JAP

Jurnal Administrasi Publik

ISSN 2087-8923
e-ISSN 2549-9319

Volume 16 | Nomor 1 | Juni 2025

ANALYSIS OF SERANG REGENCY INFRASTUCTURE SERVICE SATISFACTION INDEX

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ABSTRACT

This research aims to determine the level of public satisfaction with the implementation of public services in the infrastructure sector provided by the Regional Government of Serang Regency, as well as the efforts of the local government to improve infrastructure services in Serang Regency. This study was conducted on the local government of Serang Regency. The research period lasted for two months, from July to September 2024. The variables to be examined are related to Physical Availability, Physical Quality, Appropriateness, Utility, and Contribution. The data used is primary data in the form of questionnaires distributed to the residents of Serang Regency aged over 17 years, spread across 29 districts, with a sample size of 205. The sampling technique used is multistage random sampling. The analysis technique employed is quantitative descriptive with the Infrastructure Service Satisfaction Index (IKLI) model. The results of the study indicate that the Infrastructure Service Satisfaction Index value for Serang Regency in 2024 is 2.62, equivalent to 65.62, which falls under the criteria of being fairly satisfied. This result shows that the residents of Serang Regency feel that the performance of the Serang Regency local government in priority infrastructure services is quite good and satisfactory. However, there is still a need for improvements in priority infrastructure services, particularly in bridge services, clean water, housing/settlements, and land transportation.

Keywords; Satisfaction, Services, Infrastructure, Serang Regency

A. INTRODUCTION

One of the main elements of development policy in supporting economic activities is the provision of adequate infrastructure, such as electricity, water supply, telecommunications, roads, and so on. The provision of infrastructure as a public good is the responsibility of the government. This means the government is directly involved

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e-ISSN 2549-9319

in the provision of infrastructure as a complement to the economic system within a society or country.

Suboptimal infrastructure management implies that regions with low-quality infrastructure will struggle to compete in attracting foreign investors compared to regions with better infrastructure quality. Infrastructure development is one of the priority agendas in Serang Regency, placing the infrastructure sector as one of the development missions prioritized for improvement in the next five years. The objectives of infrastructure development in Serang Regency include providing basic facilities and infrastructure, opening isolated areas, improving and enhancing the investment climate, and providing irrigation infrastructure for agriculture and raw water.

The presence of good infrastructure plays a very important role in fulfilling the basic rights of the community such as food, clothing, housing, education, and health. Thus, infrastructure can be said to be an essential capital for the community to support activities in various fields. Apart from serving as a tool that connects activities across regions or areas, physical infrastructure has a strong correlation with the economic development and progress of a region. This is evident from regions that possess comprehensive and well-maintained infrastructure systems, which positively impact the social welfare and economic growth of their communities.

The success of infrastructure development will contribute to all development sectors. Explicitly, the expected impact of infrastructure development includes enhancing regional economic growth, reducing poverty, decreasing unemployment, increasing regional investment value, breaking isolation, improving interregional accessibility, and supporting food security, among others. A good development planning document should meet the SMART criteria, namely Specific (clear and focused), Measurable (measurable), Attainable (achievable), Realistic (realistic, achievable), Timely (there is a time limit). Technically, the indicators are basically formulated by taking indicators from priority programs that have been set (outcomes) or their composites (impact).

The Infrastructure Service Satisfaction Index (IKLI) serves as feedback to measure the level of public satisfaction with infrastructure development by the Serang Regency Government. In addition to measuring public satisfaction, the index will also inventory public desires and expectations for infrastructure development in Serang. The IKLI is formulated as one of the bases for measuring the achievement of targets

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e-ISSN 2549-9319

in the third mission of the RPJMD based on the direct voices of infrastructure users. This index is also expected to be a tool that produces a picture to understand the community's perspective objectively, comprehensively, and credibly, both in terms of physical development and benefit aspects/outcomes (Alfassa, 2022).

