

Analysis of Community Satisfaction Index in Acceptance of Administrative Services

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Abstract ; Service is the essential main task of the apparatus, as state servants and public servants, there are still many shortcomings so that when viewed in terms of quality it is still far from what the community expects, this is indicated by various public complaints through the mass media. If this condition is not responded to by the government, it will create an unfavorable image of the government itself. The main function of the government is to serve the community, so the government needs to continue to improve the quality of public services.

The purpose of the study was to determine community satisfaction in receiving administrative services at the Banuhampu sub-district office, Agam district and to determine the factors that influence community satisfaction in receiving administrative services at the Banuhampu sub-district office, Agam district.

The research sample is 150 respondents who are people who need administrative services at the Banuhampu District Office, Agam Regency. Analysis of research data using the Community Satisfaction Index (IKM=Indek Kepuasan Masyarakat) method.

The results of this study are that all indicators which are the Community Satisfaction Index (IKM) in this study are categorized as very good, and the service unit index value is 3.4293 with the IKM value after being converted is 85.7325, so the quality of service at the Banuhampu Sub-district Office, Agam Regency category A (Very Good).

Keywords ; Community Satisfaction Index

I. INTRODUCTION

Service is the essential main task of the apparatus, as state servants and public servants. This task has been clearly outlined in the fourth paragraph of the preamble of the 1945 Constitution, which covers 4 (four) aspects of the apparatus' main service to the community, namely protecting the entire Indonesian nation and the entire homeland of Indonesia, promoting public welfare, educating the nation's life and implementing world order based on independence. , eternal peace and social justice (Tuju et al., 2017). The public bureaucracy must be able to provide public services that are more professional, effective, simple, transparent, open, timely, responsive and adaptive and at the same time can build human qualities in the sense of increasing the capacity of individuals and communities to actively determine their own future (Wardani, 2019). The direction of the development of human quality is to empower human capacity in the sense of creating conditions that allow every member of society to develop their abilities and creativity to regulate and determine their own future, and this is also influenced by how the leadership or leadership of the people communicates with their community (Nasfi & Ariani, 2020).

In addition, in the increasingly critical condition of society above, the public bureaucracy is required to be able to change its position and role (revitalization) in providing public services. From those who like to govern and command, they change to those who like to serve, from those who like to use a power approach, they change to be helpful towards a flexible, collaborative and dialogical direction and from slogans to pragmatic realistic ways of working (Pundenswari, 2017). With the revitalization of the public bureaucracy (especially local government apparatus), better and more professional public services in carrying out the tasks and powers assigned to them can be realized, in accordance with the morality and ethics of the state apparatus itself (Miswardi et al., 2021). The implementation of public services is still faced with conditions that are not in accordance with the needs and changes in various fields of social, national and state life. This can be caused by

unpreparedness to respond to the transformation of values that have a broad dimension and the impact of various complex development problems, including the economic development of rural communities (Nasfi, 2020).

Based on several studies conducted by academics and bureaucrats on public services in Indonesia, it turns out that the condition is still often "considered" not good and satisfactory. This is shown from the conclusion made by Agus Dwiyanto, et al in the 2002 GDS (Governance and Decentralization) in 20 provinces in Indonesia regarding the performance of public services stating "... in general the practice of providing public services is still far from the principles of good governance." (Sanusi et al., 2019). Then the performance of public bureaucratic services in Indonesia, based on a report from The World Competitiveness Year book in 1999, is in the group of countries that have the lowest competitiveness index among the 100 most competitive countries in the world (Wahyudin, 2018). The Indonesian government in providing public services still has many shortcomings, so that when viewed in terms of quality, it is still far from what the community expects. This is indicated by the emergence of various public complaints through the mass media. If this condition is not responded to by the government, it will create an unfavorable image of the government itself. According to the Indonesian Ministry of State Apparatus (MenPAN, 2004), considering that the main function of the government is to serve the community, the government needs to continue to strive to improve the quality of public services (Debby & Kania, 2019).

Thus, theoretically there are at least three main functions that must be carried out by the government regardless of level, namely the public service function, the development function and the protection function. According to Dwiyanto (2021) states regarding the performance of the public service bureaucracy: "The low performance of the public bureaucracy is strongly influenced by the culture of paternalism which is still very strong, which tends to encourage bureaucratic officials to be more power-oriented than service, placing themselves as rulers and treating service users as service object that needs his help (Dwiyanto, 2021). Based on the Law of the Republic of Indonesia No. 23 of 2006 and amendments to Law No. 24 of 2013, concerning Population Administration, population administration is a series of structuring and controlling activities in controlling population documents and data through population registration, civil registration, management of population administration information and the utilization of the results for public services. and development of other sectors (Presiden Republik Indonesia, 2013).

