

# Community Satisfaction Survey in Government of Kuningan Regency West Java Province

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Regional autonomy is the implementation of Law Number 32 (2004) and Act Number 23 (2014) on Regional Government. The main objective is to improve the welfare of the community. One of the main tasks of local government is to provide public services based on Law Number 25 (2009) of Public Service. Kuningan Regency, West Java Province, is trying to improve public services in all fields. In connection with the increasingly complex needs of the community, the government of Kuningan Regency is required to optimize public services. Public service conducted by Kuningan Regency government needs to be evaluated periodically to assess service quality and community satisfaction by using a Customer Satisfaction Survey (CSS). In this study this survey was conducted on several basic services, such as identity card (KTP), birth certificate, building permits (IMB), business license, and infrastructure. The objectives of the research are: 1) to know and assess the level of public satisfaction of the service of the apparatus; 2) to know and examine public obstacles to various services provided by the apparatus; 3) to know and examine whether the efforts made by the apparatus solve community dissatisfaction about the service. The research presents findings about the level of public satisfaction with the service of apparatus in the supply of clean water, waste and waste management and whether it has decreased or whether there is dissatisfaction.

**Key words:** *Regional autonomy, service, level of community satisfaction, customer satisfaction survey.*



## Introduction

The era of regional autonomy is marked by the birth of Law Number 22 (1999). It was later amended by Law Number 32 (2004) and Act Number 23 (2014) on Regional Government. This phenomenon has given freedom to the regency to take care of their own households. With the broader autonomy granted by the Act, the regions have greater authority to administer government and developmental affairs. The main objective is to improve the welfare of the community and at the same time the essence of regional autonomy.

One of the main tasks of local government is to provide public services, both services in the form of services, goods and administration in line with the enactment of Law Number 25 (2009) on Public Service. The law has affirmed the obligations of local governments as the provision of public services in the regions, in order to fulfil the basic rights and needs of the community.

Kuningan Regency in West Java Province, annually seeks to improve public service in all fields. As related to the increasingly complex needs of the community, the Government of Kuningan Regency is required to improve public services to meet the basic rights and needs of the community. "Knowing the level of performance of the organization is the feedback for the leadership to determine the policy to be conducted in order to improve subsequent performance" (Alamsyah, 2017, p.16).

However, public services conducted by the Government of Kuningan Regency need to be evaluated periodically to assess the quality of service and community satisfaction by way of conducting a Customer Satisfaction Survey (CSS) using certain instruments and indicators. CSS is very important to obtain the right information from the community about the performance of the Government of Kuningan Regency in providing public services. The survey results will thus also provide feedback to the Government of Kuningan Regency. "The approach envisioned is to use customer satisfaction approaches systematically and in partnership with service providers to re-orient public services and over time to improve their responsiveness, accessibility, and customer service quality" (*Customer Satisfaction. Improving quality and access to services and supports in vulnerable neighbourhoods*, 2017, p. 29).

The survey was conducted with regard to several basic services such as resident identity card and birth certificate, licensing service (building permit and business license), infrastructure (road quality, sidewalk, drainage, street lighting), health services and education, etc. There are several research objectives, namely: 1) To know and assess the level of community



satisfaction of service apparatus in the Government of Kuningan Regency; 2) To find out and to examine what obstacles are felt by the community in the various services provided by the government apparatus of Kuningan Regency 3) To know and study how the efforts made by the government apparatus of Kuningan Regency are successful in solving society's dissatisfaction in various services. Canadian researchers found that service satisfaction is a strong driver of citizen trust and confidence in public institutions (*Customer Satisfaction. Improving quality and access to services and supports in vulnerable neighbourhoods*, 2017,p. 15)

## **Literature Review**

### ***Public Service***

There is a widespread perception that public servants in many governments have not delivered what was expected from them. Alternately, returns from improving effectiveness of the government are immense. “An efficient public service is necessary (though not sufficient) for benefits to reach the socially and economically weaker sections of the society who have fewer alternatives to services provided by government “ (*Public Service Reforms: Trends, Challenges and Opportunities*, 2013, p.2). “Since the early 1990s, many developing countries have taken bold policy decisions to promote decentralized governance. Some examples are: transferring decision making powers to province-level and district-level governments (regencies and municipalities) in Indonesia...” (*Public Service Reforms: Trends, Challenges and Opportunities*, 2013, p.12).

Meanwhile Lane (2008) states that a public service is not like a business area such as a multi-purposes private firm operating in the marketplace: 1) it is an activity undertaken by a political body, governed often through democratic political processes 2) its provision is regulated in public law, meaning that the public employees or bureaucrats providing these services have to act within the framework of rule of law (Lane, 1996); and 3) it is partly or wholly financed by taxes (Lane, 2008,p.17). According to United Nations Development Programme “ public service in both the developed and developing world plays a vital role in providing public goods, such as defence, public order, property rights, macro-economic management, basic education, public health, disaster relief, protection of environment, and coordinating private sector activity “(*Public Service Reforms: Trends, Challenges and Opportunities*, 2013, p.2). “Public service is generally not in a form of goods but service, including administrative service “(Hardianto&Adiwidjaja ,2015, p.18). According to Pritchett et al, (2010) “ The delivery of public services is typically a highly complex undertaking, which involves a large number of transactions between service providers and recipients. To deal with such complexity, standardized and impersonal systems of public



administration have been adopted by developing countries based on Western bureaucratic models” (*Citizen Engagement in Public Service Delivery The Critical Role of Public Officials*, 2016, p.6). Landemore (2012) states “citizens may be better positioned to assess the relevance and effectiveness of services, so they can contribute to the evaluation of programmes and services” (*Citizen Engagement in Public Service Delivery The Critical Role of Public Officials*, 2016, p.6).