Measuring public satisfaction is an effort to realize good local governance and Serang Regency's mission to achieve good governance through excellent service. Increased investment and regional competitiveness can be achieved by continuous evaluation and improvement of infrastructure service performance by the Serang Regency Government. This study also refers to government regulations, including Government Regulation (PP No. 2 Tahun 2018, n.d.) concerning Minimum Service Standards; Ministry of Home Affairs Regulation (PERMENDAGRI No. 100 Tahun 2018, n.d.) concerning the Implementation of Minimum Service Standards; Regulation of the Ministry of Administrative and Bureaucratic Reform of the Republic of Indonesia (Permen PAN & RB No. 14 Tahun 2017, 2017) concerning Guidelines for Compiling Community Satisfaction Surveys for Public Service Units; Serang Regency Regional Regulation No. 1 of 2013 concerning Public Service Delivery; and Serang Regency Regional Regulation No. 7 of 2021 concerning the Medium-Term Regional Development Plan (RPJMD) of Serang Regency for 2021-2026.

Many studies have examined the Infrastructure Service Satisfaction Index, one of which is in Malang City, research from (Eddi Basuki Kurniawan, Rahma Fitriani, 2023) which aims to measure the figures/achievements of the Infrastructure Service Satisfaction Index of Malang City in 2022. The study results showed that the average satisfaction score for each indicator could yield an Infrastructure Service Satisfaction Index value for Malang City of 4.36 based on indicators such as physical availability, quality, appropriateness, utility, and contribution to the economy. With this value, it can be concluded that the quality of infrastructure services in Malang City falls into the satisfied category based on the level of public satisfaction.

According to Ergh et al. in (Warsono et al., n.d.) 2022, the Infrastructure Service Satisfaction Index (IKLI) is one approach to measuring public satisfaction while simultaneously functioning to evaluate and monitor the performance development of infrastructure service provision. Measuring the Infrastructure Service Satisfaction Index to optimize public services can be conducted using evaluation indicators by adopting and modifying Gibson's approach (Haliza et al., 2024) which includes

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physical availability, physical quality, appropriateness, utility effectiveness, and contribution to the economy.

The renewal in this study is using a system theory approach and is focused on the analysis of priority infrastructure using a sampling technique with the Multistage Random Sampling method. Therefore, the objectives of the study in this study are: To determine the level of public satisfaction with infrastructure development by the Serang Regency Government and to inventory the desires and expectations of the community for infrastructure development in Serang Regency.

B. METHODS

The approach in this research is quantitative, using primary data sources. In this study, data was collected through a survey method using a primary instrument in the form of a closed-ended questionnaire distributed directly to selected respondents using a Likert scale (Sekaran & Bougie, 2016). The population consists of all residents of Serang Regency aged over 17 years. Based on the 2024 electoral roll data, the population is 1,226,201 people (Decision of the Serang Regency Electoral Commission No. 669 of 2023).

This study focuses on developing a Priority Infrastructure Service Satisfaction Index with several indicators to be examined, including Physical Availability, Physical Quality, Appropriateness, Utilization Effectiveness, and Contribution Gibson's approach (Haliza et al., 2024).

Table 1. Priority Infrastructure Types and Indicators

No	Types of Infrastructure	Indicator
1.	Road	Physical Availability of Highways Physical Quality of Highways Suitability of Highways Level of Utilization of Highway Infrastructure Contribution to Economic Development
2.	Bridge	Physical Availability of Bridges Physical Quality of Bridges Suitability of Bridges Level of Utilization of Bridge Infrastructure Contribution to Economic Development

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No	Types of Infrastructure	Indicator
3.	Land transportation	Physical Availability of Land Transportation Physical Quality of Land Transportation Suitability of Land Transportation Level of Utilization of Land Transportation Infrastructure Contribution to Economic Development
4.	Clean Water Infrastructure	Physical Availability of Clean Water Infrastructure Physical Quality of Clean Water Infrastructure Suitability of Clean Water Infrastructure Level of Utilization of Clean Water Infrastructure Contribution to Economic Development
5.	Housing/Settlements	Physical Availability of Housing/Settlements Physical Quality of Housing/Settlements Suitability of Housing/Settlements Level of Utilization of Housing/Settlements Infrastructure Contribution to Economic Development

(Source: IKLI Survey Instrument Data, 2024)

The sampling technique used is the Multistage Random Sampling method, where the sample is selected through several hierarchical stages. At each stage, sample units are randomly chosen from a previously divided population (Widodo, 2018). In this context, we divide levels based on administrative units within the local government structure in Indonesia. Serang Regency itself consists of 29 districts spread across 326 villages/kelurahan.