II. LITERATURE REVIEW

A. Community Satisfaction Index

The purpose of the Community Satisfaction Index (IKM=Indek Kepuasan Masyarakat) as a reference and standard for the Service Units of Government Agencies at the Central and Regional levels, in preparing the community satisfaction index for services within the agency/administrative service unit. The purpose of the Community Satisfaction Index (IKM) is to determine the level of community satisfaction on a regular basis and determine the trend of administrative service performance as a Service Unit for Government Agencies from time to time, or to determine the level of performance of service units on a regular basis as material for determining policies in order to improve service quality. next public. For the community, the Community Satisfaction Index can be used as an illustration of the service performance of the unit concerned.

Indicators that will be used as measurement instruments based on the Community Satisfaction Index (IKM) are as follows:

1. Service procedures, namely the ease of service stages provided to the community in terms of the simplicity of the service flow. In connection with the above, in the prime service joints as quoted from (Ramadonna et al., 2019), it is stated that to assess quality public services, criteria can be used, including:
 - a) Simplicity
 - b) There is clarity and certainty regarding service procedures or procedures
 - c) There is openness in service procedures
2. Service requirements, namely technical and administrative requirements needed to obtain services according to the type of service. In connection with the above, in terms of excellent service, as quoted from (Susandra, Soni, Sabri, Nasfi, 2021), it is stated that to assess quality public services, criteria can be used, including:
 - a) There is clarity of service requirements, both technical and administrative
 - b) Disclosure regarding service requirements
 - c) Efficiency of requirements in the sense that it is limited to matters directly related to service and prevented from repeating the fulfillment of requirements.
3. Clarity of service officers, namely the existence and certainty of officers who provide services (name, position, and authority and responsibility). In connection with the above, according to Ramadonna (2019), attributes or dimensions that must be considered in improving service quality include:
 - a) Ease of getting services related to the clarity and convenience of serving officers
 - b) Responsibilities related to receiving services and handling complaints from external customers.

4. Discipline of service officers, namely the seriousness of officers in providing services, especially on the consistency of working time according to applicable regulations. In connection with the above, according to (Rahmad et al., 2019), several criteria for customer perceptions of service quality include:
 - a) Reliability is the ability to carry out the promised service on time
 - b) Credibility, namely being trustworthy, honest and prioritizing the interests of customers.
5. Sfs Responsibilities of service officers, namely clarity of authority and responsibility in the implementation and completion of services. In connection with the above, in the prime service joints as quoted by Rahmad (2019), it is stated that to assess the quality of public services, criteria can be used, including:
 - a) Clarity and certainty of work units or officials who are authorized and responsible for providing services
 - b) Disclosure regarding the work unit/officer in charge of the service provider.
6. The ability of service officers, namely the level of expertise and skills possessed by officers in providing / completing services to the community. In connection with the above, according to Ramadonna (2019), several elements are proposed to assess service quality, which include Professionalism and Skill; relating to the knowledge and skills (intellectual, physical, administrative and conceptual) required to solve customer problems in a professional manner (Ramadonna et al., 2019).
7. Speed of service, namely the target time of service can be completed within the time specified by the service provider unit. In connection with the above, according to Rahmad (2019), attributes or dimensions that must be considered in improving service quality include timeliness of service, where things need to be considered related to waiting time and processing time (Rahmad et al., 2019).
8. Justice in getting services, namely the implementation of services without distinguishing the class/status of the people served. In connection with the above, according to Rahmad (2021) stated that a comprehensive measure for public sector servqual, among others, Fairness (fairness) is a measure of the level where people believe that government services are provided equally for everyone (Rahmad, Sabri, Nasfi, 2021).
9. Courtesy and friendliness of officers, namely the attitude and behavior of officers in providing services to the community in a polite and friendly manner and mutual respect and respect. In connection with the above, according to Rahmad (2019), attributes or dimensions that must be considered in improving service quality include politeness and friendliness in providing especially direct interaction (Rahmad et al., 2019).
10. The reasonableness of service costs, namely the affordability of the community to the amount of fees set by the service unit. Kamaru (2021) suggests several elements to assess service quality, which include Reputation and Credibility, namely the customer believes that the operation of the service provider can be trusted and provides value or reward in accordance with the sacrifice or cost (Kamaru, 2021).
11. F Certainty of service costs, namely the suitability between the fees paid and the fees that have been set. In connection with the above, in excellent service as quoted (Tuju et al., 2017) it is stated that to assess quality public services, criteria can be used, including:
 - a) Clarity and certainty regarding the details of service fees/tariffs and payment procedures
 - b) Disclosure regarding details of service fees/tariffs.
12. Certainty of the service schedule, namely the implementation of service time, in accordance with predetermined provisions. Nasfi and Rahmad (2020) state that comprehensive measures for public sector servqual include Reliability, namely assessing the level at which government services are provided correctly and on time (Nasfi, Rahmad, 2020).
13. Environmental comfort, namely the condition of service facilities and infrastructure that are clean, neat and orderly so that they can provide a sense of comfort to service recipients. In connection with the above, according to Sabri and Nasfi (2020), the attributes or dimensions that must be considered in improving service quality include (Sabri & Nasfi, 2020):
 - a) Convenience in getting service
 - b) Other service support attributes
14. Service security, namely ensuring the level of environmental security of the service provider unit or the facilities used, so that the community feels calm to get service against the risks resulting from the implementation of the service. In connection with the above, according to Ramadonna (2019), several criteria for customer perceptions of service quality include Security, which is free from risk, danger and doubt (Ramadonna et al., 2019).