### ***Customer Satisfaction***

According to Adrienne “A customer and citizen focus aims to improve access, responsiveness and accountability at all levels with better publicity of local authority decisions, policies, services and performance. Standards of customer service are to be improved to levels comparable with best practice and people are to be more readily involved in decision making, service design and service reviews” (Adrienne, 1999,p.180); “Applying customer satisfaction practices within public agencies involves a systematic focus on the skills, attitudes, and supports of the staff of those agencies. Research notes that customer satisfaction ultimately comes down to staff and customer perception of staff and the service they offer.

In the public sector where workforce morale is often low and turnover is high, efforts to strengthen staff are difficult but critical” (*Customer Satisfaction. Improving quality and access to services and supports in vulnerable neighborhoods*, 2017,p. 29). Alamsyah pointed out “to know the satisfaction of the people, there should be an assessment of public opinion against the customer receives. In other words there should be a measurement of the level of community satisfaction (customer satisfaction) “ (2017,p. 19). Lukman (2000) stated that “the level of satisfaction as freshly someone after comparing the performance (results) are perceived to his expectations”. According to Vogt *et al.*, (2001) “community satisfaction has been examined in relation to a range of effects such as migration intentions and it has been the subject of numerous surveys by town and city councils in Australia (for example Lismore City Council, Port Philip Council, Hornsby Shire and Gladstone)” (Scott & Vitartas, 2008, p. 46).

Meanwhile Bardo and Dolmeci (1990) and Hughey and Bardo (1987) “identified four factors comprising community satisfaction; friendliness, care by the community, belongingness, quality of community life and alienation/acceptance” (Scott & Vitartas, 2008,p. 46). According to Gadot & Cohen (2015,p. 4) “satisfaction factors consist of product quality, price and service quality”. Andreassen (1994) and Yi (1989) stated“ satisfaction may also be treated as the result of perception and expectations towards service quality” (Gadot& Cohen,



2015, p. 4); According to Zeithaml and Bitner (2000) services are usually defined as “deeds, processes, and performances; Ramaswamy (1996) described service as “business transactions that take place between a donor (service provider) and receiver (customer) in order to produce an outcome that satisfies the customer” (Akinboade et al., 2012,p.185); Yong (2000) reviewed various definitions of service and noted the following features of service that are important to an understanding of the concept. First, service is a performance. It happens through interaction between consumers and service providers. Secondly, factors such as physical resources and environments play an important mediating role in the process of service production and consumption. Thirdly, service is a requirement in terms of providing certain functions to consumers, for example problem solving” (Akinboade et al., 2012,p. 185).

Zeithaml et al., (1990) define that some authors believe that “services are intangible. This implies that they cannot be seen, touched, held, or stored”. However, Zeithaml et al. (1990); Hussein, (2017) believe that “services are not all intangible, but, rather, are placed on a continuum of intangibility”. “Even if it can be said in extreme terms that pure services are intangible and pure goods are tangible, most services and goods exist between the two extremes of the intangibility continuum, having both tangible and intangible elements” (Akinboade et al., 2012,p.185); “Measuring customer satisfaction is one of a process to determine the level of government accountability to the public service does” (Alamsyah, 2017,p.16). Tjiptono (1996) stated that “customer satisfaction creates loyalty and customer loyalty can create loyalty to the company. Similarly, for public organizations that satisfaction of the people in public organizations is very important because it has to do with the level of public confidence. The better governance and the quality of services provided, the higher public confidence (high trust)” (Tjiptono,1996,p. 54). Lukman (2000) defined the “level of satisfaction as investigating customer satisfaction after comparing whether performance (results) is perceived to be to expectations”. “Within any customer service organization—private or public—a focus on customer satisfaction is essential to creating the proper attitude and orientation” (*Customer Satisfaction. Improving quality and access to services and supports in vulnerable neighborhoods*, 2017,p. 16). Public satisfaction can be interpreted simply as a situation where customer needs, wants, and expectations can be met through a product consumed, such as the scheme below.

$$\text{Public Satisfaction} = \text{Perception} / \text{Expectations}$$

There are basically two ways to make customers satisfied, that is, first, to make the performance of the products offered exceed customer expectations. Secondly, by lowering the level of customer expectations so that they will remain satisfied with whatever is given. From several definitions of public satisfaction as described above, there are determinable

similarities, including the components of public satisfaction, namely expectations and perceptions or perceived results. Perception itself is defined as the process of interpreting sensations and giving meaning to stimuli, perception is the process by which the individual organizes and interprets his sensory impression in order to give meaning to the surrounding environment. In principle however the customer's expectation is the customer's estimate or belief about what he / she receives after consuming the product he / she obtains. That is, public satisfaction is the overall satisfaction felt by the customer after consuming a complete product. Tjiptono (1997) describes the concept of public satisfaction as described in Figure 1 below:

**Fig. 1.** Public Satisfaction Concept

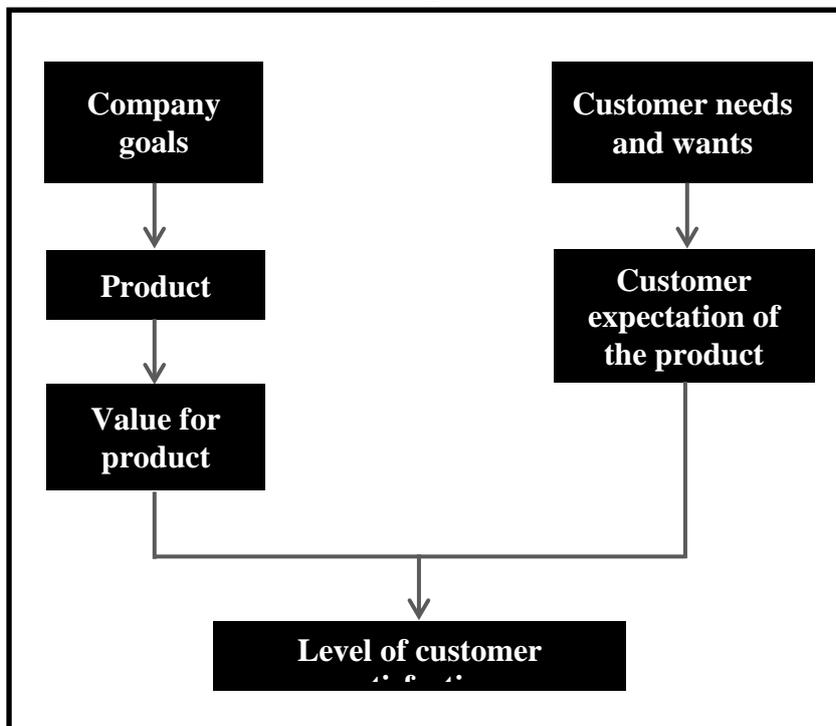


Figure 1 explains that although it is generally concerned with product satisfaction, it can also be applied to the services of a particular organization because they are closely related. This means that satisfaction concerns also the services of the government, even though the service is merely a service.

However public satisfaction is a vital aspect for any company in order to win the competition as well as for a public organization. According to Umar (1999) the factors affecting public satisfaction are product, service quality, sales activities, after sales service and corporate



values, Irwan (1999). Shabir & ur Rahim (2017) stated that based on their research there are five main factors determining the level of public satisfaction, i.e. product quality, service quality, emotional factors, price and cost to acquire, however in addition to these five main factors, there is another factor which is the image factor formed in relation to the product.

Basically the factors that affect public satisfaction entail the need to see the situation from the point of value received by customers. The value is a combination of several values that customers receive, such as product value, service value and image value compared to customer costs, such as monetary costs, labour costs, time costs and physical costs. In general, the factors that influence public satisfaction are product quality, service quality, sales activities and organization image.

In addition, public satisfaction is determined by two main components, namely, expectations and perceptions of the characteristics of a particular service or services. For that we need to know the factors that affect both things. Supranto (1997) mentions, these factors, namely: 1) The needs and desires associated with things that customers feel when trying to make transactions with the producer; 2) Past experience when consuming products from companies / organizations concerned or other; 3) The experience of the other party, where they tell the quality of the product (service) to be purchased by the customer; 4) Communication through advertising and marketing.

According to Ndraha (1999) within the theoretical understanding of the gap theory of justice, satisfaction depends on fairness, while a sense of justice depends on one's perception of the balance between input (effort) and the outcomes received. The more balanced the more just. The public service is currently undergoing considerable development. Similarly, employees are experiencing changes in service provision and further an increasingly diverse community is being served.

### **Research Methodology**

The research method used in this study is survey method, which is used to measure the symptoms that exist without investigating why these symptoms exist. So it is not necessary to take into account the relationship between variables because this research only uses existing data for problem solving rather than testing the hypothesis. Survey methods are used to dissect and analyze and to recognize problems and justify ongoing situations and practices. Basically, the survey can provide benefits for descriptive purposes, assisting in comparing existing conditions with predetermined criteria and also for evaluation execution. The

location of research in all districts is in Kuningan Regency, with the 32 districts shown in Table 1 below:

**TABLE 1:** District in Kuningan Regency

No	District	Population
1	Darma	52.230
2	Kadugede	26.326
3	Nusaherang	19.687
4	Ciniru	20.554
5	Hantara	15.096
6	Selajambe	15.174
7	Subang	17.355
8	Cilebak	12.446
9	Ciwaru	31.968
10	Karangkencana	20.675
11	Cibingbin	40.730
12	Cibeureum	21.087
13	Luragung	40.288
14	Cimahi	39.804
15	Cidahu	43.798
16	Kalimanggis	26.095
17	Ciawigebang	87.629
18	Cipicung	28.890
19	Lebakwangi	43.719
20	Maleber	44.101
21	Garawangi	42.199
22	SindangAgung	35.442
23	Kuningan	97.941
24	Cigugur	44.728
25	Kramatmulya	51.540
26	Jalaksana	44.057
27	Japara	19.404
28	CiLimus	47.346
29	Cigandamekar	29.201
30	Mandirancan	24.964
31	Pancalang	24.726

No	District	Population
32	Pasawahan	23.814
	Jumlah	1.133.164

Source: Kuningan Regency in Figures, 2015.

The type of research data consists of both primary data and secondary data. Primary data is the data obtained from the first source, either individual or individuals as the results of interviews or the results of filling out questionnaires. While secondary data in this research is primary data that has been processed further and presented, either by the collector of primary data or other parties. Sources of data in this research are stakeholders in local government, informants of Village Head, District Head, Population and Civil Registry Office, Youth and Sports Education Office, Health Office, Spatial and Ciptakarya Office, Binamarga Department and Industry and Trade Office in Kuningan Regency .

Data collection techniques are conducted through: 1) Documentation study through literature study and written materials; 2) Observation through direct and indirect observation of the research object; 3) Interviews / interviews with relevant officials, namely: Department of Industry, Department of Spatial Planning and Public Work and Housing (*Ciptakarya*), Department of Health, Department of Education, Youth and Sport, Education, Village Heads and District Heads in Kuningan Regency; 4) Questionnaire to residents as respondents; 5) Focus Group Discussion (FGD).

