Public Satisfaction with Public Services (Study at The Department of Population and Civil Registration, Semarang City)

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Abstract

Public service is the role of the function of the state apparatus as a public servant, so that the position of the Government Apparatus in public services is very strategic because it determines the extent to which the government can provide the best possible service to the community and the extent to which the state carries out its role properly. The level of community satisfaction with public services at the Semarang City Population and Civil Registration Service is already good. This indicates that the community is satisfied with the performance that has been carried out by the government. In addition, every element of the Community Satisfaction Index assessment is all in the good category, although there are three elements that are of little value among others, namely service time, tariff, and product specifications for service types. The three types of public services are noted by the government to improve their performance in the future

Keywords: Public Services; Community Satisfaction Index; Service Quality

Introduction

The implementation of good governance is reflected in the quality of public services. In this case, there are 3 (three) characteristics inherent in good governance, namely: providing space for the synergy of actors, government and non-government agencies, in this case civil and market mechanisms, and contain values that enable the government to effectively realize welfare in the form of efficiency, justice and responsiveness, and free from corruption, collusion and nepotism but oriented towards the public interest. The three characteristics of public services are important parts that aim to bring public servants closer to all levels of society as citizens who are entitled to public services.

Public service of government apparatus is the role of state apparatus function as public servant, so that the position of government apparatus in public service is very strategic because it determines the extent to which the government can provide the best service to the community and to what extent the state performs its role properly. According to Law Number 25 of 2009 concerning Public Services, article 19 mandates every public service provider to prepare and determine public service standards as a reference in the implementation of public services in their respective environments. This law requires administrators to involve the community and related parties in compiling and determining Public Service Standards, hereinafter referred to as Service Standards. The level of quality of public service performance has a broad impact in various lives, especially to achieve the level of community welfare. Therefore, efforts to improve

public services are carried out continuously and continuously, so that services provided to the public can be provided appropriately, quickly, cheaply, openly, simply and easily, and are not discriminatory.

In order to realize quality bureaucratic governance, policy makers must organize the public service system, so that the public can feel the impact. One of the efforts made by the government to realize quality services, a new policy to improve regional autonomy, namely Law no. 23 of 2014 leads to changes and improvements in decentralization. This regulation is in line with efficiency, externalities, and accountability (Cope, 1997). which previously used the failed centralized one-size fits all principle (Falleti, 2010).

To determine the quality of public service performance, it is necessary to evaluate service performance based on public opinion through the Community Satisfaction Survey. These activities are carried out on an ongoing basis, with the intention of knowing the development of the value of community satisfaction with public services. The Community Satisfaction Index is data and information about community satisfaction obtained from quantitative and qualitative measurements of public opinion in obtaining services from public service administrators by comparing their expectations and needs.

In order to realize these principles, the government needs regulatory tools to make good use of resources. However, regulations that can improve resource performance are, in fact, the still strong grip of size fits all in bureaucratic governance, because the hegemony of decentralization has not faded. In addition, the Indonesian bureaucracy is still in the non-creative zone, with a fat structure, collusion, corruption and nepotism. A number of these pathologies drag the bureaucratic system away from the realization of good governance. In fact, to prevent this pathology, it can be seen from Weber's theoretical model, where the state as the main instrument must be active in realizing a harmonious social life by emphasizing the public administration system (Danopoulos et al., 2002). The case of unsatisfactory bureaucratic services for the community, is still warm in fresh memories of the actions of Risma the Mayor of Surabaya, viral on social media that spontaneously needs improvements in the bureaucratic governance system. One example offered is electronic media which is considered fast and easy in service (Akib & Ihsan, 2017). Learning from Risma's experience, it is almost certain that the Indonesian government is still infected with bureaucratic pathology (Suhardiman et al., 2014).