For sample size determination, we use Slovin's formula with a margin of error of 7%, resulting in a sample size of 205 respondents. Slovin's formula is as follows (Slovin in Widodo, 2018):

$$n = \frac{N}{1 + N\,e^2}$$

In which:

n = Sample Size

N = Population Size

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e = Error Rate

The following are the results of the Slovin formula calculation with the number of samples to be taken:

$$n = \frac{N}{1 + N\,e^2}$$
$$n = \frac{1.226.201}{1 + 1.226.201\ (7\%)^2}$$
$$n = \frac{1.226.201}{1 + 1.226.201\ (0{,}0049)}$$
$$n = \frac{1.226.201}{1 + 6.008{,}3849}$$
$$n = \frac{1.226.201}{6.009{,}3849}$$
$$n = 205$$

The final sample size was rounded to 205 respondents who experienced priority infrastructure services in Serang Regency. Questionnaires were distributed to all districts in Serang Regency. Each district is represented by one randomly selected village in accordance with statistical principles. The number of respondents per district and selected sample villages are as follows:

Table 2. Distribution of Priority Infrastructure Service Questionnaires in Serang Regency

No	Subdistrict	Number of Villages	Sampling Village	Number of RT	Number of Respondents
1.	Kramatwatu	15	Terate	7	12
2.	Waringinkurung	11	Sambilawang	4	6
3.	Bojonegara	11	Mekar Jaya	4	6
4.	Pulo Ampel	9	Sumuranja	2	5
5.	Ciruas	15	Pulo	7	10
6.	Kragilan	12	Kendayakan	4	10
7.	Pontang	11	Keserangan	4	6
8.	Tirtayasa	14	Kebuyutan	6	6
9.	Tanara	9	Bendung	2	5
10.	Cikande	13	Nambo Udik	5	14
11.	Kibin	9	Kibin	2	7
12.	Carenang	8	Panenjoan	2	5
13.	Binuang	7	Renged	2	4

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No	Subdistrict	Number of Villages	Sampling Village	Number of RT	Number of Respondents
14.	Petir	15	Kadugenep	7	8
15.	Tunjung Teja	9	Kamuning	2	6
16.	Baros	14	Sinarnukti	6	7
17.	Cikeusal	17	Cikeusal	9	10
18.	Pamarayan	10	Pasirlimus	3	8
19.	Kopo	10	Garut	3	7
20.	Jawilan	9	Parakan	2	8
21.	Ciomas	11	Cemplang	4	6
22.	Pabuaran	8	Tanjungsari	2	6
23.	Padarincang	14	Bugel	6	9
24.	Anyar	12	Sindang Karya	4	7
25.	Cinangka	14	Mekarsari	6	8
26.	Mancak	14	Cikedung	6	6
27.	Gunung Sari	7	Curug	2	3
28.	Bandung	8	Malabar	2	5
29.	Lebak Wangi	10	Purwadadi	3	5

(Source: Research Result, 2024)

Researchers conducted validity and reliability tests on the study instruments, the following are the validity and reliability test formulas:

a. Validity Test

Validity test is used to measure the variables to be tested. Validity test in this study uses product moment correlation technique. An instrument is said to be valid if r count > r table and if r count < r table then it is declared invalid (Imam Ghozali in Erni Widajanti, 2013)). The statistical formula used to conduct validity test is as follows:

Figure 1. Validity Test Formula

$$r_{xy} = \frac{n\sum_{i=1} x_i y_i - (\sum x_i)(\sum y_i)}{\sqrt{[n\sum x_i^2 - (\sum x_i)^2][n\sum y_i^2 - (\sum y_i)^2]}}$$

(Source: Ghozali (in A Sinnun, 2017))

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Description:

r_{xy} : correlation coefficient.

n : number of respondents.

