

Public Services, Public Acceptance, and Satisfaction: Macro Evaluation of Government Services in Sigi Regency

Muzakir Tawil¹, Yulizar P Tawil¹, Giska Mala Rahmarini², Indra P P Salmon^{3*}

¹Department of Public Administration, Faculty of Social and Political Science, Tadulako University, Palu

²Department of Communication, Faculty of Social and Political Science, Tadulako University, Palu

³Department of Public Administration, Faculty of Social and Political Science, Bhayangkara University, Surabaya, Indonesia

*Correspondence Email: indrapratamaps29@gmail.com

Received: February 29 2021; Revised: April 2 2021; Accepted: 29 May 2021

Abstract: *The background of this research is the justification of findings in the form of public services in Indonesia in general, which are not good and not satisfactory. The objectives of this research are; 1) testing the level of public satisfaction with the implementation of basic service programs in Sigi Regency (14 indicators), and; 2) testing the level of public acceptance of the implementation of development programs in Sigi Regency (9 indicators). We use a mix-method approach in analyzing the results of public satisfaction and public acceptance to obtain the depth of data and field results. The results showed that the index of public acceptance of public services in Sigi Regency was 3.92, which means that the majority of Sigi Regency people received local government programs simultaneously. Partially, there are three dimensions in the form of program effectiveness, program efficiency, and dimensions of trust concerning the index of public acceptance of public services in Sigi Regency which is below the average score. However, this dimension does not simultaneously affect the level of public trust in public services in Sigi Regency with a total increase of 76.02%. The implication of this research is the existence of alternative strategies for improvement to improve public acceptance (IPM) and public satisfaction (IKM), including efficiency and public trust in the public acceptance index (IPM) framework, as well as safety and comfort within the public satisfaction index framework (IKM).*

Keywords: *public service; public acceptance index; public satisfaction index; Sigi Regency.*

Introduction

One of the measures to measure the level of success of public services in Sigi Regency is the satisfaction aspect of government programs. The service quality indicator is a representation of whether or

not the needs of the public who use public services are fulfilled. In other words, community satisfaction is a reference to the success of program implementation at an institution that provides public

services, and the government should prioritize the provision of better public services to users by utilizing information concerning the quality of service performance provided (Huang & Reynoso, 2021; Christensen et al, 2020; Curtice & Heath, 2012; Chanana et al, 2016; Mishra & Abdullahi, 2020). Empirically, this performance measurement has 2 urgent goals in developing governance, namely: the first aspect, improving the quality of public services and the performance of apparatus in internal institutions (Da Cruz et al, 2015; Dollery et al, 2020; Geys & Moesen, 2009), and; the second aspect, the achievement of public satisfaction and trust through the public who is more empowered in issuing their aspirations as one of the main goals of government administration (Beshi & Kaur, 2020; Farazmand, 2017, 2012; Grimmelikhuijsen & Knies, 2017; Grimmelikhuijsen, 2012; Porumbescu, 2015; Poznyak et al, 2014).

The urgency of measuring the level of community satisfaction plays a role at the level of evaluating the performance of the Sigi Regency government as a public service provider. The main factor driving performance measurement is a commitment to providing better, more efficient, and more effective public services based on community needs. The consequence is an increase in service quality as a contextual target according to the dynamics of community needs such as the development of technological innovation and new knowledge. Critical power and the condition of public intelligence also have an impact on improving the performance of the public service bureaucracy. The issue that arises is the public as a strong authority in

fulfilling the rights of citizens through public services in the aspects of health, education, and services in other fields of public interest. The position of the state and government as representatives of public service providers is not a weak party, but as a party that must collaborate with the community for the development of changes towards community welfare through public services.

The increase in the critical power of the community towards the government in Sigi Regency is an indication of the existence of public empower. The public is increasingly aware of their rights and obligations as citizens, the more critical and courageous they are to exercise control over governance and government services, and the more they dare to submit their demands, desires, and aspirations to public service providers. Therefore, public service providers in this area are required to be able to change their position and role in providing public services. From those who like to use a powerful approach to being helpful towards a more flexible, collaborative, and dialogical direction, from those who like to organize and govern society to become like to serve, and from (pseudo) ways of working pragmatically realistic. With the revitalization of the public bureaucracy, better and more professional public services in carrying out the duties and authorities assigned to them can be realized.

In the conditions of society as described above, the public service bureaucracy should be able to provide public services that are more professional, simple, transparent, effective, timely, responsive, and caring as well as being

able to build human quality in terms of increasing the capacity of individuals and society to proactively determine their future alone.

According to preliminary field observations, the implementation of public services in Sigi Regency in various service sectors, particularly those concerning the fulfillment of civil rights and basic needs, is still perceived to be inadequate in comparison to community demands and expectations. This can be seen, for example, in the number of complaints and complaints submitted by the public through the mass media and directly to the service unit, both regarding service systems and procedures that are still convoluted, not transparent, less informative, and less accommodating or inconsistent, so that they do not guarantee certainty (legal, time, and cost), as well as the practice of illegitimate practices. If this condition is not responded to by public service providers, it will cause a bad image for the Government of Sigi Regency.

To guarantee the fulfillment of people's rights to better quality public services, a standard assessment is needed regarding the performance analysis of public service providers. Indicators that are often used to measure the level of success include the Community Satisfaction Index (IKM). This index is data and information about the level of community satisfaction obtained from quantitative and qualitative measurements of public opinion in obtaining services from public service administrators by comparing their expectations and needs. Based on the description above, a survey regarding the level of community satisfaction with the

delivery of public services and the level of public acceptance of the implementation of sectoral development programs in Sigi Regency is very necessary or urgent to be carried out.

