

Level of Public Satisfaction with Public Services (Case Study of the Dukong Village Office, Tanjung Pandan Subdistrict, Belitung Regency)

Venny Resti Fachlovi^{1*}, Alfin Yuan Octavedha²

Politeknik Belitung^{1, 2}

Corresponding Author: vennyrestifachlovi@gmail.com*,
alfinyuanocthavedha@gmail.com

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Abstract

The Dukong Village Office in Tanjung Pandan District, Belitung Regency, is one of the village administrations that provides services to the community. One of the issues frequently raised by some members of the community is that service hours sometimes do not align with the posted hours on the village office notice board, service staff take a long time to complete the necessary administrative tasks for the community, and they rarely listen to complaints or suggestions from the community. Additionally, the service facilities are considered inadequate, such as the limited seating in the waiting area. The level of community satisfaction with the services provided by the Mentawak Village Office is an interesting topic to study. The method used is a community satisfaction survey, with data collection techniques employing a questionnaire as the instrument. Based on the results and discussion, it can be concluded that the level of community satisfaction with the delivery of public services is already functioning well. This is evident from the 9 items/elements with an average score of 74.27, categorized as good. However, there are still shortcomings in three areas, namely service completion time, handling of complaints related to suggestions and input, and service facilities and infrastructure, which are categorized as poor. The author suggests that improvements or enhancements are needed in service delivery, particularly in terms of service completion time, handling of complaints related to suggestions and input, and service facilities and infrastructure.

Keywords: Satisfaction, Service, Public

1. Introduction

Basically, society needs services, and services are essential to social life. Society always wants quality services from service providers. The services provided not only meet the needs of society but also provide good services to society. Every public service provider must have service standards to ensure that the services provided to society align with those standards. The village office is a village management institution that provides public services to the

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community. One example is the Dukong Village Office, Tanjung Pandan Subdistrict, Belitung Regency. Today, the needs of the community are becoming increasingly complex, and the desire for better, faster, and more accurate services is inevitable. The types of services provided are related to human resource management. For example, the services provided include the issuance of family card referral letters, the issuance of identity card referral letters, the issuance of land certificates, the issuance of certificates of poverty, and others. Public satisfaction can be achieved if the services provided meet the established service standards. Issues frequently raised by some members of the public include service hours that often do not align with the hours posted on the village office notice board, service staff taking excessive time to complete administrative tasks they are unfamiliar with, and rarely addressing public complaints. Additionally, service facilities are deemed inadequate, such as the limited number of seats in the waiting area. Community satisfaction can be measured using various methods, including a community satisfaction survey. The level of community satisfaction with the public services provided by the Dukong Village Office in Tanjung Pandan District, Belitung Regency, is an interesting topic to study, as it aims to gain a deeper understanding of community satisfaction with public services.

The research question in this study is: What is the level of public satisfaction with public services provided by the Dukong Village Office in Tanjung Pandan District, Belitung Regency?

Based on the research question, the purpose of this study is to determine the level of public satisfaction with public services provided by the Dukong Village Office in Tanjung Pandan District, Belitung Regency.

2. Literature Review

2.1 Satisfaction

Satisfaction is the feeling of joy or disappointment that arises after comparing the results one expects with the actual results. If the actual results are lower than expected, the customer is dissatisfied. Similarly, if the expected results match expectations, the customer will be satisfied. If the expected results exceed expectations, the customer will be delighted. ([Damayanti, Suwena, and Haris 2019](#)). Public satisfaction is the result of the public's opinions and assessments of the performance of services provided by public service providers. Public satisfaction with services is very important because it indicates the level of public trust. The higher the quality of services provided, the higher the level of public trust ([Sururi 2019](#)).

Improvements in the quality of public services continue to be pursued, and one of the strategies for improvement is to evaluate the performance of service officers based on community feedback. This assessment is carried out through the construction of a community satisfaction index. Satisfaction is the decision of service users to give a value to the services they receive by comparing their expectations with the reality of those services (Burhanuddin 2022). Therefore, for public services to satisfy the public, it is necessary to improve service delivery. To satisfy the public, efforts to improve the quality of public services must be continuously made to create good public services. The goal is to improve the quality of public services by improving and integrating the entire public service system ([Rival, Purwanto, and Mediansyah 2023](#)).

2.2 Public Service

Public services can be defined as the provision of services (in service) to those concerned with

the organization according to predetermined rules and basic procedures. The government basically cannot serve itself but only serves the community and creates conditions for the community to develop capacity and creativity to achieve common goals ([Alimudin 2021](#))

Types of public services include administrative services, goods, and services. Administrative services encompass the provision of various types of documents required by the public, such as identity cards, land certificates, birth certificates, death certificates, building permits, and others. Goods services relate to the provision of public goods such as electricity, water, and telephone services. The fields of secondary and higher education, health, and other sectors encompass various types of services ([Ismiyati 2023](#)).