The population of this study is all residents of Kuningan Regency based on Kuningan In Figures Kuningan District, 2015 that amounted to 1,133,164 people. The method used is cluster sampling. According to Jogiyanto (2005) "the cluster sampling is done by dividing the population into several groups of parts", several clusters were chosen randomly, in which each cluster was a subdistrict. Determination of sample size by made by using Slovin formula as follows:

$$n = \frac{x^2 \cdot N \cdot P \cdot Q}{d^2(N-1) + x^2 \cdot P \cdot Q}$$

Where :

N = minimum sample size

N = population size is 1,133,164 inhabitants

$\chi^2$  = chi square value with degrees of freedom = 1, and a 5% error rate ( $\alpha = 5\%$ )

P = chance to accept that an event is said to be true, assuming a value of 0.5

Q = opportunity to accept that an event is said to be wrong, assuming a value of 0.5

$d$  = value of precession / percentage difference of answer from questionnaire for each question item, assuming value = 0,055 (5.5%).

Based on the above formula and assumptions, the minimum sample is obtained as follows:  
 rounded to 260

From the calculation that the minimum sample to be taken in this study is 260 people and based on the minimum sample size, Quota Sampling technique was to stratify the sample proportionally to the next selected sample destination by using the sample proportion method (Sugiono, 2000) based on the number of population per district.

$N_i$

$n_i = x \cdot n$

$N$

Information :

$n_i$  = Sample size for strata  $i$

$N_i$  = Population size for strata  $i$

$N$  = Total population size

$n$  = Overall sample size

Determination of respondents in each district using simple random sampling,  $s$  described in Table 2 below:

**TABEL 2:** Population by District and Gender, Year 2015

No.	District	Gender			n (Sampel)
		Male	Female	N (Total)	
		N	N		
1.	Darma	27.354	24.876	52.230	11
2.	Kadugede	13.875	12.651	26.326	7
3.	Nusaherang	9.546	10.141	19.687	5
4.	Ciniru	9.890	10.664	20.554	6
5.	Hantara	7.344	7.752	15.096	3
6.	Selajambe	7.884	7.290	15.174	3
7.	Subang	9.100	8.255	17.355	4
8.	Cilebak	6.468	5.978	12.446	3
9.	Ciwaru	16.428	15.540	31.968	8

No.	District	Gender			n (Sampel)
		Male	Female	N (Total)	
		N	N		
10.	Karangkencana	10.800	9.825	20.675	5
11.	Cibingbin	20.936	19.794	40.730	9
12.	Cibeureum	10.508	10.579	21.087	5
13.	Luragung	20.457	19.831	40.288	9
14.	Cimahi	22.134	17.670	39.804	9
15.	Cidahu	22.460	21.338	43.798	10
16.	Kalimanggis	11.390	14.705	26.095	6
17.	Ciawigebang	44.474	43.155	87.629	19
18.	Cipicung	14.940	13.950	28.890	6
19.	Lebakwangi	22.390	21.329	43.719	10
20.	Maleber	18.960	25.141	44.101	10
21.	Garawangi	22.506	19.693	42.199	10
22.	SindangAgung	19.548	15.894	35.442	8
23.	Kuningan	48.654	49.287	97.941	22
24.	Cigugur	22.151	22.377	44.728	10
25.	Kramatmulya	26.628	24.912	51.540	11
26.	Jalaksana	21.812	22.245	44.057	10
27.	Japara	10.758	8.646	19.404	5
28.	Cilimus	22.125	25.221	47.346	11
29.	Cigandamekar	14.017	15.184	29.201	7
30.	Mandirancan	12.877	12.097	24.964	6
31.	Pancalang	13.389	11.337	24.726	6
32.	Pasawahan	11.907	11.907	23.814	6
Kuningan Regency		573.710	559.454	1.133.164	260

Source: Regional Economic Social Survey (Suseda) 2015.

The instrument used to measure public satisfaction with local government services in Kuningan Regency was adopted from the Ministry of Home Affairs Republic Indonesia - Asian Development Bank (ADB). The questionnaire was first tested for validity and reliability. A validity test was conducted to determine whether the research instruments that have been prepared can measure what is to be measured. Validity testing was completed by using Corrected Item-Total Correlation, that is a measure of the validity by correlation or



score of statement item with total score of construct or variable. The significance test was effected by comparing the  $r_{th}$  value with the  $r_{table}$  for the degree of freedom ( $df = n-2$ ), in this case  $n$  is the number of samples. If the  $r$  count is greater than the  $r_{table}$  and the value is positive then the item or question or indicator is declared valid. The reliability test is performed to determine the consistency of the measuring instrument if the measurement is repeated. To measure the reliability statistical test Cronbach alpha ( $\alpha$ ) was used. A construct or variable is said to be reliable if it gives a Cronbach alpha value  $> 0.60$  as cited by Ghozali (2006); Tabrizi, (2017).

## **Result and Discussion**

The results of research on community satisfaction of service by government apparatus in Kuningan Regency consisted of findings with regard to good service in basic administration, infrastructure, basic utility, basic social service, basic economic support and assessment of government programs.

### *1. Attempt of the apparatus in completing the identity card (KTP)*

Based on the survey findings, 1, 92% were satisfied with the efforts of the officials in completing the process of ID card making and only 8% of the people were dissatisfied with the ID card settlement service. As for unsatisfied respondents the reason is that 75% of the settlement service of KTP is not timely as much as 75% and the people are not satisfied because of the slow service provided by apparatus 25%.