However, the study (Bowornwathana & Poocharoen, 2010) states that to ward off bureaucratic pathology, it can be done through a community satisfaction survey which is an important factor in determining the success of the government, because the assessment of the user community becomes a tangible manifestation of the service system. Gap analysis in this research is that there is a gap between expectations and reality, on the one hand, according to the concept of quality and trustworthy service as outlined in the regulations governing public services, it states that quality services must have the characteristics of responsiveness, transparency, accountability, adequate infrastructure, justice, no there is fast and precise adjudication and handling of complaints. On the other hand, empirically many of these aspects have not been fully fulfilled, among others, the facilities and infrastructure are not sufficiently sufficient, for example the number of people who are serviced every day is quite large but the waiting room facilities are very limited, parking space is limited, other problems empirically also arise, among others, the complaint mechanism is not running as expected is slow in responding to complaints and public access to

information and follow-up on complaints is very difficult. Some of these problems reflect the existing gaps in public service delivery research.

This is related to service satisfaction which can increase the number of visitors to an institution. If the number of visitors is increasing, it indicates that the service is getting better. In addition, if there is an improvement in service management, it will have an impact on public trust. For this reason, a healthy bureaucratic measurement method can be seen from its service system, which can be seen through measuring the Community Satisfaction Index. In this case, the Community Satisfaction Index is data and information about the level of community satisfaction obtained quantitatively for their opinion in obtaining public service apparatus services by comparing expectations and needs (Rengifurwarin, 2020).

Based on literature review, there is a gap in understanding between reality and the ideal concept of the bureaucratic system. To prove it, this research tries to examine public services in the Semarang population office. So far, public services ranging from making family cards, identity cards, obtaining building permits and other government service facilities for the community and for the government have not run optimally. Based on observations made by officers, there are several problems found in the service section, namely the limited number of apparatus resources, lack of public awareness of administrative order, lack of understanding of service procedures, no reading corner, and no children's play area (Observation, August 2017).

Thus, the Community Satisfaction Index study must be carried out periodically. However, the measurement or analysis of the Community Satisfaction Index has not been carried out regularly. Community satisfaction that affects the quality of services provided is an interesting thing to study. In addition to proving the theoretical gap between bureaucratic pathology and administrative bureaucratic reform, it also compares expectations and needs (Rengifurwarin, 2020).

The Department of Population and Civil Registration is one of the Regional Apparatus Organizations in Semarang City Government which is very specific in organizing public services. This research is focused on the types of services for family cards, birth certificates and death certificates. To find out the performance of government apparatus services to the community, in accordance with the mandate of the Regulation of the Minister for Empowerment of State Apparatus and Bureaucratic Reform Number: 14 of 2017, it is necessary to conduct an assessment by the community of public services, through the preparation of a Community Satisfaction Survey.

Literature Review

Public service

Public service is one of the government's efforts through related agencies that function to meet community needs. One example of a public service that directly contributes to society is the Population Administration service that is covered by the Department of Population and Civil Registration (DISPENCAPIL). Population Administration Service in its application in society aims to create efficiency so that people are satisfied in receiving these services (Widhiastiti & Pascarani, N.N.D., Wiswayanti, 2017). Services in the field of population administration provided by DISPENCAPIL are Family Cards, Identity

Cards, and Deeds (Birth Certificate, Death Certificate, Marriage Certificate, Divorce Certificate, and Child Care / Authorization Certificate) (Dahmiri & Suzana, 2013). The scope of public services based on Article 5 Paragraph 1 of Law Number 25 Year 2009 concerning Public Services is administrative services, public goods and services, which have been regulated in statutory regulations (Permana et al., 2021).

Family Card Service

The family card is a family identity card containing data on the name, composition and relationships in the family, as well as the number of family members. This card contains complete data on the identity of the head of the family and their family members. Indonesian citizens are required to report the composition of their families to the implementing agency through the Village Head / Lurah and Camat (Syabandhi & Mulyani, 2016).