B. Service

Service is one of the spearheads of customer satisfaction efforts and is a must that must be optimized both by individuals and organizations, because the form of services provided reflects the quality of individuals or organizations that provide services. Service is any activity that is profitable in a group or entity, and offers satisfaction even though the results are not tied to a physical product (Sinambela, 2019). Public Service according to Kepmenpan No. 63 / Kep / M. Pan / 7 / 2003, states that: Public services are all activities carried out by the State as an effort to fulfill the needs of service recipients and the implementation of statutory provisions (Kemenpan, 2003).

Professional public services, meaning public services characterized by accountability and responsibility from service providers (government officials). With the following characteristics (Saputro, 2015) ; 1) Effective, 2) Simple, 3) Clarity and certainty (transparent), 4) Openness, 5) Efficient, 6) Punctuality, 7) Responsive, and 8) Adaptive.

C. Community Satisfaction

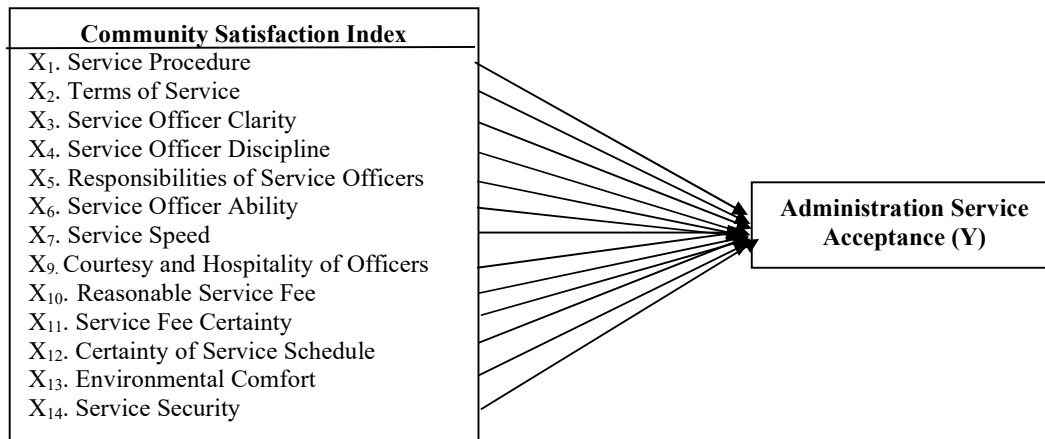
Community satisfaction is a very important factor and determines the success of a business entity because the community is the consumer of the products it produces. The definition of community satisfaction according to Mowen (1995): "Customers satisfaction is defined as the overall attitudes regarding goods or services after its acquisition and uses"(Mowen & Minor, 1995). Thus, community satisfaction in the sense of public services by government offices can be defined, is the satisfaction received by the community towards the services of government employees so that their needs are met so as to create loyalty to the government.

