

Community Satisfaction to Regional Public Hospital Banjar City, Indonesia

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Abstract

In accordance with the mandate of Decree of Minister for the Empowerment of State Apparatus or *Menteri Pendayagunaan Aparatur Negara* (MENPAN), Regional Public Hospital (RPH) Banjar City has changed in the organizational structure and working procedures in order to create the effectiveness and efficiency of services provided to the community. In previous service system has a fairly fundamental change, which few public services are already integrated. The method used in this study is descriptive and verification methods and used survey techniques such as interviews and observations. Implementation of these activities using a variety of stages such as preparation of the study design, drafting instruments, sampling technic, field data collection, tabulation of data, data processing, data analysis, and data interpretation. The types of data collected for analysis is primary data obtained from the questionnaires. Results of research on Public Service Agency or *Badan Layanan Umum* of RPH Banjar City based on 14 indicators on KEPMENPAN No.25/M/PAN/2/2004 of Community Satisfaction Index (IKM) which indicates good category. The value of the index in the service unit after conversion = index value x basic value = $3.01 \times 25 = 75.15$ and categorized Good. Of the overall existing elements can all be categorized as 'Good' but there are still some questions to be answered by the respondents were less satisfied; as relating to conditions of service, the ability of service personnel, speed of service, certainty schedule of service, comfort and service.

Keywords: Community satisfaction, Public Service, Regional Public Hospital.

1. Introduction

Efforts to improve the quality of public services should be consistent with the needs and expectations of society. Thus, the public service can be provided quickly, accurately, low cost, open, simple and easy to implement and not discriminatory. Therefore, efforts to improve the quality of service to the community is an activity which is carried out continuously and sustainably by all levels of the state apparatus.

The above statement, in line with the mandate of the Minister of Apparatus State and Bureaucratic: KEP/25/M.PAN/2/2004 on General Guidelines for Preparation of Community Satisfaction Index or *Indek Kepuasan Masyarakat* (IKM) at Public Service Agency or *Badan Layanan Umum* which emphasized that service to the public by government officials should be increased, so that achieve the expected quality.

In accordance with the mandate of *KEP.MENPAN* above, the Public Service Agency of RPH Banjar City has changed in the organizational structure and working procedures, in order to create the effectiveness and efficiency of services provided to the community. In previous service system has a fairly fundamental changed which at the moment there are few public services are already integrated. In an effort to improve the quality of care units at RPH Banjar City, measured with Community Satisfaction Index or *Indeks Kepuasan Masyarakat* (IKM), is expected to determine the performance level of each unit of service. Thus, it can provide an opportunity to the public to objectively assess the development of the performance of the public service units.

Based on the above background, and in the framework assessment service work unit at the Public Service Agency of RPH Banjar City required a systematic and comprehensive assessment, so as to provide added value in order to provide reinforcement to improving the quality of services, in particular services in health care. In addition, evaluation of the service is expected to be considered by the Public Service Agency of RPH Banjar City in formulating policy design in the service unit as well as a strategic step in improving the quality of services, especially in health care.

2. Research Methodology

The method used in this research is descriptive and verification. Data collected by survey techniques such as interviews and observations. The types of data collected for analysis consist of primary data which obtained from the questionnaires. It was collected by interviews using questionnaires and direct observations.

This study is intended to examine the extent of community satisfaction index (IKM) of Public Service Agency RPH of Banjar City. The purpose of this study is to determine the level of performance of the service unit at the Public Service Agency RPH of Banjar City, so it can be used as material for policies in the establishment of public service quality further.

2.1 Sampling

The samples used in this study is based on Decree of Minister for the Empowerment of Apparatus No. 63 /KEP/M.PAN / 7/2003 which amounts to a minimum of 150 respondents. Large samples taken in this study amounted to 150 respondents, the number of respondents who selected proportional to size, i.e large samples at each service is determined based on the average number of public visits.

2.2 Target of Study

The target of this study can be explained comprehensively as follows: 1) How far the performance level in service units at Public Service Agency of RPH Banjar City in providing services to the public; 2) To study the mechanisms and procedures so that the service can be implemented in a more qualified, efficient and effective manner; 3) Fostering creativity, initiative and community participation in improving the quality of public services, especially in health care.

2.3 Benefit of Study

By measuring the IKM in Public Service Agency of RPH, Banjar City, can be obtained the following benefits: 1) Know the weaknesses or shortcomings of each of the elements in the administration of public services; 2) Given the performance of the provision of services that have been implemented by the public service units; 3) As the material determination of policy design needs to be taken and the efforts that need to be done; 4) Given the overall IKM to the results of the implementation of public services at the Public Service Agency neighborhood of RPH Banjar City; 5) Can stimulate positive competition, between units providers of care for the environment at Public Service Agency of RPH Banjar City in an effort to improve service performance; 6) For the community can be seen a picture of the performance of the service unit.