3. Research Method

3.1 The type of Research

The type of research used in this study employed a community satisfaction survey method in the implementation of public services at the Dukong Village Office, Tanjung Pandan District, Belitung Regency. The population in this study was 50 people who worked at the Dukong Village Office, Tanjung Pandan Subdistrict, Belitung Regency, using incidental sampling, which is a technique of determining samples based on chance, i.e., anyone who happened to meet the researcher could be used as a sample if they were considered suitable as a source of data ([Sugiyono 2020](#)). The sampling technique used was saturated sampling, in which all members of the population were included in the sample. In this study, the sample size was 50 people from the entire population.

3.2 The Data Collection Technique

The data collection technique used in this study was a questionnaire. The questionnaire contained information about the respondents' identities, which was kept confidential by the author to ensure the respondents' comfort and freedom in answering the questions. There were nine questions about the quality of public services. The instrument used in this scientific paper was a Likert scale, as shown in the table below:

Table 1. Likert Scale Questionnaire Instrument

Answer	Score
Very Satisfied	4
Satisfied	3
Dissatisfied	2
Very Dissatisfied	1

Source: (Sururi 2019)

The standard indicators of public satisfaction used in this study are based on Regulation of the Minister of State Apparatus Empowerment and Bureaucratic Reform of the Republic of Indonesia Number 14 of 2017 concerning Guidelines for the Preparation of Public Satisfaction Surveys for Public Service Providers. 1) service requirements, 2) systems, mechanisms, and procedures, 3) service completion time, 4) service costs, 5) specifications of service types, 6) competence of service personnel, 7) behavior of service personnel, 8) handling of complaints related to suggestions and input from agencies, 9) service facilities and infrastructure.

The data processing technique for the public satisfaction index is calculated using the weighted average value of each item or element. The data processing tool uses Microsoft Excel with the

formula:

$$\text{Weighted average value} = \frac{\text{weight total}}{\text{element total}} = \frac{1}{9} = 0,11$$

To obtain the Community Satisfaction Index, a weighted average method was used with the following formula:

$$\text{IKM} = \frac{\text{Total of perceived values per element}}{\text{Total element filled}} \times \text{weighting value}$$

Then, to facilitate the interpretation of the Community Satisfaction Index values in the range of 25 to 100, the calculation results are converted to a base value of 25 using the following formula:

$$\text{Community satisfaction index value for service units} \times 25$$

The results of these calculations are then categorized according to the perception values and intervals of the Community Satisfaction Index in the table below:

Table 2. Interval IKM, IKM Conversion Interval

IKM Interval Value	IKM Conversion Interval Value	Service quality	Service Performance
3,26 – 4,00	81,26 – 100	A	Very Good
2,51 – 3,25	62,51 – 81,25	B	Good
1,76 – 2,50	43,76 – 62,50	C	Not Good
1,00 – 1,75	25,00 – 43,75	D	Very Not Good

Source: Regulation of the Minister of State Apparatus Empowerment and Bureaucratic Reform of the Republic of Indonesia Number 14 of 2017 concerning Guidelines for the Preparation of Public Satisfaction Surveys for Public Service Providers.

4. Findings and Discussions

The measurement of the Community Satisfaction Index using 9 service items/elements is explained as follows:

1. Service Requirements

Requirements are conditions that must be met by the community in managing services, both technical and administrative requirements. The Community Satisfaction Index for service requirements can be seen in the table below:

Table 3. Community Satisfaction Index for Service Requirements items/elements

Description	Number of Respondent Answers	Number of Value/elements
Very Satisfied (4)	10	10x4 = 40
Satisfied (3)	34	34x3 = 102
Dissatisfied (2)	6	6x2 = 12
Very Dissatisfied (1)	-	-
Total	50	154
Average Value		154/50 = 3,08
Weighted Average Value		3,08 x 0,11 = 0,338

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IKM Conversion Interval Value	$3,08 \times 25 = 77$
Service quality	B
Service Performance	Good

Source: Data processed by researchers

The table above shows that the Community Satisfaction Index for service requirements is at a conversion interval value of 77. This means that the service at the Dukong Village Office in Tanjung Pandan District, Belitung Regency, meets the service requirements.