The Family Card is part of the Civil Registry service issued by the District government bureaucracy. In addition, the Family Card is a part of public services, namely the service for making family cards (Choerudin & Wahyuningsih, 2017). The indicators for making family cards consist of 3 (three), among others (Jefrianto, 2013): Simplicity, meaning that the procedures for public services are not complicated. The point is a way of delivery that is accurate and right on target, easy to understand, and easy to implement.

The measurement standard is good, if the services provided by employees to the community are easy to understand, so that people feel satisfied with the services provided, it is good enough, if the services provided by employees to the community are easy to understand, but there is still a sense of dissatisfaction with the services provided and it is not good, if the services provided by employees to the community are difficult to understand, so that many people are not satisfied with the services provided. Right (accuracy), meaning that public service procedures can be accepted correctly, legally, and precisely. if the services provided are right on target to the public so that they can be accepted by the public and there are no complaints about the work results of employees, it is good enough, if the services provided are right on target so that they can be accepted by the public and there are still complaints about the work of employees) and not good, if the services provided are not on target to the public so that it cannot be accepted by the public and there are many complaints about the work of employees. Openness, which means that there is information disclosure for the public in matters of procedures, procedures, costs and completion time, with satisfaction indicators: Good, if there is openness from employees about how much costs and time are needed for services needed by the community, it is quite good, if the lack of openness from employees about how much costs and time are needed for services needed by the community, and less good, if there is no openness from employees about how much costs and time are needed for services needed by the community.

Birth Certificate Services

A birth certificate is an administrative record that functions as a child's identity is very important for a newborn child. This birth certificate can be used for school purposes, inheritance rights, insurance, passport management, making ID cards, family allowances, driving licenses, licensing arrangements,

marriage arrangements and scholarships. According to the regulations of Law Number 23 Year 2006 Article 27 Paragraph 1 which states that every birth must be reported to the implementing agency at the place of birth no later than 60 days from birth. Sanctions for parents who are late submitting applications more than 60 days from the date of birth, the process of making a birth certificate is carried out by two agencies, namely the District Court and the Department of Population and Civil Registration (Dilapanga et al., 2019).

A birth certificate can also be interpreted as a document that a person has in his life that is used as authentic evidence of the status of a child issued by a municipal or regency civil registry institution. According to Law Number 23 of 2002 concerning child protection, registration of child births is mandatory for parents. In addition, according to Law Number 24 of 2013, processing a birth certificate is very important because birth registration is part of the civil registration system that will provide protection for human rights. Therefore, the birth registration of a child means that the State recognizes him as a legal subject and is obliged to protect his civil rights (Syabandhi & Mulyani, 2016). On the other hand, if a child does not have a birth certificate, the right of a child to get formal education, insurance inheritance rights and social security will just disappear. Supporting factors in birth certificate services are public awareness factors, human resources in the Population and Civil Registration Office in accordance with their respective duties and expertise, and birth certificate services in accordance with service operational standards (Selpianti, 2016).

Death Certificate Service

A death certificate is a legal proof of death in law enforcement. This death certificate contains a complete record of a person that provides legal certainty on the event of death for mankind. The important role of the death certificate is to determine the heirs of the family left behind. According to Article 90 Paragraph 2 of Law Number 23 Year 2006 states that every resident is subject to administrative sanctions in the form of fines, if the deadline for reporting important events is exceeded. Administrative sanctions for people who do not report to the Department of Population and Civil Registry (Disdukcapil), reporting requests no later than 30 (thirty) days after the death incident. Sanctions in the form of a maximum fine of one million rupiah. *Disdukcapil* in carrying out the making of death certificates based on Law Number 24 of 2013 concerning population administration. The implementation of a death certificate is influenced by: the content of the policy and the context of implementation. The basic idea is that after the policy is transformed, then the policy implementation is implemented. Public policy implementation is influenced by communication, resources, disposition or behavior, and bureaucratic structure (Kurniawan, 2016).