X : score of each item; and

Y : score of all respondent items.

b. Reliability Test

Reliability with Cronbach Alpha (α) statistical test. "A construct or variable is said to be reliable if it provides a Cronbach Alpha value > 0.60. (Imam Ghozali in Erni Widajanti, 2013)The formula for the Cronbach alpha reliability test is as follows:

Figure 2. Reliability Test Formula

$$r_i = \left\{\frac{k}{k-1}\right\}\left\{1 - \frac{\sum S_i^2}{S_t^2}\right\}$$

(Source: Arikunto dalam Regina Sipayung, 2023)

Description:

r_i : Cronbach's alpha coefficient.

K : number of items.

$\sum S_i^2$: number of item variances; dan

S_t^2 : total variance.

The data analysis process in this study consists of several steps:

1. Data Checking and Cleaning: To ensure data completeness, all questionnaires were thoroughly reviewed. Subsequently, data cleaning was conducted by identifying and correcting errors or inconsistencies, including handling missing data or outliers (Santoso, 2019)
2. Data Coding: During this stage, coding was performed for both open-ended and closed-ended questions. Open-ended responses were coded into relevant categories, while responses to multiple-choice or Likert scale questions were ensured to be correctly coded.
3. Data Input: Data was manually entered into statistical analysis software. Data verification was then conducted to ensure no errors occurred during the data entry process.

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4. Data Analysis: At this stage, descriptive statistical analysis and data visualization will be carried out. Furthermore, the calculation of the Infrastructure Service Satisfaction Index (IKLI) with the following formula: (Ferdinand, 2014).

$$IKLI = \left(\frac{\sum Skor\ Kriteria}{Jumlah\ Kriteria}\right) \times 100\%$$

Next, determine the satisfaction category based on the index score. At this stage, the satisfaction category will be determined as follows:

Table 3. Interval Interpretation

Scale Range	Percentage %	Interpretation Criteria
1,00 – 1,75	0 – 25	Not Satisfied
1,76 – 2,50	26 – 50	Less Satisfied
2,51 – 3,25	51 – 75	Quite Satisfied
3,26 – 4,00	76 – 100	Very Satisfied

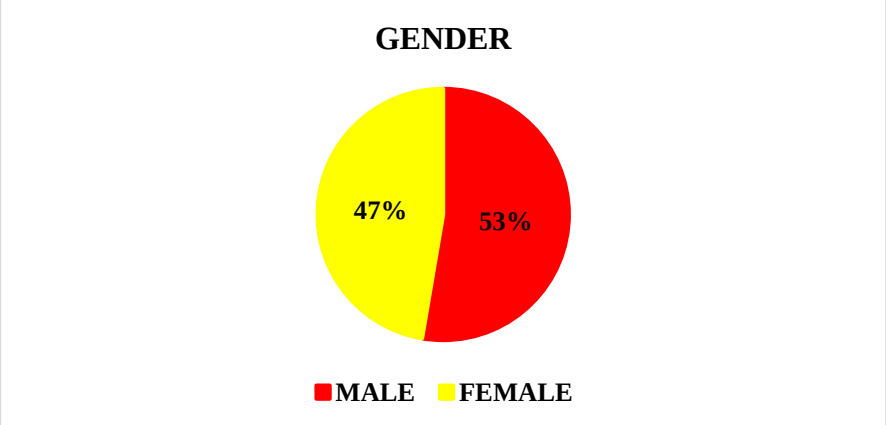
(Source: Fernando et al., n.d. 2022)

Interpretation of statistical analysis results to answer research questions and linked to the theory that has been built. Furthermore, the findings will be compared with existing literature to see the consistency or differences that occur. Practical recommendations or relevant policy implications and formulating priorities for improving and improving the quality of infrastructure services will be given at the end of this study.