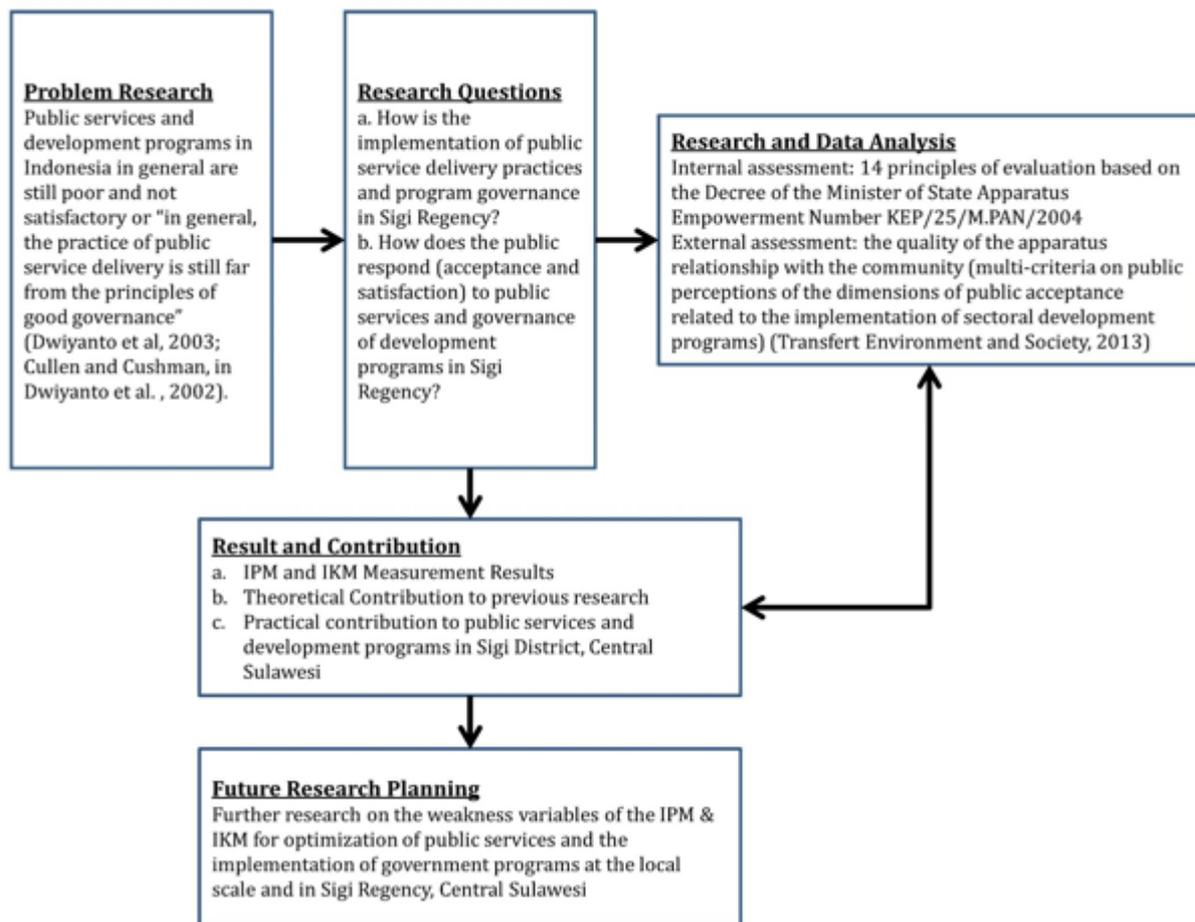
This study aims to: (1) analyze the level of community satisfaction with the delivery of public services in Sigi Regency; (2) analyze the level of public acceptance of the implementation of sectoral development programs in Sigi Regency; (3) analyze the success rate of implementing sectoral development programs with a focus on the impact on groups of program beneficiaries; and (4) analyze the feasibility of implementing sectoral development programs in Sigi Regency. The scope of the study includes (1) measuring the level of community satisfaction with the implementation of basic public service programs by public service providers in Sigi Regency using standard assessment criteria as stipulated in the Decree of the Minister of State Apparatus Empowerment Number KEP/25/M.PAN/2004; and (2) measuring the level of public acceptance of the implementation of development programs in Sigi Regency using the following criteria: sectoral and institutional frameworks; interaction and decision-making processes; local community context; program quality; level of confidence; and participation rates (Transfert Environment and Society, 2013).

Based on several studies conducted by academics and bureaucrats about public services in Indonesia, it turns out that the conditions are still in the "not good and unsatisfactory" category. This is indicated by the conclusion of a study conducted by

Dwiyanto et al (2003) in 20 provinces in Indonesia regarding the performance of public services which states that "in general the practice of public service delivery is still far from the principles of good governance". Then the performance of public bureaucratic services in Indonesia, based on

a report from The World Competitiveness Yearbook 1999 is in the group of countries that have the lowest index of competitiveness among the 100 most competitive countries in the world (Cullen and Cushman, in Dwiyanto et al., 2002).

Figure 1.
Research Scheme



Service quality is the match between the expectations and perceptions of service users (Parasuraman et al., 1988). Service quality can be measured through 2 aspects, namely: first, how services are provided, and; second, the results of the services provided (Lehtinen & Lehtinen, 1982). Satisfaction can be obtained along with improving service quality (Chatterjee & Suy, 2019). In the context of institutional performance, the

quality of public services in providing services to the community plays a role in improving performance outcomes. After receiving or enjoying the service, in general the community will assess whether the service has met expectations and standards or vice versa. This comparison shows an indicator of the achievement of the extent to which the quality of public services is implemented. Therefore, the concept of service quality

has a relationship with public satisfaction (Kumasey, 2014; Hoefnagel et al, 2012; Kant et al, 2017; Bae et al, 2015; Roch & Poister, 2006).