According to Duka (1994), community satisfaction can be measured through the satisfaction-forming attributes consisting of (Dutka, 1994):

- 1) Value to price relationship. The relationship between the price set by the business entity to be paid and the value/benefit obtained by the community.
- 2) Product value is an assessment of the quality of products or services produced by a business entity.
- 3) Product benefit is the benefit obtained by the community from consuming the product produced by the business entity.
- 4) Product features are certain characteristics or characteristics that support the basic function of a product so that it is different from the products offered by competitors.
- 5) Product design is a process to design the appearance and function of the product.
- 6) Product reliability and consistency is the accuracy and reliability of the product produced by a business entity.
- 7) Range of products and services is the kind of products or services offered by a business entity.

Conceptual Framework

**Figure 1
Thinking Framework**



III.METHOD

This study wants to analyze the performance of public services at the Banuhampu Sub-district Office, Agam Regency by measuring the satisfaction index of the people served. One of the benchmarks for assessing service performance is by listening to or collecting perceptions from community respondents who need administrative services at the Banuhampu Sub-district Office, Agam Regency.

One of the benchmarks for assessing service quality is by listening to or collecting perceptions from respondents regarding the quality of services they have received from the Lubuk Attitude District Office, Pasaman Regency. While the indicators used as measurements refer to the Decree of the Minister of PAN Number: KEP/25/M.PAN/2004, then there are 14 indicators and 33 sub-indicators that will be measured in this study.

The following is a matrix of indicators and sub-indicators along with the number of questions in the questionnaire in this study:

No	Indicator	Sub Indicator	Items
1	Service Procedure	1. The level of disclosure of information regarding service procedures.	1-3
		2. The level of clarity of flow in service procedures.	
		3. The level of simplicity of service procedures.	
2	Terms of Service	1. Level of openness regarding service requirements	4-6
		2. The level of ease in managing and fulfilling service requirements.	
		3. The level of clarity regarding service requirements.	
3	Service Officer Clarity	1. The level of certainty regarding the identity and responsibilities of service personnel.	7-8
		2. The level of ease with which service personnel are found and contacted.	
4	Service officer discipline	1. Credibility level of service officers.	9-10
		2. The level of timeliness of officers in completing a service.	
5	Responsibilities of service personnel	1. The level of clarity of the responsibilities of service officers.	11-13
		2. The level of certainty of the responsibilities of service officers.	
		3. The level of openness of service officer responsibilities.	
6	Service officer ability	1. Physical ability level.	14-16
		2. The level of the officer's intellectual ability.	
7	Service Speed	1. The level of timeliness of the service process.	17-18
		2. The level of openness of service completion time.	
8	Justice gets service	1. The level of equality of treatment in getting services.	19-20
		2. The level of evenness of reach or coverage in the implementation of business operations	
9	Courtesy and friendliness of the staff	1. The level of politeness and friendliness of service personnel.	21-22
		2. The level of respect and appreciation between officers and the community.	
10	Reasonable service fee	1. The level of affordability of service costs by the ability of the community.	23-24
		2. The level of reasonableness of service fees with results.	
11	Service fee certainty	1. The level of clarity of service charge details.	25-26
		2. The level of transparency regarding the details of service fees.	
12	Certainty of service schedule	1. The level of clarity of service schedule.	27-28
		2. The level of reliability of the Service Schedule.	
13	Environmental comfort	1. The level of cleanliness and tidiness of the service environment.	29-31
		2. Level of availability of service support facilities.	
		3. The level of completeness and up-to-date service facilities and infrastructure.	
14	Service security	1. The level of security of the service environment.	32-33
		2. The level of security in the use of service facilities and infrastructure.	

Source: PAN Decree No. 25 of 2004.

Sources of data in the study are:

a. Primary Data Source.

That is the source of data obtained from primary sources, obtained through respondents, namely the community who provide data in the form of words or statement sentences or provide answers in questionnaires at the Banuhampu District Office of Agam Regency which is used as a sample.

b. Secondary Data Source.

Namely data obtained from notes, books, papers, monographs and others, especially those related to research problems. Other data are also obtained from archives, as a source of data in the form of documents, statistical data and manuscripts that are already available in institutions or agencies related to this research.

The types of data used in this study are primary data and secondary data, in the form of quantitative and qualitative. Quantitative data in the form of numbers, scales, tables, formulas and so on that use mathematical calculations. The research instrument that will be used is a questionnaire. The research questionnaire was then distributed to 150 respondents in the form of a rating scale according to the measurement scale used. The number of respondents is in accordance with the number of respondents required in PAN Decree No. 25 of 2004.

Population and Sampling Techniques

The population in this study is people who need administrative services at the Banuhampu sub-district office, Agam regency. While the sample was taken by accidental sampling, namely the people who need administrative services who come to the Banuhampu Sub-district Office, Agam Regency. when found by the researcher. The sample used as respondents in this study were 150 respondents.