C. RESULT AND DISUSSION

Respondents' Socio-Economic Characteristics

Figure 3. Respondent's Gender



(Source: IKLI Survey Data, 2024)

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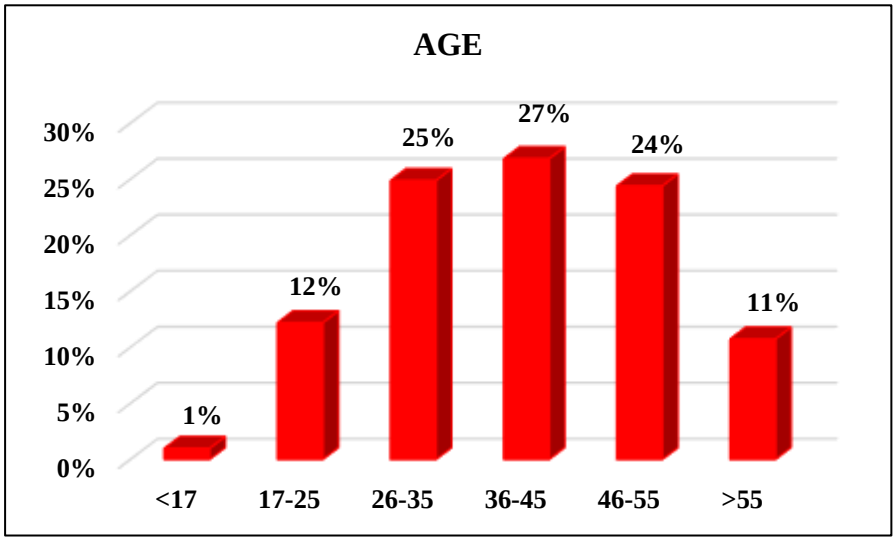
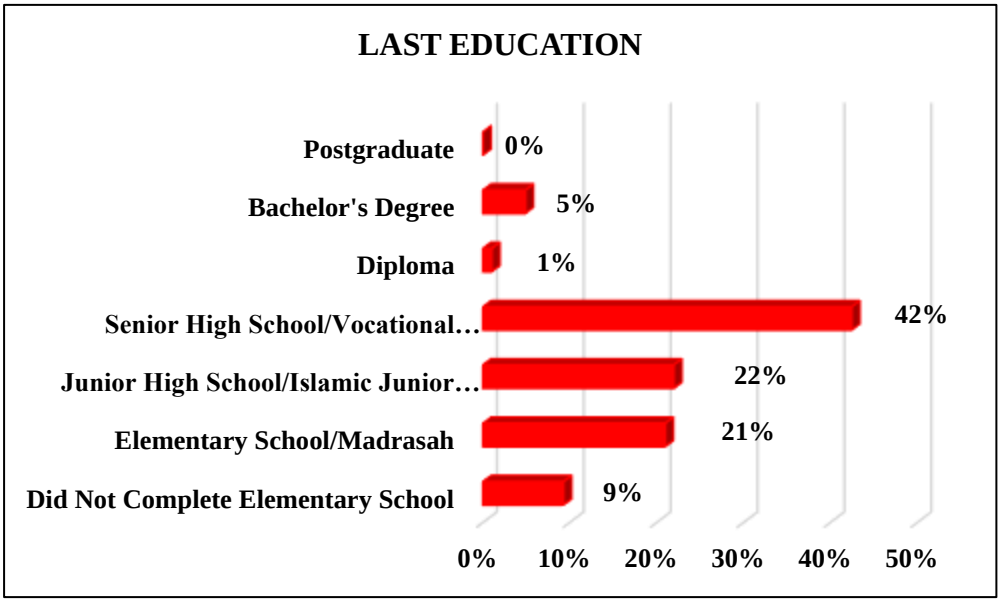
Figure 4. Respondent's Age



(Source: IKLI Survey Data, 2024)

Figure 5. Respondent's Last Education



(Source: IKLI Survey Data, 2024)