Service quality

Service quality is a community satisfaction with the service received, where the desired expectations are in accordance with reality. Service quality comes from a service activity carried out in accordance with legalized service standards. Factors affecting service quality include: 1). The ability and skills of officers who serve in a friendly, polite and fair manner, 2). Good standard of service. For example, services in

accordance with the specified completion time guarantee, 3). Service facilities and infrastructure are well maintained and available, 4). Dissemination of procedures and service requirements (Pitt et al., 1995).

One way to improve the quality of public services is based on the Decree of the Minister of State Apparatus Empowerment (Menpan) Number 63 of 2003 concerning General Guidelines for the Implementation of Public Services, which explains that services to the community contain the following elements: 1). The rights and obligations of the providers and recipients of public services must be clear and can be known with certainty by each party, 2). The arrangement of every form of public service must be adjusted to the conditions of the needs and capacities of the community, 3). The quality and results of public services must be endeavored to provide security, comfort, smoothness, and justifiable legal certainty, 4). The government has an obligation to provide opportunities for the community to participate in providing services in accordance with the prevailing laws and regulations (Joubert et al., 2013).

The parameter of the success of public services is to provide quality services. Quality service greatly affects the level of customer satisfaction served. Achieving customer satisfaction, seen from the prime service quality, is determined by: 1) accountability is service that can be accounted for in accordance with the provisions of laws and regulations, 2) transparency is a service that is open, and can be accessed by all parties who need it, and is provided adequately and is easy to understand , 3) conditional is the service in accordance with the conditions and capabilities of the service provider and recipient by adhering to the principles of efficiency and effectiveness, 4). equality of rights is a service that does not discriminate, whether seen from various aspects, especially race, ethnicity, religion, social status, class and others, 5) participatory is a service that encourages the role of society in public services by taking into account the aspirations, needs and expectations of the community. and 6) balance of rights and obligations is a service that considers aspects of justice between the provider and the recipient of public services (Kurniawan, 2016).

Community Satisfaction Index

Community satisfaction or so-called customer satisfaction. Customer satisfaction is a response given by customers because their needs are met, so they feel comfortable. Based on the Regulation of the Minister of State Apparatus Empowerment and Reform Number 14 of 2017 concerning Guidelines for Preparation of Public Satisfaction Surveys for Public Service Units, it is explained that community satisfaction is the result of public assessment of the services of public service providers (Indriyaningrum & Rijanti, 2017).

This community satisfaction index survey aims to measure the success of service delivery. This is in accordance with Government Regulation Number 65 of 2005 concerning Guidelines for the Preparation and Determination of Minimum Service Standards and Ministerial Decree No. 63 of 2003 concerning General Guidelines for the Implementation of Public Services which mandate all government institutions (central and regional levels) to conduct a survey of the Community Satisfaction Index. This community satisfaction index study consists of two (2), namely the object being assessed and the respondent. The object assessed is the unit that provides public services, while the respondent is the public service user or panelist who provides an assessment of the performance of the service unit (Choerudin & Wahyuningsih, 2017).

According to the service principal stipulated in the Decree of the Ministry of Administrative Reform Number: 63 / KEP / M.PAN / 7/2003 which was developed into 15 elements. This element must exist for the element of measuring the community satisfaction index, namely service procedures, service requirements, clear service officers, disciplined service officers, responsible service officers, service officers ability, speed of service, justice to get service, politeness and friendliness of officers, reasonableness. service costs, certainty of service costs, certainty of service schedules, a comfortable environment, safe services, and quantity and quality (Sudarto et al., 2014).

Research Methods

Community satisfaction survey research was conducted based on primary and secondary data. Primary data is obtained directly from respondents using certain instruments, while secondary data is referenced from various reference sources, such as publications and internal agency documentation. The target respondents are the public who use the services of the Semarang City Population and Civil Registration Service and public service administrators in the same agency.

