services are needed by the community to support their various needs. Public service is serving all aspects of basic services that are needed by the community to be fulfilled in accordance with its provisions. Public service is the provision of services (serving) the needs of people or society who have an interest in the organization in accordance with the basic rules and procedures that have been determined.

The public services provided in general have not satisfied the community. Limited facilities and lack of service facilities and infrastructure as well as many of the services provided are too complicated for various reasons that are not acceptable to the public, so that the services provided tend to be ineffective and inefficient (Dicky, 2019). This situation makes the public as users of public services dissatisfied. All of this results in people being reluctant to deal with anything related to government bureaucracy directly. The government office whose activities are to provide public services to the community is the District Office. The Regional Government through the District Office is the spearhead that directly connects with the community. The District Office is a reflection of the regional government in providing public services in the form of administrative services.

To meet the public's expectations for quality, fast, transparent and accountable services, the government needs to conduct a public satisfaction survey as a benchmark for the level of public satisfaction in accordance with what is stated in Government Regulation No. 96 of 2012 concerning the Implementation of Law No. 25 of 2009 concerning Public Services, Permenpan RB Number 14 of 2017 concerning Guidelines for Preparing Community Satisfaction Surveys (Putra, 2019; Permenpan, 2017). The Community Satisfaction Survey (SKM) summarizes data and information about the level of community satisfaction obtained from quantitative and qualitative measurement results of community opinions in obtaining services from public service providers by comparing their expectations and needs (Keputusan Menteri, 2004).
Methods

The type of research used by the researcher is a qualitative descriptive research method. This research is located at the Tempe District Office, Wajo Regency on Jalan Bau Baharuddin No. 1 Sengkang, with a research period of 3 (three) months starting from October to December 2022, the focus of this research is the element of community satisfaction. By using 7 (seven) informants including the Head of Tempe District, Head of the Tempe District Government Section, service staff/SIAK Operators, community service users by conducting in-depth interviews and carrying out observations and documentation.

Results

Analysis of Community Satisfaction with the implementation of public services at the Tempe District Office, Wajo Regency

Condition

The researcher concluded that the requirements applied in services, especially population administration at the Tempe District Office, are based on the Tempe District Service Operational Standards (SOP), but there is still a need for outreach to the public regarding the requirements for all types of services at the Tempe District Office. The community hopes that socialization will be further intensified, one form of socialization is through RT/RW by utilizing technology, such as communication via the RT/RW Whastsup Group which provides all information on service mechanisms which contain the requirements for all types of services at the Tempe District Office.

System, Mechanism, Procedure

Public service providers must have service procedures to ensure that quality services are provided by public service providers so that the people receiving the services feel a high value for the services. Without clear procedures, it is very likely that the services provided will fall short of public expectations. In determining Service SOPs, the Tempe District Government involves several elements, namely Community Leaders, relevant stakeholders, Academics, Journalists, and NGOs to determine standard service procedures through Focus Discussion Groups (FGD). types of services available at the Tempe District Office as well as opening space for input and suggestions in improving community services.

Completion Time

In population administration services, there is uncertainty in the completion time, it still depends on network conditions (adjusting the application server network conditions), so it takes quite a long time to complete the service and the data processing process carried out by the Wajo Regency Population and Civil Registration Service is still slow in terms of changing population data because the Tempe District population admin has not been given the authority to change data but must send a request for changing data to the Capil population admin to be processed and followed up, then after completion the District admin prints the document and then hands it over to the community.

Fees/Rates

In services at the Tempe District Office, especially population administration services, the determination of Service Fees/Tariffs which tend to be free or free in public services is transparent and acceptable to the public. Observing this statement, a conclusion can be drawn that understanding costs/tariffs is the basis for public attitudes
and behavior in receiving services.

**Product, service specifications**

Product service type specifications are the results of services provided and received in accordance with predetermined provisions. This service product is the result of each service type specification. The results of the services provided and received are in accordance with the specifications for the type of service or conditions that have been determined, because the service has been integrated with an online population administration information system with an existing database, thereby minimizing the level of data errors.

**Implementing Competency**

The population administration service officers at the Tempe District Office consist of 2 (two) people who have a Bachelor's degree (S1) educational background, all of whom have attended SIAK Operator training and understand the laws and regulations regarding population administration.

**Implementing Behavior**

One of the mandatory requirements for providing services to the community is a friendly attitude or good attitude, an attitude or attitude that must be applied when meeting the community. At the Tempe District Office, service officers are always friendly, attentive, polite, have a healthy mind, think positively, and also make people comfortable.