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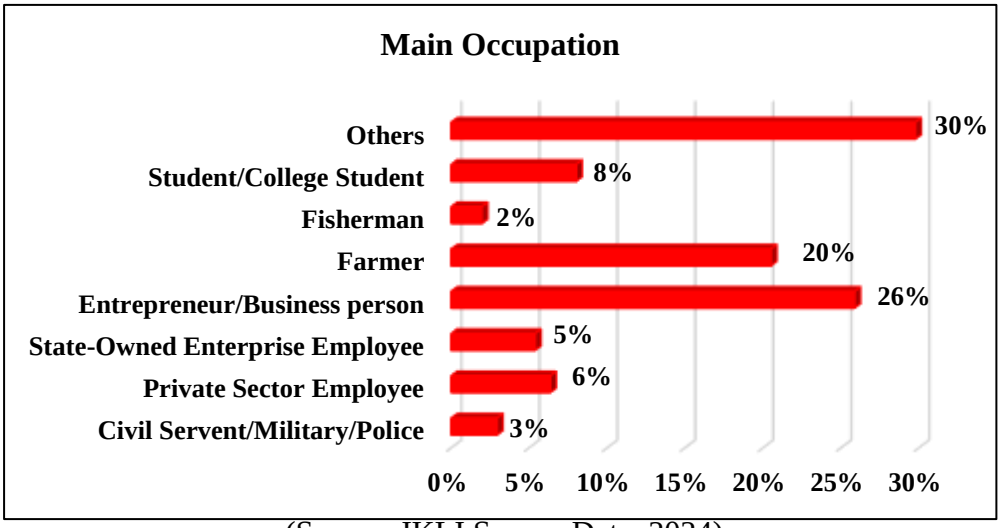
Figure 6. Respondent's Main Occupation



(Source: IKLI Survey Data, 2024)

Infrastructure Service Satisfaction Index (IKLI) Analysis

Highway Infrastructure

Table 4. Achievements of Highway IKLI

No.	Service Elements	Average Score
1.	Physical Availability	2.91
2.	Physical Quality	3.02
3.	Suitability to Community Needs	3.05
4.	Level of Usefulness	3.17
5.	Influence in Improving Community Economy	3.28
Average Value / Number of Service Elements		3.09
IKLI Highway		77.15
Infrastructure Service Performance		Very Satisfied

(Source: Research Result, 2024)

Based on the table above, the Infrastructure Service Satisfaction Index (IKLI) for highways received an IKLI highway score of 3.09, equivalent to 77.15. This score indicates that the public is very satisfied with the infrastructure services provided by the Serang District Government. The IKLI highway is assessed based on the elements of the availability of physical conditions of highways, the quality of physical services of highways, the suitability of highway infrastructure to the needs of the community, the level of usefulness for the community, and the contribution of highways to the development/improvement of the community's economy. Bridge Infrastructure.

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Table 5. IKLI Bridge Achievements

No.	Service Elements	Average Score
1.	Physical Availability	2.58
2.	Physical Quality	2.59
3.	Suitability to Community Needs	2.69
4.	Level of Usefulness	2.85
5.	Influence in Improving Community Economy	2.92
Average Value / Number of Service Elements		2.72
IKLI Bridge		68.12
Infrastructure Service Performance		Quite Satisfied

(Source: Research Result, 2024)

Based on the table above, the Infrastructure Service Satisfaction Index (IKLI) of the bridge received a bridge IKLI score of 2.72, equivalent to 68.12. This score indicates that the community is quite satisfied with the infrastructure services provided by the Serang District Government. The bridge IKLI is assessed based on the elements of the availability of physical conditions of the bridge, the quality of physical services of the bridge, the suitability of the bridge infrastructure to the needs of the community, the level of usefulness for the community, and the contribution of the bridge to the development/improvement of the community's economy.

Land Transportation Infrastructure.

Table 6. Achievements of IKLI Land Transportation

No.	Service Elements	Average Score
1.	Physical Availability	2.18
2.	Physical Quality	2.23
3.	Suitability to Community Needs	2.20
4.	Level of Usefulness	2.30
5.	Influence in Improving Community Economy	2.40
Average Value / Number of Service Elements		2.26
IKLI Highway		56.49
Infrastructure Service Performance		Quite Satisfied

(Source: Research Result, 2024)

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Based on the table above, the Infrastructure Service Satisfaction Index (IKLI) for land transportation received an IKLI land transportation score of 2.26, equivalent to 56.49. This score indicates that the public is quite satisfied with the infrastructure services provided by the Serang District Government. The IKLI land transportation is assessed based on the elements of the availability of physical conditions of land transportation, the quality of physical services of land transportation, the suitability of land transportation infrastructure to the needs of the community, the level of usefulness for the community, and the contribution of land transportation to the development/improvement of the community's economy.

Clean Water Infrastructure.