This study applies a purposive sampling method, with details of 77 family card services, 68 birth certificates, and 9 death certificates. Data collection was carried out in several stages, namely: 1). The questionnaire by applying the questionnaire / questionnaire prepared specifically for this study as a measure of user perceptions of public services. 2). In-depth interviews (in-depth interviews), namely the collection of data through questions and answers to respondents about the indicators of the thing being studied. In conducting this in-depth interview using the interview guide tool. In-depth interviews were conducted to determine the suitability of service delivery. 3). Observation, namely the collection of data directly at the research location through observation, especially to determine the condition of public services carried out by regional officials. 4). The Checklist is a list to check the completeness of the data that is expected to be obtained to support the cross-evaluation. 5). Secondary data collection through secondary data documentation and literature review of applicable laws and regulations, books and reports, both published and unpublished (unpublished).

Data processing is done by sorting the data based on qualitative and quantitative studies. All data that has been obtained, both primary, are collected in a working table, given a specific code, and given a score or score. Furthermore, calculations will be performed which are presented in tables and graphs for analysis purposes. The steps in quantitative data processing include editing, coding and computation.

The steps in qualitative data processing include: 1). Data reduction is a process of selecting, focusing on simplifying, abstracting, and transforming raw data that emerge from notes during field observations. The data reduction process starts from sharpening the analysis, classifying problems, directing, removing unnecessary ones, and organizing data so that conclusions can be drawn and verified. 2). Data presentation is a collection of information arranged in a relationship pattern so that it is easier to understand. Researchers compile relevant data from various information as an objective to answer research problems through analysis of results and comparing with literature or other secondary data. The data that has been compiled are then determined for the regularity pattern to draw a valid conclusion. Data processing uses the weighted

value method, where each survey question for each element is given a score. The calculation of "weighted average value" of each service item is determined and assessed on the assumption that each service item has the same weight. The weighting value is determined by the general equation as follows.

$$Weighted\ average\ value = \frac{total\ weights}{number\ of\ elements} = \frac{1}{x} = N$$

The N value states the weight value per element which implies the number of elements under study.

To obtain the value of the Community Satisfaction Survey from a service unit using a weighted average value, use the following general equation.

$$Community\ Satisfaction\ Survey\ \frac{Total\ perception\ value\ per\ element}{Total\ elements\ filled}\ x\ Scale\ Value$$

As an interpretation of the results of the assessment, it is carried out through conversion between the perceived value as a determinant of the service unit's performance.

Result and Discussion

Characteristics of respondents are the primary sources that describe the respondent's attitudes and perceptions of the responses to each element of service. The characteristics of the respondents were grouped into 4 (four) categories, namely the category of gender, age, type of work and level of education, as shown in table 1.

Table 1. Characteristics of Respondents

Characteristics of Respondents	Frequency Frekuensi	Frequency
Gender		
Male	82	53,25%
Female	72	46,75%
Age		
17-20	9	5,84%
21-30	41	26,62%
31-40	38	24,68%
41-50	25	16,23%
51-60	28	18,18%
> 60	13	8,44%
Profession		
• Government employees/Republic of Indonesia Police/Indonesian national army	22	14,29%
• Private employees	32	20,78%
• Entrepreneur	48	31,17%
• Student	28	18,18%
• Others	24	15,58%
Level of education		
• Primary school	7	4,55%
• First Level Advanced School	22	14,29%
• High School	47	30,52%
• diploma	28	18,18%
• Bachelor	43	27,92%
• Masters	7	4,55%

(**Source:** Primary Data, Processed 2019)

A total of 154 respondents were sampled, most of whom were men with the largest age between 21 and 40 years. This data illustrates that the people served are in the productive group, with jobs in the private

and entrepreneurial sectors. Most of their education is secondary school. From the data presented above, I can conclude that each service element proposed to the respondent is classified as good. This indicates that the service system in the Department of Population and Civil Registration of Semarang City is quite good. In addition, the data can be said to be valid if all the distribution of respondents runs optimally. When viewed from the element of gender, the distribution of respondents who were asked for answers was quite comprehensive. From the data presented above, I can conclude that each service element proposed to the respondent is classified as good. This indicates that the service system in the Department of Population and Civil Registration of Semarang City is quite good. In addition, the data can be said to be valid if all the distribution of respondents runs optimally. When viewed from the element of gender, the distribution of respondents who were asked for answers was quite comprehensive with a ratio of 53.25% for the ratio of men and 46.75% for the ratio of women from the total number of respondents.