Satisfaction in the context of public services is an evaluation after the user receives service or becomes one of the indicators of assessing service quality (Anderson & Sullivan, 1993; Ariely, 2013; Brewer, 2007; Curtice & Heath, 2012; Akhtar et al, 2012). Satisfaction is a psychological condition after receiving services compared to previous experiences (Oliver, 1980). In other words, satisfaction is also used as a service performance standard (James, 2009; Roch & Poister, 2006). In general, the concept of satisfaction is often used as an indicator in the marketing field (Chatterjee & Suy, 2019). However, along with the dynamics of government, satisfaction becomes an alternative in assessing the success of government service programs. The emergence of a gap between expectations and reality about government public services makes satisfaction an indicator in service quality assessment (DeHoog et al., 1990; Ryzin, 2004). On the other hand, dissatisfaction that arises through public complaints is considered a form of the government's inability to achieve targets through public services (James, 2009).

Methods

A mixed-method approach was used to perform a public service program evaluation study. We use a quantitative approach to analyze public service program documents and survey beneficiaries. Meanwhile, we examine the outcomes of interviews with key informants, community leaders, the

Health Officer, the Education Office, and other OPDs using a qualitative method. We use both approaches to get an in-depth study of the implementation of basic public service programs, their benefits, and their impacts through a series of fundamental questions. The content of the question contains the achievement of the expected output or results, the progress that has been achieved, and the factors that affect the achievement of the expected output or its failure.

Primary data in this study consisted of information about 14 indicators of community satisfaction and information about the 6 dimensions of public acceptance indicators. Secondary data, on the other hand, includes information on sectoral development and the sorts of fundamental public services available. Data collection was carried out by using a survey strategy for beneficiary groups of public service programs, in-depth interviews with key informant groups (sectoral development programs), and tracking of authenticated statistical data.

Our analysis leads to internal and external assessments. The internal assessment includes components related to basic public service programs and uses public satisfaction indicators based on respondents' perceptions (public service recipients) of 14 evaluation principles based on the Decree of the Minister of State Apparatus Empowerment Number KEP/25/M.PAN/2004, namely: a. procedure; b. requirements (technical and administrative); c. clarity of service personnel; d. service personnel discipline; e. service personnel responsibilities; f. the ability of service officers; g. service speed;

h. non-discrimination; i. friendliness of service personnel; j. cost justice; k. the certainty of costs; l. the certainty of time; m. comfort, and; n. security. Furthermore, the public satisfaction index value is calculated using the "weighted average value" of each evaluation element. In calculating the indicators of community satisfaction with the 14 (fourteen) evaluation elements studied, each evaluation element studied has the same weight, calculated by the formula:

$$\frac{\text{Measured value weights} = \frac{\text{total weights}}{\text{The number of elements}} = \frac{1}{14} = 0,07$$

The character of the basic service program has different characteristics so that each element of the evaluation of the basic public service program makes it possible to 1) add a relevant evaluation element, and; 2) give different weights to the dominant evaluation elements in the basic public service program, with a note that the total weights of all elements are fixed 1. Next, to obtain the index value of aging, the calculation is carried out using the following formula:

$$\text{Public satisfaction index} = \frac{\text{Total Perception Value per Element}}{\text{Total Filled Elements}} \times \text{weighting value}$$

In facilitating interpretation of the public satisfaction index assessment, which is between 25-100, the results of the assessment are converted to a base value of 25 with the following formula:

$$\text{Basic service satisfaction index} \times 25$$

The results of the formula are then categorized in the criteria for the public satisfaction index as follows:

Result and Discussion

Analysis Model (calculation) and categorization of IPM-IKM

The result of the calculation formula is a basic analysis of the systematic series of conclusions. The calculation formula's results were then divided into two categories: IKM and HDI. In the IKM criteria, the categorization is organized as follows:

Table 1.
Perception Value, Public Satisfaction Index Interval Value, Public Satisfaction Index Conversion Interval, Quality and Program Implementation Performance

<i>Perception Value</i>	<i>Public Satisfaction Index Interval Value</i>	<i>Public Satisfaction Index Conversion Interval</i>	<i>Quality & Program Implementation Performance</i>	<i>Performance in Implementation of Basic Public Service Programs</i>
1	1,00-1,79	25-39,99	E	Very Low
2	1,80-2,59	40-54,99	D	Low
3	2,60-3,39	55-69,99	C	Intermediate
4	3,40-4,19	70 -84,99	B	High
5	4,20-5,00	85-100,00	A	Very High

After the IKM categorization stage, then at the next stage, the external

assessment includes the quality of the relationship between the government

work unit and the community. This evaluation is carried out based on multi-criteria on public perceptions regarding the dimensions of public acceptance in the implementation of sectoral development programs which are focused on 6 dimensions, namely: (1) the institutional and fiscal framework; (2) interaction and

decision-making process; (3) community context; (4) program quality; (5) level of trust; and (6) participation rate (Transfert Environment and Society, 2013). The analysis of the public revenue assessment framework, which is focused on these 6 dimensions, is further translated into several indicators in the following:

Table 2.
CSI Dimensions and Indicators

Dimensions	Indicators
1. Economy (Economic Sectoral Development Program (PSB))	<ol style="list-style-type: none"> 1. Increasing community business opportunities 2. Increased income 3. Strengthening community businesses
b. Education (Public Service Implementation Program (PPP) in education)	<ol style="list-style-type: none"> 1. Improving the quality of education 2. Decrease in illiteracy rates 3. Increasing the ability of teachers 4. Availability of support for children's creativity at school 5. Expansion of the number of school-age children attending school
c. Health (Public Service Implementation Program (PPP) in the health sector)	<ol style="list-style-type: none"> 1. Improving the skills of health workers 2. Increased awareness/understanding of healthy life 3. Increased knowledge of women (mothers) about nutrition 4. Encourage the use of land for medicinal plants 5. Increased public awareness about the functions and benefits of the Puskesmas
d. Infrastructure (Sectoral development program (PSB) infrastructure)	<ol style="list-style-type: none"> 1. Capacity building for school infrastructure 2. Capacity building for market development 3. Increasing the capacity to repair road infrastructure 4. Increasing the capacity to improve agricultural/plantation facilities 5. Capacity building for repairing religious facilities
e. Environment (Green program in Sigi)	<ol style="list-style-type: none"> 1. Increased waste management capacity 2. Increasing the capacity of yard land use 3. Increasing public awareness of water sanitation hygiene 4. Prevention of illegal logging 5. Increased capacity for the preservation of environmental functions
Institutional Framework: Sigi Masagena's sectoral development program	
a. Interaction and decision making process	<ol style="list-style-type: none"> 1. Openness to insights about common interests 2. Openness to insights about the importance of planning activities 3. Increased awareness of cooperation 4. Decreasing the level of conflict in the group