### *2. Attempt of the apparatus in the registration of birth and death*

Based on survey findings, as many as 96% of the people are satisfied with the service provided by the authorities in completing the process of birth and death registration and of the 4% of the people who are not satisfied with the services provided by the apparatus for reasons of dissatisfaction of which 50% are due to the slow service and high cost of the service.

### *3. Attempt of apparatus in the management of building permits (IMB)*

Based on survey findings, as many as 68% are satisfied with the efforts of officials in completing the process of IMB management and only 4% of people are not satisfied with the



service of IMB management. Of the respondents who are not satisfied 50% state that this is because the service office is not open on time and the officers are not responsive. In addition, as many as 28% of people do not think positively of the efforts of officials in the management of IMB because they never experienced management of IMB.

#### *4. Attempt of the apparatus on the services of land rights*

Based on survey findings, as many as 62% are satisfied with the efforts of officials in providing land rights services. Meanwhile, as many as 34% of the people are not satisfied with the management of land rights by the apparatus. As for the respondents who are not satisfied the reasons are respectively because: 10.3% of the people do not understand the rules set by the government; as many as 3.4% provide the reason that the location of the management is difficult to reach and as many as 86.3% of people are not satisfied with the management of land rights due to lack of education of rules about land. In addition there are 4% of the people who do not think positively of the efforts of officials in the land rights management because they have experienced management.

#### *5. Attempt of the apparatus in the management of business license*

Based on survey findings, as much as 86% are satisfied with the efforts of apparatus in the business license and only 10% of the people are not satisfied with the business licensing service. As for unsatisfied respondents, 20% stated that they were not satisfied because the service office was uncomfortable and 60% stated that the service given was slow, 20% stated that they were not satisfied with the business license as the cost is too expensive. In addition there are 4% of the people who do not think of the efforts of the apparatus in the management of business licenses because they have never completed the business license.

#### *6. Attempt of apparatus on the quality of the road environment*

Based on survey findings, 96% of people believe that the quality of environmental road service is good while 4% of people judge the quality of the road otherwise. These 4% of respondents state the reason is because the officers do not do maintenance on the road environment well.

#### *7. Attempt the apparatus relate to the provision of sidewalks for pedestrians*



Based on survey findings, 96% were satisfied with the efforts of the apparatus in providing pedestrian walkways and only 4% of people were dissatisfied with the provision of sidewalks for pedestrians conducted by the apparatus. As for unsatisfied respondents, 33.3% stated that they were not satisfied because of the unavailability of sidewalks in the surrounding area and 66.7% of the community stated that they were not satisfied because the sidewalk provided by the government was poorly maintained by the local government.

*8. Attempt of the apparatus in providing drainage quality around the residence*

Based on survey finding, as many as 90% of people judge that the service quality of drainage in the vicinity of the residence is good while 10% of people assess the quality of drainage around the dwelling to be poor. The respondents who respond that it is poor state it is because there is no drainage around the place when the drainage is badly needed by the local community.

*9. Attempt of apparatus in giving quality of cleanliness around the residence*

Based on survey findings, 94% considered that the efforts of the officials in the field of cleanliness in the vicinity of the dwelling is very clean and only 6% of people assess less cleanliness of the quality of cleanliness around the dwelling. The people who are not satisfied state that this is because of the number of inadequate janitors.

*10. Attempt of apparatus in the provision of public lighting facilities*

Based on survey findings, 92% of the public considered that the efforts made by the apparatus in the provision of public road lighting facilities have been good while 8% of people judged the provision of public road lighting facilities as less good. Of the respondents who rate less good 50% is because the number of lights are not enough and the other 50% is with regard to the number of illuminated lamps.

*11. Attempt of apparatus in regional water company (PDAM) supply to the community*

Based on survey findings, as much as 65% rate that PDAM water supply is good while 33% of people feel that PDAM water supply by the apparatus is less good. As for the people who rated unfavorably, 9.7% stated that they rated less well because they used their own water source and 25.8% of the people stated that water supply from PDAM was inadequate, 6.5%



of the community gave the reason that the cost of subscription was too expensive, 3.2% other societies judged that the water quality was not good and 54.8% of the community stated their reason for poorly rated PDAM was that PDAM water supply was irregular. In addition there are 2% of the people who do not think of the efforts of officials in PDAM water supply because they currently do not use PDAM water at all.

*12. Attempt of the apparatus in the waste disposal service*

Based on survey findings, as many as 90% of the public judged that the efforts made by officials in the handling of waste disposal services have been satisfied while 6% of people judged that they were not satisfied with the actions taken by the apparatus in handling the waste disposal service. Of the respondents not satisfied, 66,7% was because of the unavailability of the waste disposal facilities and 33.3% respectively gave the reason as dissatisfaction because there was no special standard from the government as the standard for its processing and waste disposal facilities.

*13. Attempt of the apparatus in the maintenance and regulation of irrigation systems*

Based on survey findings, 94% responded that the maintenance and management of the irrigation system by the apparatus was satisfactory while 6% judged dissatisfied with the maintenance and arrangement of the irrigation system performed by the apparatus. As for the people who were not satisfied it was because the water supply from irrigation supplied by the apparatus is uneven.

*14. Attempt of the apparatus in meeting the availability of public toilets*

Based on survey findings, all communities (100%) stated that the public toilets provided by the apparatus have satisfied the community.