2.4 Definition and Variable Operationalization

1. Procedure service, the ease stages of service provided to the community in terms of the simplicity of the service flow;
2. Terms of Service, the technical and administrative requirements necessary to obtain the services in accordance with the type of service;
3. Clarity of service personnel, namely the presence and assurance officers who provide services (name, position and authority and responsibility);
4. Discipline care workers, namely the seriousness officers in providing services mainly to the consistency of working time according to applicable regulations;
5. Responsibilities of service personnel, namely clarity of authority and responsibility of the officer in the administration and settlement services;
6. The ability of service personnel, the level of expertise and skills possessed officer in giving / finishing services to the public;
7. Speed of service, which is the target of service time can be completed within the time specified by the unit of service providers;
8. Justice get the service, namely the implementation of services with no distinguishing mark / status of the community it serves;
9. Courtesy and friendliness of the clerk, the attitude and behavior of staff in providing services to the community as polite and friendly as well as mutual respect and respect;
10. Fairness service costs, namely the accessibility of the society against the magnitude of the fees imposed by the service unit;
11. The certainty of a service charge, which is a match between the fees paid to the cost has been determined;
12. Certainty schedule of service, namely the implementation of service time, in accordance with the conditions set;
13. Comfort environment, namely the condition of infrastructure services were clean, neat, and organized so as to provide comfort to the recipient of the service;
14. Security Services, namely ensuring the security level of the environmental unit or service providers the means used, so that people feel at ease to get the service of the risks resulting from the implementation of service.

3. Literature Review

In general government capacity is very limited because of the cooperation with private sector and the public is a necessity to address the problems that arise increasingly complex. Thought involvement of three elements, known as the paradigm shift from government into governance as a manifestation of the government's willingness and ability to adapt to changes that occur as a complex, dynamic and diverse. Governance is defined as the mechanisms, practices and procedures of government and citizens organize resources and solve public

problems. Understanding the meaning of it is the government's role is no longer dominant but only became one of the actors and not necessarily the most decisive actor, there are other actors, namely the private and the public. These three elements are according to Sumarto (2004:4) can only be created if the power of mutual support; responsible citizens, actively have consciousness, along with a government that is open, responsive, willing to listen and willing to engage. Meanwhile, the implications of the government's role as a developer and provider of services and infrastructure will shift to the driving body create an environment capable of facilitating the other party, namely the private and public sectors.

There is a new paradigm in public policy in New Public Service perspective role of government is "serving", negotiating and brokering interests among citizens (*The Global Centre for Public Service Excellence*, 2015:10). Donnelly identifies the specific characteristics of public sector that complicate quality principle's implementation. He claims that the quality itself has a completely different meaning in the public compared to the private sector. That is why quality improvement in the public sector limited to the improvement of the internal organization's operations, instead of improving the final services in order to offer new and more services (Vacaloupoulou,2013:747).

The role of government more to establish norms, procedures and standards as well as a conducive environment for public and private sector in carrying out its activities, Wasistiono (2003:41) states the government's priority is most important is to provide public services, therefore, government organizations are often referred to as public servant. The role civil servant in public sector is: "...were proud of being a civil servant, because of the job." (it) is a job where one can remain oneself. A civil servant always has a professional project, a mission, a 'raison d'être'. (Rondeaux, 2006:574). Public sector employees are currently confronted with new professional challenges arising from the introduction of new principles and tools inspired by the shift to new public management (NPM)...the principles and tools of NPM attempt to breathe a new "business-mindset" into the field of public administration, based in part on economic theories of organization. New values that have arisen in the wake of the shift constitute the criteria by which today's civil servants are assessed: productivity, efficiency, risk taking and initiative, ability to work to objectives, independence and accountability (Caron, 2006:544).

Definition of service according to Moenir (2002: 16) is the process of fulfillment through direct activities of other people. So that the service is closely related to human life, even arguably can not be separated from human life. The existence of government is to serve the people who shape it, not busy serving themselves. As stated by Hughes in Yousa (2002:43) that government organization are created by the public, for the public and to be accountable to it. In essence, the existence need governmental organizations to meet the interests of society. Therefore governmental organizations working in the framework of the mission mandated by the community and also to account for its work to the public. The level of welfare will depend on the level of public services provided by the government. Public services must address issues and requirements relevantly, competently, and in a timely manner, and consume minimal resources. They should also deal appropriately and expeditiously with unexpected challenges and disasters (Wiig, 2002:225). To serve the community, needed skilled human resources. The task of human resource development is not only the responsibility of governments, as stated by Supriatna (2000:175) that the improvement of human resources, it is not only the task of the government but it is the shared responsibility of all nations, including the private sector.