Dimensions	Indicators
	5. Increased level of public awareness of democracy 6. Increasing the intensity of deliberation for decision-making.
b. Locality of society	1. Increasing community welfare 2. Increasing group welfare 3. Increased opportunities for women to participate 4. Increased opportunities for housewife to be involved in social activities 5. Increasing the partnership between men and women
c. Program quality	1. In line with planning 2. In line with the needs 3. In line with public aspirations 4. Implementation of periodic evaluations by village officials 5. Conduct periodic evaluations by relevant agencies
d. Trust	1. Increased trust among community members 2. Increased trust between the community and related government work units 3. Increased trust between the community and the managers of regional development participation programs
e. Participation	1. Increasing community involvement in every program 2. Increased opportunities for coordination between the community and village officials 3. Increased opportunities for communities to coordinate with local development participation management teams

After inputting the data, then the value of each dimension is calculated and the score for each indicator according to the evaluation results group. The IPM

identification of basic public service programs is categorized into 5 perception indicators in the following:

Table 3.
Perception Value, IPM Interval, IPM Conversion Interval, Quality and Level of Community Acceptance of Program Implementation

Perception Value	IPM Interval	IPM Conversion Interval	Program Implementation Quality	Quality and Level of Community Acceptance of Program Implementation
1	1,00-1,79	25-39,99	E	Very low
2	1,80-2,59	40-54,99	D	Low
3	2,60-3,39	55-69,99	C	Intermediate
4	3,40-4,19	70-84,99	B	High
5	4,20-5,00	85-100,00	A	Very High

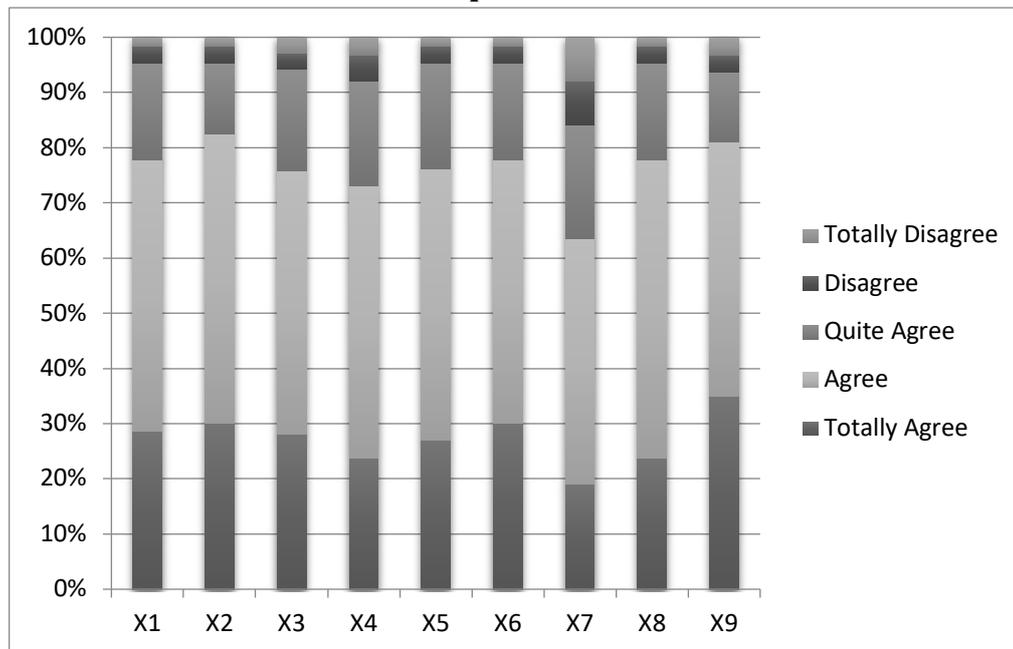
Furthermore, the details of the calculation results and categorization of variables and indicators are explained in the following sub-chapters on the

Community Acceptance Index (IPM) and the Community Satisfaction Index (IKM).
Public Acceptance Index (IPM)

In the aspect of the public acceptance index, we break down the tabulation results into 9 variables with indicators for

the number of different statements with the following details:

Figure 2.
The Result of 9 Public Acceptance Index Tabulation Variable



Source. Primary data (2020)

Figure 2 shows that almost all respondents agreed with the government program in Sigi District. Overall, the public acceptance rate has almost touched 50% and several variables above 50% with details in the form of:

The program relevance variable (X1), shows that the dominant community agrees with the program relevance variable being implemented in assessing the achievements of the program that has been implemented, and in a needs-based program approach in the area where the community is located. The program relevance rate is 49.21% of the people agree with the implementation of the program being implemented. This is based on the process and stages of program formulation starting from the village by

conducting village deliberations to produce programs that will be run. In this way, it shows that the relevance of the program can be accepted by the community.