IV. ESULT AND DISCUSSION**Validity test**

Question	Corrected item-total correlation	Critical r value	Decision
1	0,481	0,165	Valid
2	0,678	0,165	Valid
3	0,499	0,165	Valid
4	0,481	0,165	Valid
5	0,448	0,165	Valid
6	0,433	0,165	Valid
7	0,704	0,165	Valid
8	0,299	0,165	Valid
9	0,678	0,165	Valid
10	0,678	0,165	Valid
11	0,481	0,165	Valid
12	0,433	0,165	Valid
13	0,173	0,165	Valid
14	0,195	0,165	Valid
15	0,678	0,165	Valid
16	0,481	0,165	Valid
17	0,499	0,165	Valid
18	0,448	0,165	Valid
19	0,304	0,165	Valid
20	0,678	0,165	Valid
21	0,704	0,165	Valid
22	0,405	0,165	Valid
23	0,678	0,165	Valid
24	0,240	0,165	Valid
25	0,331	0,165	Valid
26	0,448	0,165	Valid
27	0,433	0,165	Valid
28	0,704	0,165	Valid
29	0,460	0,165	Valid
30	0,409	0,165	Valid
31	0,331	0,165	Valid
32	0,678	0,165	Valid
33	0,499	0,165	Valid

Reliability Test

No	Variabel	Notasi	Alpha Cronbach	Description
1	Community Satisfaction Index	X	0,739	Reliabel

Description of Research Results and Discussion**1. Service procedure**

The service procedure indicator in this study consisted of 3 sub-indicators for questions, namely the level of information disclosure regarding service procedures for question number 1, the level of clarity of flow in service procedures for question number 2, and the level of simplicity of service procedures for question number 3.

Based on the research data and after tabulating the data, the fact that respondents stated that the service conditions at the Banuhampu Camat Office related to the elements of service procedures consisting of the three sub-indicators mentioned above were very good, where the sub-indicator Disclosure of information regarding service procedures had a value of 87.67, Clarity of flow in service procedures has a value of 87.67 and Simplicity of service procedures has a value of 81.50.

Furthermore, if the entire sub-indicator above is seen based on the weight of the scores that have been obtained, an average weight of 513.67 will be obtained, so that the score for service procedures at the Banuhampu Camat Office is 3.42 and the average value is 85.61, so that can be categorized in very good condition.

From the results of the analysis, it can be seen that the Service Procedure with three indicators is in very good condition, this is due to clear information from the Banuhampu Sub-District Office in the form of bulletin boards and other information that is easily accessible to the public using the service. carried out by the Banuhampu sub-district office, especially in terms of socializing the procedures and procedures for obtaining services, so that it is very clear to them what to include and prepare.

there is clarity of information and open service procedures in order to obtain services at the Banuhampu Camat Office. A clear and easy to understand procedure is the first step for the community to make the Banuhampu Camat Office the first alternative in obtaining services.

2. Terms of Service

The service requirements indicator in this study consisted of 3 sub-indicators for 3 questions, namely the level of openness regarding service requirements for question number 4, the level of convenience in managing and fulfilling service requirements for question number 5, and the level of clarity regarding service requirements for question number 6.

Based on the research data and after tabulating the data, it is obtained the fact that the respondents stated that the service conditions at the Banuhampu Camat Office related to the Service Requirements element consisting of the three sub-indicators mentioned above were very good, where the Transparency sub-indicator regarding service requirements had a value of 87.67, Ease of administering / fulfilling service requirements has a value of 89.67 and Clarity of service requirements has a value of 92.00.

Furthermore, if all of the sub-indicators above are seen based on the weight of the scores that have been obtained, an average weight of 538.67 will be obtained, so that the score for Service Requirements at the Banuhampu Camat Office is 3.59 and the average value is 89.78, so that can be categorized in very good condition.

The requirements for getting services are very important considering that the community around the Banuhampu sub-district office must fulfill them in order to get services as expected. If previously the requirements have been well socialized, the community will be able to easily prepare both from an administrative and technical perspective.

3. Service Officer Clarity

The indicators for the clarity of service officers in this study consisted of 2 sub-indicators for 2 questions, namely the level of certainty regarding the identity and responsibilities of service officers for question number 7 and the level of convenience for service officers to be found and contacted for question number 8. The level of community satisfaction from the sub-indicator of the level of identity and responsibility certainty has a value of 88.00% and the ease of contacting and meeting service officers has a value of 83.00%, if overall if the two sub-indicators are averaged, the weight will be obtained of 513.00 and a score range of 3.42 and an average value of 85.50. Based on the range of existing scores, it can be said that the satisfaction with the quality of clarity of the Banuhampu sub-district officer is in very good condition.