*15. Attempt of the apparatus in traffic arrangement*

Based on survey findings, 96% of the public considered that the efforts made by the apparatus in traffic management had been good while 4% of the people considered the actions of officers in the traffic management negatively. Of the respondents who rated negatively, 50% of the people cited poor spatial and inadequate parking area causing traffic congestion.



*16. Attempt of the apparatus in the availability of public transport facilities*

Based on survey findings, 92% of the public considered that the efforts made by the apparatus in handling the availability of public transport service facilities has been satisfactory while 8% of the people were not satisfied with the actions taken by the apparatus in handling the availability of service facilities.

*17. Attempt of apparatus in garbage collection and disposal*

Based on survey findings, 86% of the public considered that the collection and disposal of garbage by the apparatus has been satisfactory. 4% of people were not satisfied with the collection and disposal of garbage by the apparatus. As for people who are not satisfied 40.0% cited the lack of officers and as many as 60.0% of people argue their dissatisfaction is because there is no means of transporting waste. In addition there are as many as 10% who are neutral because they do not collect garbage through the apparatus.

*18. Attempt of the apparatus in fire prevention and suppression*

The survey results show that as many as 98% of people are satisfied with the efforts of officials in fire prevention and suppression efforts. As many as 2% of other people are not satisfied with the efforts made by the authorities in the prevention and the reason for the dissatisfaction is that the blackout officers are difficult to contact.

*19. Attempt of the apparatus in services in the field of education*

Based on the survey results 90% responded that the services of apparatus in the field of education has been satisfactory. While as many as 10% were not satisfied with the services of apparatus in the field of education. 20% of the dissatisfied respondents stated the reason for the cost of education, and 60% reasoned inadequate facilities and as many as 20% argued their dissatisfaction because of inadequate teachers.

*20. Attempt of the apparatus in public health services*

The results of the survey are that 68% of people feel the efforts of officials in the health service sector is good. 32% of the public considered that the efforts of officials in health service services are still not good with 14.3% of the people stating that services provided by



the apparatus are still poor because of poor facilities, and as many as 19.0% argue that medical equipment is less available and 66.7% gives the reason that the service provided by the apparatus is less friendly and the cost is too high.

*21. Attempt of the apparatus in the availability of sports facilities, parks and open public areas*

Based on survey results 86% of people feel satisfied with sports facilities, parks and public areas provided by the apparatus. 10% of people are not satisfied with the sports facilities, parks and public areas provided by the apparatus. 16.7% of the dissatisfied people reason that this is because the location is too far as and 33.3% of the community stated poor facility conditions caused their dissatisfaction while 33.3% of people argued that they did not have the means to utilize the facility, and 16.7% of the community reasoned their dissatisfaction was because of unsanitary sports facilities, parks and public areas. 4% of people chose to be neutral because they have never used the facilities.

*22. Attempt of apparatus in the use of traditional markets*

The survey results show that 94% of people are satisfied with the quality of the traditional market by the apparatus. 6% of people were not satisfied with the efforts that have been made by the authorities in maximizing the use of traditional markets. 50% of the dissatisfied people argued that the quality of traditional markets provided by officials because the traditional market is less convenient and difficult to reach.

*23. Effort by apparatus in channeling aid to the poor*

Based on the results of the survey 88% of the people feel satisfied with the distribution of aid for the poor offered by the authorities. 12% of people judged they were not satisfied with the distribution of aid programs for the poor by the apparatus. As for the people who rate not satisfied as many as 16.7% are on the grounds that many people are not recorded, and as many as 83.3% of people judge that the apparatus is not on target.

*24. The efforts of apparatus in alleviating poverty*

Based on survey results, 82% of people are satisfied with the poverty alleviation program implemented by the authorities. 18% of people were not satisfied with the efforts that have

been made by the apparatus in education regarding the poverty alleviation program. The reason for the dissatisfaction with the poverty eradication program made by the apparatus is that 80% of the community believes that the program is not well targeted and 20% reason that the officers work halfheartedly so the program does not work properly.

*25 Attempt of the apparatus in the maintenance of the settlement environment for the poor*

Based on the results of the survey 86% of the people are satisfied with the efforts made by the apparatus in the maintenance of residential environments for the poor. As many as 14% of the people were not satisfied with the efforts made by the apparatus in the maintenance of the settlement environment for the poor. As for the dissatisfied public, 16.7% stated that the maintenance is uneven and 83.3% of the community considered that the program of preserving the neighborhood for the poor was misdirected.

*26. Attempt of the apparatus in the provision of employment for the unemployed*

Based on survey results 92% of the people are satisfied with the provision of jobs for the unemployed provided by the authorities. 4% were not satisfied with the provision of jobs for the unemployed provided by the apparatus because there is no such program held by the authorities. As many as 4% chose to be neutral because they have never used the facility.

*27. Attempt of the apparatus in the effort to overcome corruption*

Based on the results of the survey as many as 84% of the people are satisfied with the effort to overcome corruption by the authorities. 6% were not satisfied with the effort to overcome corruption by the apparatus. The people who record dissatisfaction feel that corruption is hidden. As many as 10% chose to be neutral because they do not know of corruption in Kuningan Regency.

*28. Attempt of the apparatus in the effort of community development in the field of income increase*

Based on the survey, 90% of the people are satisfied with the community development program in the field of income enhancement by the apparatus. While as many as 6% of other people are not satisfied with the program of community development in the field of income increase that diadterhadap by the apparatus, 33.3% are dissatisfied on the grounds there is no such program and 66.7% assess their dissatisfaction is because the apparatus is less



responsive to community guidance. As many as 4% chose to be neutral because they have never used the program.