Data on service users at the administrative office in the Semarang City Population and Civil Registration Office is quite diverse. The diversity of service users is known from the various types of work tested on respondents. Starting from civil servants, private employees, entrepreneurs or entrepreneurs, students or students, and others. If we look at the data on the largest number of frequencies, then in general, services are dominated by people who work in the entrepreneurial sector.

Based on the results of the satisfaction index tabulation data for each element of public service, it can be seen as presented in table 2. Measuring the level of community satisfaction in the service unit of the Family Card, Birth Certificate and Death Certificate can be read in Table 2 and Table 3. requirements, procedures, service time, fees / rates, product specification services, executive competence, implementer behavior, facilities and infrastructure, as well as the handling of input complaints.

Table 2. Community Satisfaction Index Results for Family Card Service Unit

Number	Elements of Service	Total Skor		Average Achievement	Expected Score	Percentage of Achievement	Category
		Expected	Achievement				
1	Requirements	924	767	9,96	12,00	83,01	Good
2	Procedure	1232	997	12,95	16,00	80,93	Good
3	Service Time	1232	999	12,97	16,00	81,09	Good
4	Fees / Rates	1232	988	12,83	16,00	80,19	Good
5	Product Specifications service	616	535	6,95	8,00	86,85	Very Good
6	Implementing Competencies	924	750	9,74	12,00	81,17	Good
7	Implementing Behavior	924	745	9,68	12,00	80,63	Good
8	Facilities and infrastructure	924	710	9,22	12,00	76,84	Good
9	Handling of Complaints, Suggestions and input	924	730	9,48	12,00	79,00	Good
		Average Percentage of Achievement				81,09	Baik

Source: Primary data processed, 2019

Based on the 9 (nine) elements / indicators of public services organized by the Department of Population and Civil Registration of the City of Semarang, it can be seen that the percentage of the

achievement of the community satisfaction index of these 9 (nine) elements has 7 (seven) elements, the percentage of achievement of the community satisfaction index is more than 80% and 2 (two) elements, the percentage of SMI achievement is more than 75%. The highest percentage of achievement on the community satisfaction index was in the product elements of service product specifications, which was 86.85% in the very good category, while the lowest percentage of achievement of the SMEs was in the elements of facilities and infrastructure, namely 76.84 which was in the good category. Overall, the percentage of achievement of the community satisfaction index of the 9 (elements) is in the good category with an average percentage of achievement of the community satisfaction index of 81.09, but on the other hand, for the elements of facilities and infrastructure as well as elements of complaint handling, suggestions and input need to be improved again. so that the percentage of achievement of the community satisfaction index is more than 80% through improving parking facilities, waiting rooms, service counters, toilets, handling complaints quickly and responsively.

Based on these results it can be analyzed that all elements of service are classified as good so that they can provide community satisfaction with the implementation of public services at the Semarang City Population and Civil Registration Service.However, there are 2 (two) elements that need to be made to improve and optimize efforts, namely the elements of facilities / infrastructure. and gut of public complaints.

Table 3. Results of the Community Satisfaction Index of Birth Certificate Service Unit

Num ber	Elements of Service	Total Skor		Average Achieve- ment	Expected score	Percentage of Achieve- ment	Cate-gory
		Expected	Achieve- ment				
1	Requirements	816	697	10,25	12,00	85,42	Good
2	Procedure	1088	877	12,90	16,00	80,61	Good
3	Service Time	1088	888	13,06	16,00	81,62	Good
4	Fees / Rates	1088	871	12,81	16,00	80,06	Good
5	Product Specifications service	544	444	6,53	8,00	81,62	Good
6	Implementing Competencies	816	710	10,44	12,00	87,01	Very Good
7	Implementing Behavior	816	699	10,28	12,00	85,66	Good
8	Facilities and infrastructure	816	650	9,56	12,00	79,66	Good
9	Handling of Complaints, Suggestions and input	816	650	9,56	12,00	79,66	Good
	Average Percentage of Achievement					82,36	Good