The program suitability variable (X2) indicates that the suitability of the program implemented in each region has been right on target. This can be seen that 52.38% of the public agree with the suitability of the program being implemented. This shows that the wishes of the program that are expected by the community are compatible;

The program effectiveness variable (X3) indicates that respondents generally agree with the effectiveness of the program being implemented. The results of the study show that the implementation

of the program with the wishes of the community can be felt by the community of the program being run. This is because the program proposals with a level of community desire are based on the wishes of the community.

The program efficiency variable (X4) shows that the respondent agrees with the efficiency of the implementation of the program being run. It can be seen that 49.21% of respondents agree with the efficiency of each program that is carried out, the level of choice of the respondents indicates that program planning has been carried out efficiently in managing each existing program.

The program impact variable (X5), shows that 49.21% of the program's impact felt by the community agreed to the impact of the program being implemented. This shows that the implementation of the program with the impact of the program being implemented is felt by the community.

The program sustainability variable (X6) shows that the program's sustainability is expected by the respondents to continue to be developed. This can be seen from 47.62% of respondents indicating that they agree with the sustainability of the program that has been implemented. The sustainability of the program that is desired by the community indicates that the community wants and expects the sustainability of every program that is carried out.

The program trust variable (X7), shows that the dimensions of public trust in the implementation of the existing

program are 44.44% agree. This shows that the program being implemented has been felt by the community and has a direct impact on the community.

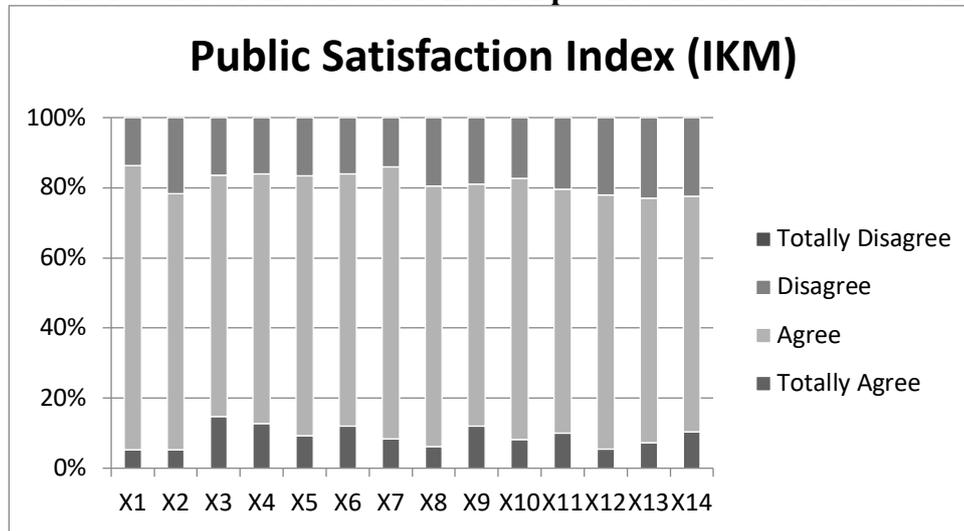
The network dimension variable (X8) indicates that the network dimension is one of the important factors in program implementation. The network dimension has a strong influence on the program being run, it is recorded that 53.97% of respondents agree that the network dimension can help the development of the program being run.

The norm dimension variable (X9) indicates that the norm dimension is one of the factors that affect the success of the program being implemented. It is recorded that 46.03% agree that the dimensions of the program have an influence on the success of the program being implemented. The dimension of norms factor will be related to how we adjust to the existing rules in order to aid in the implementation of the program being run.

Public Satisfaction Index (IKM)

The public satisfaction index parameter is calculated based on the respondent's (public service recipient) perception of the 14 evaluation elements based on the Decree of the Minister of State Apparatus Empowerment Number KEP/25/M.PAN/2004. This section describes the tabulation results for each variable proposed by several statements based on the indicators previously described.

Figure 3.
The results of the tabulation of 14 public satisfaction index variables



Source. Primary Data (2020)

Figure 3 shows that almost all respondents agreed with the government program in Sigi Regency. Overall, the public acceptance rate has almost touched 50% and several variables above 50% with details in the form of:

The procedure variable (X1), the results of the questionnaire from the service procedures submitted to the respondent provides an overview of health services at the sub-district public health center (puskesmas) in Sigi Regency with different scores. The results of the study indicate that the service procedure variable is an important essence in program implementation. The service procedure variable has a strong influence on the program being implemented, it is recorded that 81.00% of respondents agree that the network dimension can help the development of the program being run.

Variable requirements (technical and administrative) (X2) indicate the agreement of the majority of respondents. The results of the study show that the requirements (technical and administrative) with the wishes of the community can be felt by the community. This is because the service requirements (technical and administrative) that are carried out are not convoluted and easy to understand.

The clarity variable (X3) shows that as many as 69.00% of respondents agree with the clarity of officers when providing services, however, 16.33% of respondents do not agree or get less satisfaction regarding how officers respond to services. This can be used as a reference frame for improvement for service providers to make a breakthrough in the development of bureaucratic implementers.

The discipline variable (X4) shows that the service officers' discipline in providing services is highly appreciated by the respondents. This indicates that the discipline of service personnel is good enough. This is evidenced by the fact that 71.33% of those polled agreed. This shows that the clarity of officers in carrying out the program is relevant to community expectations.

The variable of service officer responsibility (X5) states that the majority of respondents agree that the responsibility of service officers is good enough, this is reinforced by the data of respondents as much as 74% said that the responsibility of service officers is sufficiently responsible in serving the community.

The service officer capability variable (X6), in which the officer ability plays a strategic role when implementing the program. The results showed that 72% of service personnel had the skills and abilities to respond to programs and provide services to the community.

The service responsiveness variable (X7) shows that the service responsiveness variable is a factor that influences the success of the program. It was recorded that 77.67% of respondents agreed that the service responsiveness variable influenced the success of the program. Variable responsiveness of service personnel will be related to the way the bureaucratic apparatus adjusts to time to assist in program implementation.