Table 7. Clean Water IKLI Achievements

No.	Service Elements	Average Score
1.	Physical Availability	2.57
2.	Physical Quality	2.67
3.	Suitability to Community Needs	2.60
4.	Level of Usefulness	2.70
5.	Influence in Improving Community Economy	2.81
Average Value / Number of Service Elements		2.67
IKLI Clean Water		66.76
Infrastructure Service Performance		Quite Satisfied

(Source: Research Result, 2024)

Based on the table above, the Clean Water Infrastructure Service Satisfaction Index (IKLI) obtained a clean water IKLI score of 2.67, equivalent to 66.76. This score indicates that the community is quite satisfied with the infrastructure services provided by the Serang District Government. Clean water IKLI is assessed based on the elements of the availability of physical conditions of clean water, the quality of physical services of clean water, the suitability of clean water infrastructure to community needs, the level of usefulness for the community, and the contribution of clean water to the development/improvement of the community's economy.

Housing/Settlement Service Infrastructure.

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Table 8. Achievements of IKLI Housing/Settlement Services

No	Service Elements	Average Score
1.	Physical Availability	2.32
2.	Physical Quality	3.02
3.	Suitability to Community Needs	2.42
4.	Level of Usefulness	2.39
5.	Influence in Improving Community Economy	2.45
Average Value / Number of Service Elements		2.38
IKLI Housing/Settlement Services		59.61
Infrastructure Service Performance		Quite Satisfied

(Source: Research Result, 2024)

Based on the table above, the Infrastructure Service Satisfaction Index (IKLI) for housing/settlement services received an IKLI value for housing/settlement services of 2.38, equivalent to 59.61. This score indicates that the community feels quite satisfied with the infrastructure services provided by the Serang District Government. IKLI for housing/settlement services is assessed based on the elements of the availability of physical conditions for housing/settlement services, the quality of physical services for housing/settlement services, the suitability of housing/settlement service infrastructure to community needs, the level of usefulness for the community, and the contribution of housing/settlement services to the development/improvement of the community's economy.

Overall Value Results of the Infrastructure Service Satisfaction Index (IKLI) Service Element

Table 9. Overall Value of IKLI Service Elements

No.	Element	Average Score	Converted Average Score	Service Unit Performance
Highway Infrastructure (Roads under the Authority of Serang Regency Government)				
1.	Your opinion on the availability of physical road infrastructure (road width) being used	2.91	72.80	Quite Satisfied
2.	Your opinion on the quality of road infrastructure services (smoothness and durability of road surfaces and shoulders) being used	3.02	75.49	Quite Satisfied

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No.	Element	Average Score	Converted Average Score	Service Unit Performance
3.	Your opinion on the suitability of road infrastructure (location/position) for user mobility needs	3.05	76.34	Very Satisfied
4.	Your opinion on the usefulness of the road infrastructure for the community	3.17	79.15	Very satisfied
5.	Your opinion on the impact of road infrastructure on improving the community's economy	3.28	81.95	Very satisfied
Bridge Infrastructure (Bridges under the Authority of Serang Regency Government)				
6.	Your opinion on the availability of physical bridge infrastructure (bridge width) being used	2.58	64.39	Quite Satisfied
7.	Your opinion on the quality of bridge infrastructure services (smoothness and durability of bridge surfaces) being used	2.59	64.63	Quite Satisfied
8.	Your opinion on the suitability of bridge infrastructure (location/position) for user mobility needs	2.69	67.20	Quite Satisfied
9.	Your opinion on the usefulness of the bridge infrastructure for the community	2.85	71.34	Quite Satisfied
10.	Your opinion on the impact of bridge infrastructure on improving the community's economy	2.92	73.05	Quite Satisfied
Land Transportation Infrastructure (Authority of Serang Regency Government)				
11.	Your opinion on the availability of land transportation infrastructure (terminals, bus stops, traffic signs, streetlights, road markings, and zebra crossings) being used	2.18	54.51	Quite Satisfied
12.	Your opinion on the quality of land transportation infrastructure services being used	2.23	55.73	Quite Satisfied
13.	Your opinion on the suitability (location/position) of land transportation infrastructure for user mobility needs	2.20	54.88	Quite Satisfied
14.	Your opinion on the usefulness of land transportation infrastructure for the community	2.30	57.44	Quite Satisfied
15.	Your opinion on the impact of land transportation infrastructure on	2.40	59.88	Quite Satisfied