(**Source**: Primary data processed, 2019)

Implementation of birth certificate services carried out by the Department of Population and Civil Registration of the City of Semarang based on the results of the calculation of the Community Satisfaction Index, the results are not much different from Family Card services, this is evident from 9 (nine) service elements there are 7 (seven) service elements with the percentage of SMI achievements more than 80.00 while the 2 (two) elements percentage of the achievement of the community satisfaction index is below 80.00. Therefore, the emphasis that must be done in order to improve service quality requires that these two

elements receive special attention through policies to improve both the quality and quantity of provision and development of facilities / infrastructure and handling complaints quickly and accurately.

The highest percentage of achievement of the community satisfaction index in birth certificate services was in the executive competency element with the percentage of achievement of 87.01 in the very good category, while the lowest percentage of achievement of the 9 (nine) elements of service in the elements of facilities / infrastructure and elements of complaint handling was 79.66 fall into the good category. Based on this description, it can be analyzed as a whole, the percentage of SMI achievements from the 9 (nine) elements is in the good category with an average percentage of achievement of the community satisfaction index of 82.36, this shows that the Semarang City Population and Civil Registration Service has a good commitment. in realizing public satisfaction with the delivery of public services that are accepted by the community.

Table 4. Results of the Community Satisfaction Index of the Death Certificate Card Service Unit

Num ber	Elements of Service	Total Skor		Average Achieve- ment	Expected score	Percentage of Achieve- ment	Category
		Expected	Achieve- ment				
1	Requirements	108	89	9,89	12,00	82,41	Good
2	Procedure	144	117	13,00	16,00	81,25	Good
3	Service Time	144	126	14,00	16,00	87,50	Very Good
4	Fees / Rates	144	126	14,00	16,00	87,50	Very Good
5	Product Specifications service	72	60	6,67	8,00	83,33	Good
6	Implementing Competencies	108	86	9,56	12,00	79,63	Good
7	Implementing Behavior	108	87	9,67	12,00	80,56	Good
8	Facilities and infrastructure	108	86	9,56	12,00	79,63	Good
9	Handling of Complaints, Suggestions and input	108	88	9,78	12,00	81,48	
		Average Percentage of Achievement				82,59	Good

(**Source:** Primary data processed, 2019)

In terms of speed of service time it shows the category "Very Good". This can be seen from the percentage of achievement of the community satisfaction index value of 87.50. From this data, it shows that service officers have the ability as expected so that they are able to work quickly, correctly and precisely. Although there are several things that need to be improved, namely the matter of performance and time targets must be improved.

Fairness of service fees / rates, the percentage of achievement on the community satisfaction index of 87.50 is included in the "Very Good" category. This data shows that the fairness of service fees is stated in accordance with the expectations of the community. However, some people still think that service fees are not good or good. This happens because people do not do it themselves but ask for help from other

people who offer services to administer birth certificates so that the costs incurred are greater than the official provisions. Therefore, it needs to be clearly emphasized and informed by policy officers, in this case the National Population and Civil Registration DInas. Semarang City that there are no other charges outside the official provisions regarding the amount of service fees.

Product specification for this type of service is the result of services received and provided in accordance with predetermined conditions. This service product is the result of each specification of the type of service provided. The results showed that the service products provided and received by the community were in the "Good" category. This can be seen from the percentage of achievement of the community satisfaction index value of 83.33. This data shows that the services received and provided from officers are good. Implementing competence is intellectual ability and the level of administrative ability of service officers is described in a statement regarding the expertise of service officers in providing services to the community. The results showed that the ability of service officers was good. This can be seen from the percentage of achievement of the community satisfaction index value of 79.63. This data shows that the ability of service personnel is going well. Although there are some people who think that the officers are lacking in the service process. So it is necessary to make efforts to continue to improve the capacity of service personnel.