2. Service Systems, Mechanisms, and Procedures

Service systems, mechanisms, and procedures are the methods or processes that the community must follow to receive services. The Community Satisfaction Index for service systems, mechanisms, and procedures is shown in the table below:

Table 4. Community Satisfaction Index for Service Systems, Mechanisms, and Procedures

Description	Number of Respondent Answers	Number of Value/elements
Very Satisfied (4)	18	$18 \times 4 = 72$
Satisfied (3)	32	$32 \times 3 = 96$
Dissatisfied (2)	-	-
Very Dissatisfied (1)	-	-
Total	50	168
Average Value		$168/50 = 3,36$
Weighted Average Value		$3,36 \times 0,11 = 0,369$
IKM Conversion Interval Value		$3,36 \times 25 = 84$
Service quality		A
Service Performance		Very Good

Source: Data processed by researchers

The table above shows that the Community Satisfaction Index for the service system, mechanisms, and procedures is at a conversion interval value of 84. This means that the services provided by the Dukong Village Office in Tanjung Pandan District, Belitung Regency, in terms of the service system, mechanisms, and procedures are already very good.

3. Service Completion Time

Service Completion Time is the time required to complete the entire service process provided to the community. The Community Satisfaction Index for service completion time is shown in the following table:

Table 5. Community Satisfaction Index for Service Completion Time

Description	Number of Respondent Answers	Number of Value/elements
Very Satisfied (4)	6	$6 \times 4 = 24$
Satisfied (3)	14	$14 \times 3 = 42$
Dissatisfied (2)	24	$24 \times 2 = 48$
Very Dissatisfied (1)	6	$6 \times 1 = 6$
Total	50	120

Average Value	$120/50 = 2,40$
Weighted Average Value	$2,40 \times 0,11 = 0,264$
IKM Conversion Interval Value	$2,40 \times 25 = 60$
Service quality	C
Service Performance	Not Good

Source: Data processed by researchers

The table above shows that the Community Satisfaction Index (CSI) for service completion time is at a CSI conversion interval value of 60. This means that the service at the Dukong Village Office in Tanjung Pandan District, Belitung Regency, is not good in terms of service completion time.

4. Service Costs

Service costs are costs charged by service providers to service recipients, the amount of which is determined by the service provider. The Community Satisfaction Index for costs in services can be seen in the table below:

Table 6. Community Satisfaction Index for service costs

Description	Number of Respondent Answers	Number of Value/elements
Very Satisfied (4)	23	$23 \times 4 = 92$
Satisfied (3)	27	$27 \times 3 = 81$
Dissatisfied (2)	-	-
Very Dissatisfied (1)	-	-
Total	50	173
Average Value		$173/50 = 3,46$
Weighted Average Value		$3,46 \times 0,11 = 0,380$
IKM Conversion Interval Value		$3,46 \times 25 = 86,5$
Service quality		A
Service Performance		Very Good

Source: Data processed by researchers

The table above shows that the Community Satisfaction Index for service costs is at an IKM conversion interval value of 86.5. This means that the service at the Dukong Village Office in Tanjung Pandan District, Belitung Regency, is very good in terms of service costs.

5. Service Type Product Specifications

Service type product specifications are service products provided and received by the community in accordance with predetermined agreements. These service products are the result of specifications for each type of service. The Community Satisfaction Index for service type product specifications in accordance with the established provisions can be seen in the table below:



Table 7. Community Satisfaction Index for service type product specification items/elements

Description	Number of Respondent Answers	Number of Value/elements
Very Satisfied (4)	7	$7 \times 4 = 28$
Satisfied (3)	37	$37 \times 3 = 111$
Dissatisfied (2)	6	$6 \times 2 = 12$
Very Dissatisfied (1)	-	-
Total	50	151
Average Value		$151/50 = 3,02$
Weighted Average Value		$3,02 \times 0,11 = 0,332$
IKM Conversion Interval Value		$3,02 \times 25 = 75,5$
Service quality		B
Service Performance		Good

Source: Data processed by researchers

The table above shows that the Community Satisfaction Index for service product specifications in accordance with the stipulated provisions is at an IKM conversion interval value of 75.5. This means that the service at the Dukong Village Office in Tanjung Pandan District, Belitung Regency, is good in terms of service product specifications.

6. Service Officer Competence

The competence of service officers is the ability that service providers must have, such as knowledge, expertise, skills, and experience. The Community Satisfaction Index (IKM) regarding the competence of officers in providing services is shown in the table:

Table 8. Community Satisfaction Index (IKM) for Service Officer Competence

Description	Number of Respondent Answers	Number of Value/elements
Very Satisfied (4)	10	$10 \times 4 = 40$
Satisfied (3)	33	$33 \times 3 = 99$
Dissatisfied (2)	6	$6 \times 2 = 12$
Very Dissatisfied (1)	1	$1 \times 1 = 1$
Total	50	152
Average Value		$152/50 = 3,04$
Weighted Average Value		$3,04 \times 0,11 = 0,334$
IKM Conversion Interval Value		$3,04 \times 25 = 76$
Service quality		B
Service Performance		Good

Source: Data processed by researchers

The table above shows that the Community Satisfaction Index for the competence of service officers in providing services is at a conversion interval value of 76. This means that the services at the Dukong Village Office in Tanjung Pandan District, Belitung Regency, are already good in terms of the competence of service officers.