Active participation of the private sector is indispensable because of the limited budget and power of the government will be more efficiently done by the private sector. Gaebler and Osborne in *Reinventing Government* (1990) has advocated emphasis regulatory functions of government and reducing the role as a direct provider of services. They argued that governments tend to be less efficient as a service provider (rowing). Therefore, the government should focus more on the aspect setting (steering). The citizens in the context of Public Management is very strategic, as stated below:" It starts with the premise that the focus of public management should be citizens, community and civil society. In this conception the primary role of public servants is to help citizens articulate and meet their shared interests rather than to control or steer society (*The Global Centre for Public Service Excellence*, 2015:10).

According to Gasperz (2002: 52) that the most important element for the organization is the customer for the identification of exactly what the customer needs. This is in line with Tjosvold in Wasistiono (2003: 42) states that for the organization, serving the consumer is a "defining moment" (moment of thrust), opportunities for organizations determine the credibility and capability. To that end, the strategy prioritizes customer as a top priority that must be done. According to Carizon in Wasistiono (2003:42) called this century as the "century of the customer" which the service user is positioned on the highest place of honor (putting costumers first). All efforts to improve the quality of service is done by using the customer approach. In other words, give satisfaction to the customer. Citizen's feedback becomes an effective means for improving the performance of public service as it can be used to demand accountability fro the providers, especially when there are no alternatives due to regulation in delivery services (Akinbaode, 2012:183).

According to Lukman (2000:119) that the level of satisfaction as freshly someone after comparing the

performance (results) are perceived to his expectations. To know the satisfaction of the people, there should be an assessment of public opinion against the customer receives. In other words there should be measuring the level of community satisfaction (customer satisfaction). Customer satisfaction is the overall level of attainment of a customer's expectations. It could be measured as the percentage of customer expectations which has actually been fulfilled (Akinbaode, 2012:190).

Survey of customer satisfaction is one of the means to help shape the framework for cooperation between the government and customers, so it really is assured that the government has met customer needs. Stewart (1998: 225) states that the presence of this survey, customers express their needs and government know more need in the community. Measuring customer satisfaction is one of a process to determine the level of government accountability to the public service does. According to Suhirman and Apriani (2003:5) that the accountability of the public service should be viewed from the side of society as the holder of sovereignty. In other words, the public should vote against service based on sound community as either a consumer or a fiduciary.

Knowing the level of performance of the organization is the feedback for the leadership to determine the policy to be conducted in order to improve subsequent performance. Quality improvement done continuously, referring to the total satisfaction of the customer. According Tjiptono (1996:54) states that customer satisfaction creates loyalty and customer loyalty can creates loyalty to the company. Similarly, for public organizations that satisfaction of the people in public organizations is very important because it has to do with the level of public confidence. The better governance and the quality of services provided, the higher public confidence (high trust). The current emphasis on ensuring that public services reflect the needs and preferences of citizens. Rather than the internal priorities of administration system (Akinbaode, 2012:190).

In the context of the government, it is necessary to build a harmonious relationship between the government as giving service and the public as the party who get service. So the government has set a policy through the Minister of Administrative Reform KEP / 25 / M.PAN / 2/2004 on General Guidelines for Preparation of community satisfaction index in Public Service Unit Agency, which provide standardized guidelines in providing service. The scope of IKM in the regulation include: 1) Procedure, the ease stages of service provided to the community in terms of the simplicity of the service flow; 2) Terms of service, the technical and administrative requirements necessary to obtain the services in accordance with the type of service; 3) Clarity service officers, namely the presence and assurance officers who provide services; 4) Discipline service officers, namely seriousness officers who provide services mainly on the consistency of working time in accordance with applicable; 5) Responsibilities service officers, namely clarity of authority and responsibility of officials in the administration and settlement services; 6) Ability service officers, namely the level of expertise and skills possessed clerk in providing and finishing services; 7) Speed service, which is the target of service time can be completed within the time specified by the providers of care unit; 8) Justice get the service, namely the implementation of services with no distinguishing mark / status of the community it serves; 9) Courtesy and hospitality officer, the attitude and behavior of staff in providing services to the community as polite and friendly as well as mutual respect and respect; 10) Fairness service fee, which is the affordability of the public about the cost of which has been defined by service unit; 11) Certainty service charge, which is conformity between the fees paid to the cost has been determined; 12) Schedule assurance services, namely the implementation of service time in accordance with the conditions set; 13) Comfort environment, namely the condition of facilities and infrastructure services are clean, neat and organized so that it can provide a sense of comfort to the recipient of the service; 14) Security services, namely ensuring the security level of the environmental unit or service providers the means used, so that people feel at ease to obtain the services of the risks resulting from the implementation of service.