The equity variable (X8) is one of the factors affecting service. It is recorded that 74.25% of respondents agree that variable equity has a positive influence on public services.

The service officer hospitality variable (X9) shows that the respondent agrees with the hospitality of the officers with 68% of the respondents who think that the hospitality of the officers given has a very positive effect on the comfort of the community in accessing services.

The reasonable cost variable (X10) shows that the reasonable cost of services needs to be considered. This can be seen from 75.5% of respondents who agree to the reasonable cost of services that have been implemented. However, there are 17, 25% of respondents who disagree regarding the reasonable cost of services, this indicates that the public wants and expects the reasonable cost of services.

The cost certainty variable (X11) indicates a trend that is almost similar to the dimension of service cost fairness. In the dimension of service fee certainty, there are around 20.33% of people who are still confused about the certainty of service costs, but 69.77% of respondents said that the certainty of service costs is quite clear. This needs to be taken seriously, by making a new regulation or evaluating the service provider apparatus.

The time certainty variable (X12) is the certainty of the program service schedule which is expected to continue to develop by the respondent. This can be seen from 72.5% of respondents indicating that they agree with the certainty of the program schedule that has been implemented. The community's desire for program sustainability indicates that the community desires and expects the sustainability of all programs that are carried out with a service certainty schedule so that the community is satisfied in terms of service access.

The convenience variable (X13) indicates that convenience needs attention. This can be seen from 69.8% of respondents indicating that they agree with the reasonableness of the service fees that have been implemented. However, there are still 23% of respondents who disagree about environmental convenience, this indicates that the community wants improvements in environmental convenience access.

The security variable (X14), that the service security in terms of providing an agreed response, gives a signal that this dimension is good enough. This can be seen from 67.33% who gave responses in this study. This shows that the safety of services in carrying out the program that is expected by the community.

Data from the survey conducted in Sigi Regency shows that there is a fairly high level of public acceptance and satisfaction. In the aspect of public acceptance, the strength of the government in Sigi Regency lies in the variable public acceptance of program suitability (X2) and norms (X9), while the government's weakness lies in public acceptance of the efficiency (X4) and trust (X7) variables. In the aspect of public satisfaction, the public is satisfied in terms of service procedures (X1) and service speed (X7). While the lowest satisfaction is the comfort variable (X13) and security (X14). This variable is an indication and an implication that although the overall index of acceptance and satisfaction is relatively high, there are still aspects that must be studied and improved by the government in Sigi Regency, which will affect the level of trust in the government in the future.

Public acceptance, especially the efficiency variable (X4) and trust (X7) is the lowest variable as an indication of the need for improvements to optimize public revenue. Theoretically, a study conducted by Greiling (2006) states that the strategy to increase the efficiency of public services is to use performance measurement, especially for the public, given the large potential contribution to increasing efficiency in the field of public services. Also, Osman et al (2014) added that the importance of orientation to the public and learning to the private sector is better able to improve the efficiency of government performance. This performance measurement can be applied as the material for an evaluation study by the Sigi Regency Government in the context of measuring the performance of the economic sectoral development program, the delivery of public education services, the delivery of public health services, the development of sectoral infrastructure, and the development of Sigi Hijau. In terms of trust, the main strategy for increasing trust in public services is to apply the values of good governance and community development action plans to the bottom line. This is reinforced by a study that states that the practice of implementing values in the form of transparency, accountability, and responsiveness and the allocation of resources under government authority through public services can significantly increase public trust (Beshi & Kaur, 2020; Gracia & Arino, 2015). The implications of this study regarding public acceptance include: first, local governments need to carry out lessons related to governance efficiency, and: second, the application of

values in the form of transparency, accountability, and responsiveness as well as allocation of resources under the authority of local government in Sigi Regency to increase public trust.

In the aspect of public satisfaction, the public is satisfied in terms of service procedures (X1) and service speed (X7). While the lowest satisfaction is the comfort variable (X13) and security (X14). Service convenience relates to how providers can optimize and influence the perceptions of service recipients, among others by reducing service uncertainty, anxiety about delays in service delivery, helping either technically or informatively about service use, and anticipating service users when something bad happens that doesn't happen. planned (Berry et al, 2002). The implementation of policies and services by the Government of Sigi Regency, of course, also has the potential to create negative things that are not desired by the public which of course affects the level of public satisfaction with government performance. What is stated by Berry et al (2002) can be an alternative to anticipate public discomfort in Sigi Regency when bad things happen about public services that are out of the plan to minimize distrust on the government as service providers.

Security is also an important variable concerning the public satisfaction of service users. Joewono and Kubota (2006) state that users' understanding and awareness of public services are variables that can contribute to improving security in public services. At the strategic level, Joewono and Kubota (2006) mention 3 aspects of improvements that can be made to increase public satisfaction in terms of service security, namely

technology, governance, and institutions which are then complemented by action plans and distribution of implementation roles in improving the security aspect of public services.

The results of this study theoretically and practically have contributions in the form of:

Theoretically, this research novelty strengthens/confirms several previous studies conducted by Da Cruz et al (2015), Dollery et al (2020), and Geys & Moesen (2009) regarding performance measurement that has a significant and positive impact on the internal performance of government administration, including in Sigi District-Central Sulawesi, and research conducted by Beshi & Kaur (2020) Farazmand et al. An empowered public has an important role to play in providing useful aspirations in building local government performance.

Practically and pragmatically, this research is useful as an empirical role for making policies and programs or making changes to government administration and public services. This is due to the post-positivist paradigm that the author uses in compiling the research paper, that the author does not only use subjective analysis, but also uses a measurement of how the public receives and the public feels satisfied with the programs and services of the local government in Sigi-Central Sulawesi Regency. In addition, this research paper is also in line with the main mission of the local government in Sigi Regency which seeks to prioritize access and quality of services in the education, health and infrastructure sectors, as well as improving the community's economy.