7. Service Officer Behaviour

The behaviour of service officers refers to their attitude in providing services to the community. The Community Satisfaction Index regarding the behavior of service officers in providing services is shown in the table below:

Table 9. Community Satisfaction Index for the Behavior of Service Officers

Description	Number of Respondent Answers	Number of Values/elements
Very Satisfied (4)	20	$20 \times 4 = 80$
Satisfied (3)	30	$30 \times 3 = 90$
Dissatisfied (2)	-	-
Very Dissatisfied (1)	-	-
Total	50	170
Average Value		$170/50 = 3,40$
Weighted Average Value		$3,40 \times 0,11 = 0,374$
IKM Conversion Interval Value		$3,40 \times 25 = 85$
Service quality		A
Service Performance		Very Good

Source: Data processed by researchers

The table above shows that the Community Satisfaction Index for service officer behavior is at an IKM conversion interval value of 85. This means that the service at the Dukong Village Office in Tanjung Pandan District, Belitung Regency, in terms of service officer behavior is already very good.

8. Handling of Complaints Related to Suggestions and Feedback

Handling complaints related to suggestions and feedback is the process of resolving complaints and monitoring the services provided to the public. The Community Satisfaction Index regarding the handling of complaints related to suggestions and feedback in providing services can be seen in the table below:

Table 10. Community Satisfaction Index (IKM) for Complaint Handling Related to Suggestions and Input

Description	Number of Respondent Answers	Number of Value/elements
Very Satisfied (4)	9	$9 \times 4 = 36$
Satisfied (3)	11	$11 \times 3 = 33$
Dissatisfied (2)	26	$26 \times 2 = 52$
Very Dissatisfied (1)	4	$4 \times 1 = 4$
Total	50	125
Average Value		$125/50 = 2,50$
Weighted Average Value		$2,50 \times 0,11 = 0,275$
IKM Conversion Interval Value		$2,50 \times 25 = 62,50$
Service quality		C
Service Performance		Not Good

Source: Data processed by researchers



The table above shows that the Community Satisfaction Index (IKM) for handling complaints related to suggestions and input in providing services is at an IKM conversion interval value of 62.50. This means that the services at the Dukong Village Office in Tanjung Pandan District, Belitung Regency, in terms of handling complaints related to suggestions and input are still not good enough.

9. Service Facilities and Infrastructure

Facilities refer to everything that can be used as tools to achieve objectives and goals. Infrastructure refers to everything that supports the implementation of a process (business, development, project). Facilities are used for movable objects such as computers and machines, while infrastructure is used for immovable objects such as buildings. The Community Satisfaction Index for service facilities and infrastructure is shown in the table below:

Table 11. Public Satisfaction Index for Service Facilities and Infrastructure Items/Elements

Description	Number of Respondent Answers	Number of Value/elements
Very Satisfied (4)	9	$9 \times 4 = 36$
Satisfied (3)	9	$9 \times 3 = 27$
Dissatisfied (2)	29	$29 \times 2 = 58$
Very Dissatisfied (1)	3	$3 \times 1 = 3$
Total	50	124
Average Value		$124/50 = 2,48$
Weighted Average Value		$2,48 \times 0,11 = 0,272$
IKM Conversion Interval Value		$2,48 \times 25 = 62$
Service quality		C
Service Performance		Not Good

Source: Data processed by researchers

The table above shows that the Community Satisfaction Index for service facilities and infrastructure is at an IKM conversion interval value of 62. This means that the services at the Dukong Village Office in Tanjung Pandan District, Belitung Regency, are still lacking in terms of service facilities and infrastructure.

From this, the level of public satisfaction with the delivery of public services at the Dukong Village Office in Tanjung Pandan District, Belitung Regency, based on 9 items/elements, can be seen in the table below:

Table 12. Level of public satisfaction with the delivery of public services at the Dukong Village Office in Tanjung Pandan District, Belitung Regency

No	Elements	IKM Conversion Interval Value	Service Quality	Service Performance
1	Service Requirements	77	B	Good
2	Service Systems, Mechanisms, and Procedures	84	A	Very good
3	Service Completion Time	60	C	Not good
4	Service Costs	86,50	A	Very good
5	Service Type Product Specifications	75,50	B	Good



6	Service Officer Competence	76	B	Good
7	Service Officer Behaviour	85	A	Very good
8	Handling of Complaints Related to Suggestions and Feedback	62,50	C	Not good
9	Service Facilities and Infrastructure	62	C	Not good
Total		668,50		
Average		74,27	B	Good

Source: Data processed by researchers

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