**The handling of complaints**

It was concluded that the Tempe District Government had not maximized the socialization of the SP4N LAPOR online complaint tool to the public, and had not provided a suggestion box as an alternative complaint service for the public, especially in improving the quality and measuring the level of public satisfaction in public services.

**Facilities and infrastructure**

The lack of data processing facilities owned by the Tempe District Office has an impact on fulfilling community satisfaction in terms of population administration services, this of course needs to be paid attention to by related parties such as Disdukcapil for the procurement of tools, namely recording equipment and KTP printers at the Tempe District Office, as well as providing full authority to change and process population data in order to speed up the process of population administration services.

**Supporting Factors and Inhibiting Factors in the implementation of public services at the Tempe District Office, Wajo Regency**

**Supporting factors**

The first thing is the awareness of the apparatus as public servants, which is of course the main thing in providing maximum service. In an effort to improve the quality of service at the Tempe District Office, evaluation and guidance is carried out on the existing apparatus resources at the Tempe District Office, providing motivation and regular guidance regarding the duties and functions of each ASN. The second thing is that competency development for apparatus is very necessary to support and improve skills and abilities as state servants and community servants, therefore training is needed such as SIAK Operator Training for sub-district admins/operators so that they have expertise in population administration services at sub-district offices.

**Obstacle factor**

There is a lack of data processing aids and the unavailability of e-KTP printing
equipment, recording equipment, as well as the uncomfortable conditions in the SIAK operator's room. Apart from facilities, budget is an important factor in running an organization, the limited amount of budget provided means that it cannot maximize the provision of facilities and infrastructure, especially in population administration services.

Community satisfaction in the implementation of public services, especially population administration services, has not fully met community expectations, this is caused by several elements, namely uncertainty in the completion time for e-KTP, family card and birth certificate issuance services, limited data processing tools, unavailability of tools KTP printers, KTP recording devices, cameras, and air conditioning machines (AC) as well as slow application server network conditions. Apart from that, there is still a lack of socialization to the public regarding the requirements for all types of services at the Tempe District Office, Wajo Regency and the unavailability of online services which can be a means for public complaints, especially population administration services. However, this is different from the system elements, the procedural mechanism is easy to understand and not complicated, as well as the service product consisting of 20 (twenty) types of services, all of these services are in accordance with the District Standard Operating Procedures (SOP), in providing services, prioritizing politeness, friendliness and being able to communicate well with the community and service officers have been equipped with skills and knowledge, especially in good service and mastering the SIAK Application so that these elements can meet community expectations and of course have fulfilled community satisfaction in service.

Awareness of the organizing apparatus is important, an apparatus must have responsibility and discipline in carrying out the main duties and functions as a public servant. Service Officers at the Tempe District Office already understand and carry out the main duties and functions as public servants in accordance with the regulations set out in standard operational procedures. (SOP) and service standards (SP). So that providing services to the community can be more optimal. Service officers have been provided with training related to the operation of the SIAK Application and understand the laws and regulations, implementation rules in service, and service officers at the Tempe District Office consisting of 2 (two) people specifically assigned as sub-district admins (SIAK Operators) with background background of Bachelor's Degree (S1) education and this is a supporting factor in the implementation of public services at the Tempe District Office, Wajo Regency. The inhibiting factor in services, especially population administration services, is the lack of data and information processing facilities such as computers, document printing equipment, KTP recording equipment, cameras, KTP printing equipment, air conditioning machines, and the lack of authority by the Population and Capil Service. in terms of changing data thereby slowing down the population administration service process.

Conclusion

Public services, especially in population administration, have not fully satisfied the public due to various factors. Completion of services such as issuing e-KTPs, Family Cards, and Birth Certificates is often uncertain in time, limited data processing tools, and lack of facilities such as KTP printers, cameras, and air conditioning, as well as slow application server networks. Socialization of terms of service and lack of online services for complaints are also problems. However, from a system perspective, the procedures are easy to understand and there are 20 types of services in accordance with the District
SOP. Service personnel are well trained in communication and use of the SIAK application, ensuring optimal service. Awareness and discipline of officers in carrying out their duties, legal knowledge, and training received are supporting factors. However, the lack of facilities such as computers and document printing equipment as well as authority that has not been granted by the Population and Civil Registry Services are obstacles in the implementation of population administration services.

**Suggestion**

There is a need to intensify outreach to the community regarding the LAKTASI Program as an integrated sub-district administration service and Tempe Sub-district Standard Operating Procedures as well as the importance of support from the Wajo Regency Population and Capil Service in terms of providing supporting equipment facilities that support optimal population administration services and providing online complaint services through the Call Center, so that handling public service complaints can be resolved quickly.

**References**