*29. Attempt of apparatus in providing accessibility to the community*

Based on the survey result, 86% of the community is satisfied with the effort of providing the accessibility for the community by the officers, while are not satisfied with the effort to provide the accessibility for the community by the apparatus. 75% of the people who were dissatisfied reasoned that there was lack of access for remote villages and another 25% provided maintenance of access as the reason for perceived minimum accessibility. 6% chose to be neutral because they did not know about the program.

*30. Attempt of the apparatus in encouraging public participation in decision making*

Based on the results of the survey 86% of people are satisfied with the government's efforts in encouraging people's participation in making decisions. While as many as 10% of were not satisfied with the government's efforts in encouraging public participation in making decisions, with 80.0% of the dissatisfied respondents reasoning that they are less involved in the effort and as many as 20.0% noted the lack of channels for community aspirations. 4% of people chose to be neutral because they have never felt the efforts made by the government

*31. The Regent's responsibility to the needs of the community*

Based on survey results as many as 90% of people are satisfied with the *responsibilitasbupati* to the needs of the community. 6% of people were not satisfied with the *responsibilitasbupati* to the needs of the community. 66.7% of unsatisfied people cited the lack of real response and as many as 33.3% state that the regent's responsiveness to the needs of the community does not achieve targets. 4% of other people chose to be neutral because they do not know about the *responsibilitas* and what has been done by the *bupati* to meet the needs of the community.

*32. Attempt of the Apparatus in providing education on Human Rights (HAM)*

Based on the survey result, 80% of the people are satisfied with the efforts of the apparatus in providing education on human rights. 15% were not satisfied with the government's efforts in providing education on Human Rights (HAM). As for the people who rate unsatisfied as



many as 62.5% state the reason is that they are less aware of the existence of the program and as many as 37.5% judge that education on human rights does not achieve targets. 4% chose to be neutral because they have never felt the efforts made by the government.

*33. Attempt of the Apparatus in giving fair treatment from the local government regarding the opportunity to get the job*

Based on the survey, 76% of the people are satisfied with the treatment of the officials regarding job opportunities. 20% were not satisfied with the treatment of the officers with regard to the opportunity to get a job. 20% of dissatisfied respondents stated that the reason is they did not feel involved in the program. 20% also felt they had received unfair treatment from the apparatus and as many as 60% of the community responded that the effort was unsatisfactory due to lack of employment. 4% chose not to be neutral because they did not know about and were never involved in the efforts of the apparatus.

*34. Attempt of the Apparatus towards the compliance of the public to the rules of use of public areas*

Based on the results of the survey 84% of people are satisfied with the efforts of the authorities towards the compliance of the public to the rules of the use of public areas. 8% were not satisfied with the government's efforts. For the dissatisfied people, 50% reason that the program does not touch the public and lacks sanctions. 8% chose to be neutral because they have never felt the efforts made by the government.

*35. The apparatus's efforts towards compliance with the rules concerning air and water pollution*

Based on the results of the survey 88% of the people are satisfied with the efforts of the authorities towards the compliance of the public regarding the rules of use concerning air and water pollution. 2% are not satisfied with the government's efforts. For 100% of dissatisfied respondents the reason is that the program does not touch the public. 10% chose to be neutral because they have never felt the efforts made by the government.

*36. Attempt of the Apparatus in enforcing the rules on forestry and land conservation*

Based on the survey result, 94% of the people are satisfied with the efforts of the authorities to enforce the rules on forestry and land conservation. 4% were not satisfied with the



government's efforts. Of these 50% state that the program seemed halfhearted and remote communities were neglected. 2% chose to be neutral because they have never experienced these efforts as made by the government.

*37. Attempt of the Apparatus in giving fair treatment from the local government regarding the opportunity to get the job*

Based on the survey, 76% of the people are satisfied with the treatment of the officials regarding job opportunities. 20% were not satisfied with the treatment of the officers regarding job. 20% of these reasoned they had not felt involved in the program. 20% had felt unfair treatment from the apparatus and 60% of the community responded that the effort was unsatisfactory due to lack of employment. 4% chose to be neutral because they did not know about and were never involved in the efforts of the apparatus.

*38. Attempt of the Apparatus towards the compliance of the public to the rules of use of public areas*

Based on the results of the survey 84% of people are satisfied with the efforts of the authorities towards the compliance of the public to the rules of the use of public areas. 8% are not satisfied with the government's efforts. 50% of the dissatisfied respondents reason that the program does not touch the public and lacks sanctions. 8% chose to be neutral because they have never felt the efforts made by the government.

*39. The apparatus's efforts towards compliance with the rules concerning air and water pollution*

Based on the results of the survey 88% are satisfied with the efforts of the authorities towards the compliance of the public regarding the rules of use concerning air and water pollution. 2% are not satisfied with the government's efforts. For 100% of dissatisfied respondents, the reason is that the program does not touch the public. 10% chose to be neutral because they have never felt the efforts made by the government.

*40. Attempt of the Apparatus in enforcing the rules on forestry and land conservation*

Based on the survey results, 94% of the people are satisfied with the efforts of the authorities to enforce the rules on forestry and land conservation. While as many as 4% other people

judge not satisfied with the government's efforts. As for the people who rate not satisfied as much as 50.0% of the reason that the program seemed halfhearted and remote communities neglected. While as many as 2% of other people choose not to argue because they have never felt efforts made by the government.

*41. Attempt of apparatus in implementing general election (PEMILU) education*

Based on the survey results show 94% of people are satisfied with the efforts of apparatus in the implementation of general election (*PEMILU*) education. 4% of people are not satisfied with the government's efforts. 100% of the dissatisfaction is because the program is not known to the public. 2% of people chose to be neutral because they have never felt the efforts made by the government.