However, it is undeniable that sometimes some people cannot easily find competent service officers, so as a step to improve the Banuhampu Camat Office has increased the quality and quantity of human resources by adding more personnel so that all services to the community can be assisted by other employees.

4. Service officer discipline

The service officer discipline indicator in this study consisted of 2 sub-indicators, namely the level of credibility of the service officer for question number 9, the level of timeliness of officers in completing a service for question number 10.

Based on the data in the research regarding the level of discipline of service officers, it can be stated that the majority of respondents stated that service officers were disciplined both in terms of credibility and timeliness in completing services. Regarding the credibility level of service officers, it has a value of 87.67% and regarding the level of accuracy of officers in completing services it has a value of 87.67%, if overall if the two sub indicators are averaged, it will obtain a weight of 526.00 and a score range 3.51 and an average value of 87.67. Based on the existing score range, it can be said that the discipline of the Banuhampu Camat Office officers is in very good condition.

This is in accordance with what is stated in the standard operating procedure (SOP) of the Banuhampu Camat Office regarding the service time in each service provided to the community.

5. Responsibilities of service personnel

The service officer responsibility indicator in this study consisted of 3 sub-indicators, namely the level of clarity of the responsibility of the service officer for question number 11, the level of certainty of the responsibility of the service officer for question number 12, and the level of openness of responsibility of the service officer for question number 13.

Based on the data in the study, it shows that the sub-indicator of clarity of responsibility of service officers has a value of 87.67, certainty of responsibility of service officers has a value of 92.00 and Openness of responsibility of service officers has a value of 77.67.

This indicates that the responsibility of service officers for their respective functions and duties has been carried out very well, this can also be seen from the average weighted value of the indicators which reached 514.67 with a range of values of 3.43 and an average value of 85, 78 which is in the Very good condition range.

When viewed from the level of importance of the indicators of the responsibility of service officers, all respondents stated that it was important to very important both from clarity, certainty to openness of responsibilities, considering that service responsibilities will greatly affect the success of quality services.

6. Service officer ability

The service officer's ability indicator in this study consisted of 3 sub-indicators in 3 questions, namely the level of physical ability of officers for question number 14, level of intellectual ability for question number 15, and level of administrative ability for question number 16.

Based on the data in the study, it shows that the sub-indicator of the physical ability of officers has a value of 77.17, the intellectual ability of officers has a value of 87.67 and the administrative ability of officers has a value of 87.67.

This indicates the ability of service officers to carry out their respective functions and duties very well, this can also be seen from the average weighted value of the indicators which reached 505.00 with a range of values of 3.37 and an average value of 84.17 which is in the Very good condition range.

It can be seen that although most of the respondents stated that they were physically, intellectually and administratively capable of providing services, respondents' doubts began to arise regarding the officers' abilities, especially in terms of physical abilities. Intellectual and administrative abilities are no longer in doubt because the existing Human Resources are experts and competent in their fields and also long experience in terms of service delivery will provide added value for officers.

However, the respondent began to doubt his ability physically, this can be caused by the fact that the physical condition has decreased in line with the age of the officers because they have served for quite a long time, this has resulted in their physical abilities being also reduced so that it is not uncommon for people to have to wait quite a long time in the administrative process. finished by the officer.

Therefore, the Banuhampu sub-district office must improve the capacity of human resources so that in the future the public's doubts about the officers' abilities can be minimized.

7. Service Speed

The service speed indicator in this study consisted of 2 sub indicators in 2 questions, namely the level of timeliness of the service process for question number 17 and the level of openness of service completion time for question number 18.

Based on the data in the study, it shows that the sub-indicator on timeliness of service has a value of 81.50 and Openness of service completion time has a value of 89.67.

This indicates that the speed of service provided by the Banuhampu Camat Office employees is in accordance with what is expected by the community, this can also be seen from the average weighted value of the indicators which reached 513.50 with a range of values of 3.42 and an average value of 85.58 which is in the range of Very good condition.

The Banuhampu Sub-District Office has implemented the Standard Operating Procedure (SOP) well and has set a standard service time for each type of administrative service.

8. Justice gets service

The indicator of justice in getting services in this study consists of 2 sub-indicators in 2 questions, namely the level of equality of treatment in getting services for question number 19 and the level of even distribution of coverage in the implementation of services for question number 20.