Conclusion

Based on the research we have done, the index of public acceptance simultaneously or as a whole for public services in Sigi Regency is 3.92. This means that the whole community of the Sigi Regency receives activities from the program implemented by the Regency Government. Partially, the index of public acceptance of public services in Sigi Regency shows that there are 2 dimensions, namely program efficiency and the dimension of trust which are below the average score. However, this dimension does not simultaneously affect the level of public trust in public services in Sigi Regency with a total increase of 76.02 percent. The implication of this research is the existence of alternative strategies for improvement to improve public acceptance (IPM) and public satisfaction (IKM), including efficiency and public trust in the public acceptance index (IPM) framework, as well as safety and comfort within the public satisfaction index framework (IKM).

The limitation of this study is that no further research has been carried out related to the 4 variables which are weaknesses in the public acceptance index (IPM) and the public satisfaction index (IKM). Conceptually, this research has provided practical insights and alternatives that are still theoretical. For this reason, further future research from this research is the need to conduct a more in-depth study that is practical and contextual in Sigi Regency related to alternative strategies in optimizing 4 variables in the form of efficiency and public trust variables within the framework of the public acceptance index

(IPM), and variables. safety and comfort within the framework of the public satisfaction index (IKM).

About Authors

Muzakir Tawil is a senior lecturer at Department of Public Administration, Faculty of Social and Political Science, Tadulako University, Palu. Expertise in public administration theory and public sector management.

Yulizar P Tawil is a junior lecturer at Department of Public Administration, Faculty of Social and Political Science, Tadulako University, Palu. Expertise in bureaucratic reform, public service, and civil service administration.

Giska M Rahmarini is a junior lecturer at Department of Communication, Faculty of Social and Political Science, Tadulako University, Palu. Expertise in the field of government journalism.

Indra P P Salmon is a junior lecturer at Department of Public Administration, Faculty of Social and Political Science, Bhayangkara University, Surabaya, Indonesia. Expertise in the areas of public sector management, strategic management, the public sector, and research methodology.

Acknowledgments

Thanks to all colleagues in Tadulako University and Bhayangkara University who provide support and assistance in writing and reviewing articles.

References

Akhtar, A., Rafiq, S., Asif, A., Saeed, A., & Kashif, M. (2012). Public Perceptions of Police Service Quality: Empirical

- Evidence from Pakistan. *International Journal of Police Science & Management*, 14(2), 97–106.
<https://doi.org/10.1350/ijps.2012.14.2.266>
- Anderson, E., & Sullivan, M. (1993) The Antecedents and Consequences of Customer Satisfaction for Firms. *Marketing Science*, 12, 125-143.
<https://doi.org/10.1287/mksc.12.2.125>
- Ariely, G. (2013). Public administration and citizen satisfaction with democracy: cross-national evidence. *International Review of Administrative Sciences*, 79(4), 747–766.
<https://doi.org/10.1177/0020852313501432>
- Bae, K.-J., & Cha, S.-J. (2015). Analysis of the factors affecting the quality of service in public libraries in Korea. *Journal of Librarianship and Information Science*, 47(3), 173–186.
<https://doi.org/10.1177/0961000614532483>
- Beshi, T. D., & Kaur, R. (2020). Public Trust in Local Government: Explaining the Role of Good Governance Practices. *Public Organization Review*, 20, 337-350.
<https://doi.org/10.1007/s11115-019-00444-6>
- Berry, L. L., Seiders, K., & Grewal, D. (2002). Understanding Service Convenience. *Journal of Marketing*, 66(3), 1–17.
<https://doi.org/10.1509/jmkg.66.3.1.18505>
- Beshi, T. D., & Kaur, R. (2020). Public Trust in Local Government: Explaining the Role of Good Governance Practices. *Public Organiz Review*, 20, 337-350.
<https://doi.org/10.1007/s11115-019-00444-6>
- Brewer, B. (2007). Citizen or customer? Complaints handling in the public sector. *International Review of Administrative Sciences*, 73(4), 549–556.
<https://doi.org/10.1177/0020852307083457>
- Chanana, L., Agrawal, R., & Punia, D. K. (2016). Service Quality Parameters for Mobile Government Services in India. *Global Business Review*, 17(1), 136–146.
<https://doi.org/10.1177/0972150915610702>
- Chatterjee, R., & Suy, R. (2019). An Overview of Citizen Satisfaction with Public Service: Based on the Model of Expectancy Disconfirmation. *Open Journal of Social Sciences*, 7, 243-258.
<https://doi.org/10.4263/jss.2019.74019>
- Christensen, T., Yamamoto, K., & Aoyagi, S. (2020). Trust in Local Government: Service Satisfaction, Culture, and Demography. *Administration & Society*, 52(8), 1268–1296.
<https://doi.org/10.1177/0095399719897392>
- Curtice, J., & Heath, O. (2012). Does Choice Deliver? Public Satisfaction with the Health Service. *Political Studies*, 60(3), 484–503.
<https://doi.org/10.1111/j.1467-9248.2012.00976.x>
- Da Cruz, N.F., Tavares, A. F., Marques, R. C., Jorge, S., & De Sousa, L. (2016). Measuring local government transparency. *Public Management Review*, 18(6), 866-893.
<https://doi.org/10.1080/14719037.2015.1051572>
- DeHoog, R. H., Lowery, D., & Lyons, W. E. (1990). Citizen Satisfaction with Local Governance: A Test of Individual, Jurisdictional, and City-Specific Explanations. *Journal of*