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No.	Element	Average Score	Converted Average Score	Service Unit Performance
	improving the community's economy			
Clean Water Infrastructure (Authority of Serang Regency Government)				
16.	Your opinion on the availability of clean water infrastructure being used	2.57	64.27	Quite Satisfied
17.	Your opinion on the quality of clean water infrastructure services being used	2.67	66.83	Quite Satisfied
18.	Your opinion on the suitability of clean water infrastructure (location/position) for user needs	2.60	64.88	Quite Satisfied
19.	Your opinion on the usefulness of clean water infrastructure for the community	2.70	67.56	Quite Satisfied
20.	Your opinion on the impact of clean water infrastructure on improving the community's economy	2.81	70.24	Quite Satisfied
Housing/Settlement Service Infrastructure (Authority of Serang Regency Government)				
21.	Your opinion on the availability of sanitation and drainage infrastructure in residential areas	2.32	57.93	Quite Satisfied
22.	Your opinion on the quality of sanitation and drainage services in residential areas	2.35	58.66	Quite Satisfied
23.	Your opinion on the suitability of sanitation and drainage infrastructure for community needs	2.42	60.49	Quite Satisfied
24.	Your opinion on the usefulness of sanitation and drainage infrastructure in residential areas	2.39	59.63	Quite Satisfied
25.	Your opinion on the impact of sanitation and drainage infrastructure in residential areas on improving the community's economy	2.45	61.34	Quite Satisfied
Total		**2.62**	**65.62**	**Quite Satisfied**

(Source: Research Result, 2024)

Based on the results of the infrastructure service satisfaction index (IKLI) survey with reference to each service infrastructure, it can be seen that all service infrastructures have an infrastructure service satisfaction index (IKLI) value of 2.62 or equivalent to 65.62, which is the performance of the service unit assessed by the

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e-ISSN 2549-9319

community, the community feels quite satisfied with the infrastructure services provided by the Serang District Government.

D. CONCLUSION

Based on the results of the analysis and discussion, the following conclusions can be drawn: The Satisfaction Index for Priority Infrastructure Services in Serang Regency in 2024 is 2.62, equivalent to 65.62, with the criteria of "quite satisfied." This result indicates that the people of Serang Regency perceive the performance of the Serang Regency Government in priority infrastructure services as quite good and satisfactory. However, improvements are still needed to enhance priority infrastructure services so that areas perceived as lacking can be addressed. The detailed achievements of the Priority Infrastructure Service Satisfaction Index in Serang Regency in 2024 are as follows.

First, the satisfaction index achievement for road infrastructure services (roads under the authority of the Serang Regency Government) is 3.09, equivalent to 77.15, with the criteria of "very satisfied." Second, the satisfaction index achievement for bridge infrastructure services (bridges under the authority of the Serang Regency Government) is 2.72, equivalent to 68.12, categorized as "quite satisfied." Third, the satisfaction index achievement for land transportation infrastructure services (under the authority of the Serang Regency Government) is 2.26, equivalent to 56.49, categorized as "quite satisfied." Fourth, the satisfaction index achievement for clean water infrastructure services (under the authority of the Serang Regency Government) is 2.67, equivalent to 66.76, categorized as "quite satisfied." Fifth, the satisfaction index achievement for housing/residential infrastructure services (under the authority of the Serang Regency Government) is 2.38, equivalent to 59.61, categorized as "quite satisfied."

Based on the discussion and conclusions, the researcher recommends the following. First, Serang Regency Government should make improvements and enhance the quality of priority infrastructure services, particularly in the three types of infrastructure services that have low satisfaction index scores, namely land transportation infrastructure, housing/residential infrastructure services, and clean water infrastructure. Continuous maintenance is required for road infrastructure to ensure its quality is consistently improved. Second, Serang Regency Government

ISSN 2087-8923
e-ISSN 2549-9319

should increase the budget allocation for infrastructure, particularly for infrastructure that still requires improvements, such as land transportation infrastructure, housing/residential infrastructure services, and clean water infrastructure.

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