Based on the data in the research regarding the level of justice in getting services, it was stated that the majority of respondents stated that service officers were fair in terms of Equality of treatment in getting services, which had a value of 81.00% and evenness of reach / coverage in the implementation of services had a value of 87.67%. , if overall if the two sub-indicators are averaged, it will get a weight of 506.00 and a score range of 3.37 and an average value of 84.33. Based on the range of scores, it can be said that Justice gets services from the Banuhampu sub-district office employees in very good condition.

Banuhampu sub-district office in providing services to the community regardless of status, whether from wealthy or poor citizens, the justice of this service by respondents is very important when viewed from the level of importance. This will certainly increase satisfaction for the service user community because some of them are middle to lower class people.

9. Courtesy and friendliness of the staff

The politeness and friendliness of the officers in this study consisted of 2 sub-indicators in 2, namely the level of politeness and friendliness of service officers for question number 21 and the level of respect and appreciation between officers and the community for number 22.

Based on data in research regarding the level of politeness and friendliness of officers in providing services, it was stated that the majority of respondents stated that service officers were polite in terms of politeness and friendliness by service officers had a value of 88.00% and respect and appreciation between officers and the community had a value of 77, 83%. , if overall if the two sub-indicators are averaged, it will obtain a weight of 497.50 and a score range of 3.32 and an average value of 82.92. Based on the existing score range, it can be said that the Courtesy and Hospitality of the Officers in providing services at the Banuhampu Sub-District Office is in very good condition.

The politeness and friendliness of the officers is a form of their appreciation for the community. This kind of thing is deeply felt by the community, if they are served well and politely and respect the community, the level of community satisfaction in the work area of the Banuhampu Camat Office will certainly increase.

10. Reasonable service fee

The service cost reasonableness indicator in this study consists of 2 sub-indicators in 2 questions, namely the level of affordability of service costs by the ability of the community for question number 23 and the level of fairness of the amount of service costs with service results for question number 24.

Based on the data in the research regarding the level of fairness of service fees in providing services, it was stated that the majority of respondents stated that the service costs were reasonable in terms of affordability of service costs by the ability of the community to have a value of 87.67% and the fairness of the amount of service costs with service results had a value of 76.33 % . , if overall if the two sub-indicators are averaged, then a weight of 492.00 will be obtained and a score range of 3.28 and an average value of 82.00. Based on the range of scores, it can be said that the Reasonableness of the Service Fees of the Banuhampu Camat is in a very good condition.

11. Service fee certainty

The service cost certainty indicator in this study consists of 2 sub-indicators in 2 questions, namely the level of clarity regarding the details of service costs for question number 25 and the level of openness regarding details of service costs for question number 26.

Based on the data in the research regarding the level of certainty of service costs in providing services, it is stated that the majority of respondents stated that the certainty of service costs was appropriate in terms of clarity regarding the details of service costs and had a value of 90.67% and transparency regarding the details of service costs had a value of 89.67%. , if overall if the two sub-indicators are averaged, then a weight of 541.00 will be obtained and a score range of 3.61 and an average value of 90.17. Based on the existing score range, it can be said that the Certainty of Service Costs at the Banuhampu Sub-District Office is in Very Good condition.

12. Certainty of service schedule

The service schedule certainty indicator in this study consists of 2 sub-indicators in 2 questions, namely the level of clarity of the service schedule for question number 27 and the level of reliability of the service schedule for question number 28.

Based on the data in the research regarding the level of certainty of service schedules in providing services, it was stated that the majority of respondents stated that the certainty of the service schedule was correct in terms of the clarity of the service schedule having a value of 92.00% and the reliability of the service

schedule having a value of 88.00%. , if overall if the two sub-indicators are averaged, then a weight of 540.00 will be obtained and a score range of 3.60 and an average value of 90.00. Based on the existing score range, it can be said that the certainty of the service schedule at the Banuhampu District Office is in very good condition.

13. Environmental comfort

The environmental comfort indicator in this study consisted of 3 sub-indicators in 3 questions, namely the level of cleanliness, neatness and orderliness of service facilities and infrastructure for question number 29, the level of availability of supporting facilities and infrastructure for question number 30, and the level of up-to-date and complete facilities and infrastructure. service for inquiries number 31.