*42. Attempt of apparatus in giving equal treatment between men and women in receiving service from the apparatus*

Based on the survey results 82% of people are satisfied with the efforts of apparatus in giving equal treatment between men and women in receiving services from the apparatus. 8% chose to be neutral because they do not think they know.

*43. Attempt of apparatus in providing housing and health services for the poor*

Based on survey results 58% of people are satisfied with the efforts of apparatus in handling the availability of housing and health services. 2% are not satisfied with the government's efforts. The people who are unsatisfied argue that the services provided are often unfair. 40% chose to be neutral because they have never felt the efforts made by the government.

In general, the efforts made by Government of Kuningan District apparatus in all services perceived by the community are as follows: 86.40% satisfied, 9.30% dissatisfied and 4.30% neutral.

In general, the results of public satisfaction survey on the performance of public services provided by the Regional Government of Kuningan Regency in 2016, based on the calculation of the percentage can be seen in the following table:

No	Parameter	Satisfied (%)	Not satisfied (%)	No Opinions (%)
1	Attempt of the apparatus in completing the identity	92	8	0



	card (KTP)			
2	Attempt of the apparatus in the registration of birth and death	96	4	0
3	Attempt of the apparatus in the management of building permits (IMB)	68	4	28
4	Attempt of the apparatus on the services of land rights	62	34	4
5	<i>Attempt of the apparatus in the management of business license</i>	86	10	4
6	Attempt of the apparatus on the quality of the road environment	96	4	0
7	Attempt the apparatus relate to the provision of sidewalks for pedestrians	96	4	0
8	Attempt the apparatus in providing drainage quality around the residence	90	10	0
9	Attempt of apparatus in giving quality of cleanliness around the residence	94	6	0
10	Attempt of apparatus in the provision of public lighting facilities	92	8	0
11	Attempt of the apparatus in regional water company (PDAM) supply to the community	33	65	2
12	Attempt of the apparatus in the waste disposal service	90	6	4
13	Attempt of the apparatus in the maintenance and regulation of irrigation systems	96	6	0
14	Attempt of the apparatus in meeting the availability of public toilets	100	0	0
15	Attempt of the apparatus in traffic management	96	4	0
16	Attempt of the apparatus in the availability of public transport facilities	92	8	0
17	Attempt of the apparatus in garbage collection and	4	86	10



	disposal			
18	Attempt of the apparatus in fire prevention and suppression	98	2	0
19	Attempt of the apparatus in services in the field of education	90	10	0
20	Attempt of the apparatus in public health services	32	68	0
21	Attempt of the apparatus in the availability of sports facilities, parks and open public areas	86	10	4
22	Attempt of apparatus in the use of traditional markets	94	6	0
23	Effort by apparatus in channeling aid to the poor	88	12	0
24	The efforts of apparatus in alleviating poverty	82	18	0
25	Attempt of the apparatus in the maintenance of the settlement environment for the poor	86	14	0
26	Attempt of the apparatus in the provision of employment for the unemployed	92	4	4
27	Attempt of the apparatus in the effort to overcome corruption	84	6	10
28	Attempt of the apparatus in the effort of community development in the field of income increase	90	6	4
29	Attempt of apparatus in providing accessibility to the community	86	8	6
30	Attempt of the apparatus in encouraging public participation in decision making	86	10	4
31	The Regent's responsibility to the needs of the community	90	6	4
32	Attempt of the Apparatus in providing education on Human Rights (HAM)	80	16	4
33	Attempt of the Apparatus in giving fair treatment from the local government regarding the opportunity to get the job	76	20	4



34	Attempt of the Apparatus towards the compliance of the public to the rules of use of public areas	84	8	8
35	The apparatus's efforts towards compliance with the rules concerning air and water pollution	88	2	10
36	Attempt of the Apparatus in enforcing the rules on forestry and land conservation	94	4	2
37	Attempt of apparatus in implementing general election (PEMILU) education	94	4	2
38	Attempt of apparatus in giving equal treatment between men and women in receiving service from the apparatus	82	8	0
39	Attempt of apparatus in providing housing and health services for the poor	58	2	40

Source: Research result 2016.

### Conclusion and Suggestions

The level of community satisfaction in Kuningan Regency is a genuine concern especially related to the handling of land rights services, assistance for the poor and poverty alleviation implemented in cooperation between the Central Government and Kuningan Regency. Further, regional water enterprise (PDAM) service and waste management satisfaction have decreased, that is, the public still feel dissatisfaction. There is a gap between central government facilitation and local government, so the public sees there is still dissatisfaction with the services provided. Budget handling by the central government is more oriented towards a budget-based budgeting policy, while its regional budget policy is based on service performance. Planning in the regions tends to be output-based, so it needs to be directed to outcome-based planning.

To give satisfaction to the improvement of building permit (IMB) service, a more integrated pattern of supervision and a more substantive model of guidance apparatus is needed so that there is an expectation that encourages the apparatus to be more participative. To further increase the satisfaction of the service of land rights in Kuningan Regency, education with regard to various packages of defence policy are necessary that can touch all levels of society, especially lower level society. Only then can the public be expected to know and understand the various procedures of rights and obligations they must accept. To improve the



satisfaction of PDAM service in Kuningan Regency, it is better to develop a grand design policy that supports PDAM capacity development so that PDAM services can be felt by the society at large, not only in urban communities. To optimize the satisfaction of waste disposal services in Kuningan District, it is advisable to develop waste treatment technology in accordance with global safety standards.

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