Implementing behavior is the attitude of officers in providing services in the form of politeness and friendliness of officers, described in statements regarding the attitudes and behavior of officers in providing services to the community. The results showed that the politeness and friendliness of the service personnel was good. This can be seen from the percentage of achievement of the community satisfaction index value of 80.56. This data shows that the behavior of service officers is good. However, efforts need to be made to improve the politeness and friendliness of service personnel, especially in administrative services.

The quality of public service delivery is inseparable from the seriousness and commitment of the organizers in handling complaints, the faster handling and following up on the handling of complaints, the better and quality of service delivery, because complaints can become a guideline for performance improvements made by service officers. The results of data processing, the percentage of achievement in the value of the elements of complaint handling, input and suggestions of 81.48, fall into the "good" category, not good with service quality standards. Therefore, it is necessary to improve the quality of service and maintain the quality of service performance to the community. From all the results of the discussion in this study, I need to make an interpretation of the assessment of the community satisfaction index between the 25-100 value ranges. From the results presented above, the weighted average value (Σ weighted NRR) is converted to a base value of 25. The results show that the overall weighted average value of the percentage of the achievement of the SME value is 82.01. community satisfaction with public services is classified as 'Good' performance value.

The results of the analysis in this study show us that the existing bureaucratic governance is going well. This can be seen from the ratio of the value of the level of community satisfaction to public services in the category of 'B' or a good perception assessment. However, in this position I test how consistent the government is in its efforts to show their performance properly and tested. In a theoretical analysis, as

proposed by Weber on the Pathology of the Bureaucracy, in fact, it can be broken in the arena of 'bureaucratic reform'. The discourse on bureaucratic reform could run well when the Indonesian government issued Permenpan No. 16 of 2014 concerning Guidelines for Community Satisfaction Survey of Public Services (Ahmad, 2008).

Conclusion

The level of community satisfaction with public services at the Semarang City Population and Civil Registration Service is already good. This indicates that the community is satisfied with the performance that has been carried out by the government. In addition, every element of the IKM assessment is all in the good category, although there are three elements that are of little value among others, namely service time, cost / tariff, and product specifications for the type of service. The three types of public services are noted by the government to improve their performance in the future.

Based on the findings of this study, it can be concluded that in general, the intensity of basic services for individual communities, namely the processing of identity cards, making birth / death certificates is not evenly distributed, in other words the level of service between sectors is very fluctuating, where the service of identity cards is the highest sector. Some of the reasons cited by respondents who were not satisfied, starting from the ones most mentioned by respondents, were service performance was too slow, service fees were too expensive, office opening times were not on time, officers lacked discipline, procedures were too complicated, office locations were difficult to reach, officers were not fast enough and responsive, unfair service, unfriendly service, no clarity of procedures and costs, and the office is less comfortable.

It is very important to initiate changes in things that can be felt directly by the community. Moreover, in realizing good governance which requires a long struggle and a lot of time and stamina, it is necessary to obtain broad support from the community to foster enthusiasm and hope in facing all the obstacles that will be encountered in starting the change process. To develop public services that characterize good governance practices, of course there are many aspects that need to be addressed in the public bureaucracy, so based on the survey findings, the research team proposed several recommendations that can be considered as a basis for efforts to improve the quality of public services.

There are several weaknesses in this research, among others, at the time when data collection experienced difficulties, this was because the respondents who were used as the object of research were people who were taking care of population administration because it was done incidentally so that it was rather difficult to get complete information because respondents were more focused on taking care of their affairs, other weaknesses. The collection really depends on the surveyor's skills in digging up information and the hidden meaning is difficult to reveal, therefore in the future, in conducting research related to public services, it is necessary to combine data collection methods both observation, questionnaires, in-depth interviews and document review so that sharpness in the analysis will be achieved.

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