Based on the data in the study regarding the level of environmental comfort of the Banuhampu Sub-District Office, it was stated that the majority of respondents stated that the Banuhampu Sub-District Office's environmental comfort was comfortable in terms of cleanliness, tidiness and regularity of service facilities and infrastructure which had a value of 88.50%. of 89.50% and the up-to-date and completeness of facilities and infrastructure has a value of 90.67%, if overall if the three sub-indicators are averaged, it will obtain a weight of 537.33 and a score range of 3.58 and an average value of 89 ,56. Based on the range of scores, it can be said that the environmental comfort in the Banuhampu Sub-District Office is in very good condition.

14. Service security

The service security indicator in this study consisted of 2 sub-indicators in 2 questions, namely the level of security in the service area for question number 32, the level of security in the use of service facilities and infrastructure for question number 33.

Based on the data in the research regarding the level of service security of the Banuhampu Sub-District Office, it was stated that the majority of respondents stated that the service security of the Banuhampu Sub-District Office was safe in terms of the security of the environment where the service was served has a value of 87.67% and the Update and Security of the service facilities and infrastructure used has a value of 81. .50% , if overall if the three sub-indicators are averaged, it will get a weight of 507.50 and a score range of 3.38 and an average value of 84.58. Based on the range of scores, it can be said that the service security at the Banuhampu Sub-District Office is in very good condition.

Research Results Analysis

Community Satisfaction Index with the abbreviation Indonesia IKM for Administrative Services at the Banuhampu Sub-district Office. After analyzing the performance indicators above, the following will analyze the community satisfaction index for administrative services at the Banuhampu sub-district office as a whole. This analysis can be done by calculating the index value of the service unit as a whole, while the index value can be obtained by multiplying each element's average value by the weight of the weighted average value. Based on the data provided by the respondents, the overall index value can be seen in the table below, namely:

No	Service Element	Average Weight	Average value	Description
1	Service Procedure	513,67	3,42	Very good
2	Terms of Service	538,67	3,59	Very good
3	Service Officer Clarity	513,00	3,42	Very good
4	Service Officer Discipline	526,00	3,51	Very good
5	Responsibilities of Service Officers	514,67	3,43	Very good
6	Service Officer Ability	505,00	3,37	Very good
7	Service Speed	513,50	3,42	Very good
8	Justice Gets Service	506,00	3,37	Very good
9	Courtesy and Hospitality of Officers	497,50	3,32	Very good
10	Reasonable Service Fee	492,00	3,28	Very good
11	Service Fee Certainty	541,00	3,61	Very good
12	Certainty of Service Schedule	540,00	3,60	Very good
13	Environmental Comfort	537,33	3,58	Very good

Based on the table of results of the assessment of all indicators studied in this study. Of the fourteen research indicators there are all indicators that can be said to be in the very good category, the fourteen indicators are: service procedures, service requirements, clarity of service officers, discipline of service officers, responsibility of service officers, ability of officers, speed of service, fairness get service, courtesy and friendliness of officers, fairness of service fees, certainty of service costs, certainty of service schedules, environmental comfort and service security.

So to find out the index value of the service unit is calculated in the following way:

$$(3,42 \times 0,071) + (3,59 \times 0,071) + (3,42 \times 0,071) + (3,51 \times 0,071) + (3,43 \times 0,071) + (3,37 \times 0,071) + (3,42 \times 0,071) + (3,37 \times 0,071) + (3,32 \times 0,071) + (3,28 \times 0,071) + (3,61 \times 0,071) + (3,60 \times 0,071) + (3,58 \times 0,071) + (3,38 \times 0,071) = \text{The index value is } 3,4293$$

Thus, the service unit index value can be concluded as follows:

- a. Value of Community Satisfaction Index or IKM after conversion = Index value x Weighing value = $3,4293 \times 25 = 85,7325$
- b. Quality of service A (Very Good).

Based on the calculations above, the overall index of community satisfaction with services at the Banuhampu Sub-district Office is in very good condition, but it should be underlined that the quality of service must be maintained and must be improved because there are still several sub-indices whose index shows performance in the Good category.

V. CONCLUSION

Based on the results of the research as described in the previous chapter, the following conclusions can be drawn:

1. The results of the assessment of all indicators studied in this study were categorized as very good, the fourteen indicators were: service procedures, service requirements, clarity of service officers, discipline of service officers, responsibility of service officers, ability of officers, speed of service, fairness of getting services, courtesy and friendliness of officers, reasonableness of service fees, certainty of service costs, certainty of service schedules, environmental comfort and service security.
2. The index value of the service unit is 3.4293 with the Community Satisfaction Index or IKM after being converted is 85.7325, so the quality of service at the Banuhampu sub-district office is in category A (very good).

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