- Politics, 52, 807-837.
<https://doi.org/10.2307/2131828>
- Dollery B., Kitchen H., McMillan M., & Shah A. (2020) Measuring and Monitoring Local Government Performance. In *Local Public, Fiscal and Financial Governance*. Palgrave Macmillan, Cham. https://doi.org/10.1007/978-3-030-36725-1_7
- Farazmand, A. (2012). Sound governance: Engaging citizens through collaborative organizations. *Public Organization Review*, 12(3), 223-241. <https://doi.org/10.1007/s11115-012-0186>
- Farazmand, A. (2017). Governance reforms: The good, the bad, and the ugly; and the sound: Examining the past and exploring the future of public organizations. *Public Organization Review*, 17(4), 595-617. <https://doi.org/10.1007/s11115-017-0398-y>
- Geys, B., & Moesen, W. (2009). Measuring Local Government Technical (In)efficiency. *Public Performance & Management Review*, 32(4), 499-513. <https://doi.org/10.2753/PMR1530-9576320401>
- Grimmelikhuijsen, S. (2012). Linking transparency, knowledge and citizen trust in government: An experiment. *International Review of Administrative Sciences*, 78(1), 50-73. <https://doi.org/10.1177/2F0020852311429667>
- Grimmelikhuijsen, S., & Knies, E. (2017). Validating a scale for citizen trust in government organizations. *International Review of Administrative Sciences*, 83(3), 583-601. <https://doi.org/10.1177/0020852315585950>
- Gracia, D. B., & Arino, L. V. C. (2015). Rebuilding public trust in government administrations through e-government actions. *Revista Española de Investigación de Marketing ESIC*, 19(1), 1-11. <https://doi.org/10.1016/j.reimke.2014.07.001>
- Greiling, D. (2006). Performance measurement: a remedy for increasing the efficiency of public services?. *International Journal of Productivity and Performance Management*, 55(6), 448-465. <https://doi.org/10.1108/17410400610682488>
- Gronroos, C. (1984). A Service Quality Model and Its Marketing Implications. *European Journal of Marketing*, 18, 36-44. <https://doi.org/10.1108/EUM0000000004784>
- Hoefnagel, R., Oerlemans, L., & Goedee, J. (2012). Acceptance by the Public of the Virtual Delivery of Public Services: The Effect of Affect. *Social Science Computer Review*, 30(3), 274-296. <https://doi.org/10.1177/0894439311419807>
- Huang, Y., Yi, D., & Reynoso, L. C. (2021). Public satisfaction orientation: Study on strategies for improving service quality of public gymnasiums – analysis based on stacked plot model. *The International Journal of Electrical Engineering & Education*. <https://doi.org/10.1177/0020720920985051>
- James, O. (2009). Evaluating the Expectations Disconfirmation and Expectations Anchoring Approaches to Citizen Satisfaction with Local Public Services. *Journal of Public Administration Research and Theory*, 19, 107-123.

- <https://doi.org/10.1093/jopart/mum034>
- Joewono, T. B., & Kubota, H. (2006). Safety and security improvement in public transportation based on public perception in developing countries. *IATSS Research*, 30(1), 86-100. [https://doi.org/10.1016/S0386-1112\(14\)60159-X](https://doi.org/10.1016/S0386-1112(14)60159-X)
- Kant, R., Jaiswal, D., & Mishra, S. (2017). The Investigation of Service Quality Dimensions, Customer Satisfaction and Corporate Image in Indian Public Sector Banks: An Application of Structural Equation Model(SEM). *Vision*, 21(1), 76-85. <https://doi.org/10.1177/0972262916681256>
- Kumasey, A. S. (2014). Service Quality and Customer Satisfaction: Empirical Evidence from the Ghanaian Public Service. *European Journal of Business and Management*, 6, 172-181. <https://iiste.org/Journals/index.php/EJBM/article/view/11140/0>
- Lehtinen, U., & Lehtinen, J. R. (1982). Service Quality: A Study of Quality Dimensions. *Service Management Institute*, 5, 25-32.
- Mishra, S. S., & Abdullahi, M. M. (2020). Citizens' Satisfaction with Government in a Highly Corrupt Public Life: Role of Trust in Democracy and Civil Society Participation in Somalia. *Journal of Asian and African Studies*, 55(5), 762-779. <https://doi.org/10.1177/0021909619900193>
- Oliver, R. L. (1980). A Cognitive Model of the Antecedents and Consequences of Satisfaction Decisions. *Journal of Marketing Research*, 17, 460-469. <https://doi.org/10.1177/002224378001700405>
- Osman, M. M., Bachok, S., Bakri, N. I. M., & Harun, N. Z. (2014, January 4-5). Government Delivery System: Effectiveness of local authorities in Perak, Malaysia. *Procedia: Social and Behavioral Sciences*, 153, 452-462. <https://doi.org/10.1016/j.sbspro.2014.10.079>
- Parasuraman, A., Zeithaml, V. A., & Berry, L. L. (1988). SERVQUAL: A Multiple-Item Scale for Measuring Consumer Perceptions of Service Quality. *Journal of Retailing*, 64, 12-40. <https://psycnet.apa.org/record/1989-10632-001>
- Porumbescu, G. A. (2015). Linking transparency to trust in government and voice. *American Review of Public Administration*, 47(5), 520-537. <https://doi.org/10.1177/0275074015607301>
- Poznyak, D., Meuleman, B., Abts, K., & Bishop, G. F. (2014) Trust in American government: Longitudinal measurement equivalence in the ANES, 1964-2008. *Social Indicators Research*, 118(2), 741-758. <https://doi.org/10.1007/s11205-013-0441-5>
- Roch, C. H., & Poister, T. H. (2006). Citizens, Accountability, and Service Satisfaction the Influence of Expectations. *Urban Affairs Review*, 41, 292-308. <https://doi.org/10.1177/1078087405281124>
- Ryzin, G. G. V. (2004). Expectations, Performance, and Citizen Satisfaction with Urban Services. *Journal of Policy Analysis and Management*, 23, 433-448. <https://doi.org/10.1002/pam.20020>