4. Results and Discussion

RPH Banjar City is a government hospital which provide health services since 1930. It formerly known as the Medical Clinic (Quarantine) managed by the Germans. The RPH Banjar City located in the east of West Java, has been providing health care services ranging from physician examination, checking of supporting up services operations. The medical care provided RPH Banjar City based on one roof service where the doctor's consultation, investigation, surgery, inpatient hospitalization until the post can be done in RPH Banjar City. It allows RPH Banjar City be a referral hospital for the doctor or hospital in the eastern part of West Java and western part Central Java and other regions.

As health services agency, RPH Banjar City understand that healing and patient safety and infection control in hospital is the most fundamental and absolutely must be done. For the creation of a conducive environment in both the ward and in the entire area of the hospital is the most important thing. In terms of the quality of human resources RPH Banjar City ensure that human resources who work in hospital are those who have competence in the field. This is done from recruitment to improving the quality of human resources with the aim that services provided in accordance with the standards of health care. According to Zeithaml and Bitner

that service are usually defined as “deeds, processes, and performances; Ramaswamy described service as business transaction that take place between a donor (service provider) and receiver (customer) in order to produce outcome that satisfies the customer; Some authors believe that services are intangible. This implies that they cannot be seen, touched, held, or stored; However, Zeithaml et.al believes that services are not all intangible, but, rather, are placed in a continuum of intangibility; Services are provided in the public sector when they cannot be done adequately in the private sector. The characteristics of public services are the following: The service are bought necessary for the public good. They are available to and utilized by the general public (Akinbaode, 2012:185).

RPH Banjar City is the type grade B which provide services of medical specialists and limited subspecialists. The RPH Banjar City also accommodates referral services from the district hospital. The RPH Banjar City provides 186 inpatient beds, more than any hospital in West Java which provided an average 68 inpatient beds. The number of doctors as many as 34 doctors. This amount reflects that RPH Banjar City provided more than the average hospital in West Java. The complete data on the number of doctors and support personnel can be explained in the table below:

Table 1. Number of Doctors

Type of Doctor	Number of People
General Practitioner	10 People
Specialist	22 People
Dentist	2 People

Source: Regional Public Hospital Banjar City, 2015.

Table 2. Total Power Support

Type of Power Support	Number of People
Pharmacy Special employee	13 People
Non Health Employee	186 People

Source: Regional Public Hospital Banjar City, 2015.

4.1 Public Satisfaction Index (*Indeks Kepuasan Masyarakat*)

Public Service Agency RPH Banjar City consists of:

- Inpatient Unit;
- Emergency Unit;
- Installation of Pharmacy;
- Radiology Unit;
- Laboratory Unit;
- Outpatient Unit.

4.2 Identity of Respondents

The identity of respondents are characteristics that can be seen from the respondents, such as age, education, gender and employment. Description of the characteristics of the respondent is to describe or give an idea about the identity of the respondents in this report, because to decipher the identity of a sample of respondents in this report it will be known the extent to which the identity of respondents in this report. Hence the description of the identity of respondents in this study can be grouped into several groups: gender, education level, occupation and age of the respondents. In the implementation of this report, it will be 150 respondents, of which 150 questionnaires distributed to respondents then all the questionnaires have been returned and all of them can be processed further. The identity of respondents will be presented descriptions that can be described as follows:

4.2.1 Gender Respondents

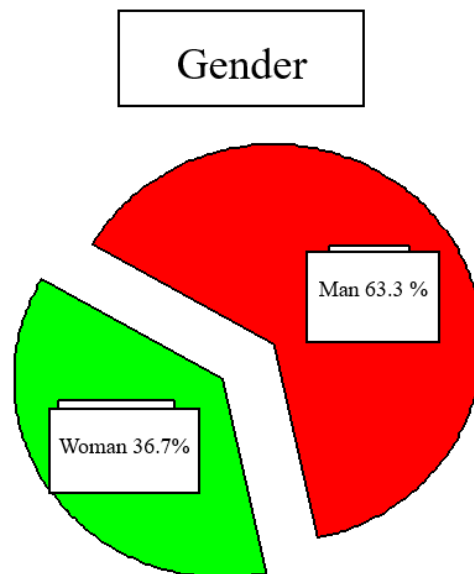
The gender of the respondents in this study can be classified into two groups: men and women, for more details will be presented the characteristics of respondents by gender can be seen in the following table:

Table 3. Characteristics of Respondents by Gender

Number	Gender	Respondent Response	
		People	%
1.	Man	95	63,3
2.	Women	55	36,7
		150	100

Source: Results of Primary Data Processing, February 2015

From Table 3 the characteristics of respondents by gender, then the 150 respondents sampled in this report, the group of respondents by sex is the greatest in this research is the male that is 95 people or 63.3%. This shows that the average customer who come to RPH Banjar City is dominated by men compared to women. It also can be seen in the diagram below:



b. Education Respondents

The level of education of respondents can be classified into six sections: elementary, junior high, high school, Diplom 1, Diplom 3 and Bachelor (S1). The description of the profile of respondents according to the type of education can be seen in the following table:

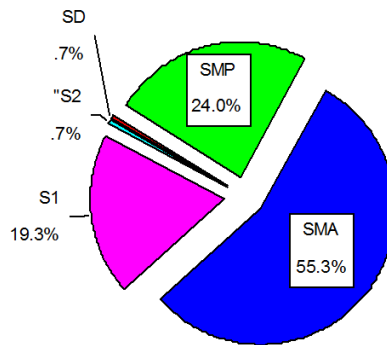
Table 4. Characteristics of Respondents by Education

Number	Age	Response of Respondent	
		People	%
1.	Primary school (SD)	1	0,7
2.	Junior High School (SMP)	36	24,0
3.	Senior High School (SMA)	83	55,3
4.	Diploma (D1)	29	19,3
5.	Bachelor (S1)	1	0,7
		150	100

Source: The results of primary data processing, February 2015

Based on the results table of frequency distribution of respondents by type of education, it appears that the majority of respondents more likely to have high school education that is equal to 83 people or 55.3%. It can be concluded that the average of the last type of education customers who come to RPH Banjar City is to have a high school education. It also can be seen in the following diagram:

Education



c. Job Type of Respondents

Description of the characteristics of respondents according to the type of job that describe or provide insight into the identity of the respondents according to the job type of respondent. In the description of the characteristics of the respondent, grouped according to the job type of respondent which can be seen the following table:

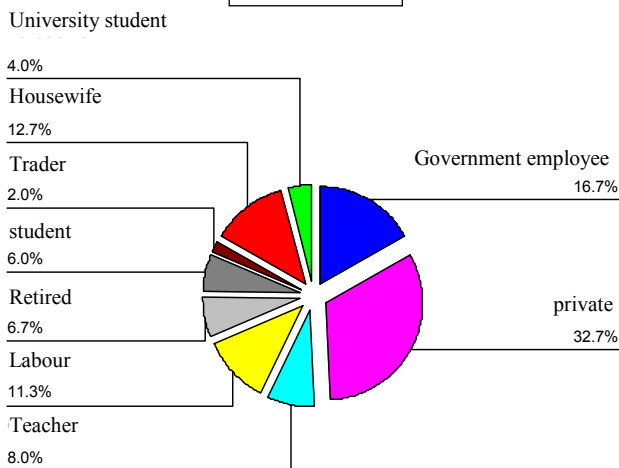
Table 5. Characteristics of Respondents by Job Type

Number	Age	Response of Respondent	
		People	%
1.	Housewife	19	12,7
2.	University Student	6	4,0
3.	Government Employee	25	16,7
4.	Farmer	49	32,7
5.	Teacher	12	8,0
6.	Labour	17	11,3
7.	Retired	10	6,7
8.	Student	9	6,0
9.	Trader	3	2,0
		150	100

Source: The results of primary data processing, February 2015.

Based on the table above, it appears that most types of work a sample of respondents in this study were farmers as much as 32.7%, so it can be said that on average people who come to the Public Service Agency RPH Banjar City is having a job as a farmer. It also can be seen in the following diagram:

Job



d. Respondent Age

Description of respondent by age can be presented a description of the characteristics of respondents as follows:

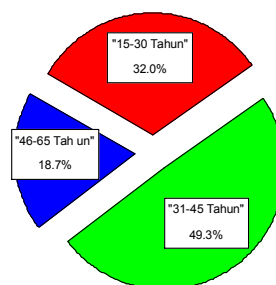
Table 6. Characteristics of Respondents by Age

Number	Age	Response of Respondent	
		People	%
1.	17 – 30 years	48	32,0
2.	31 – 45 years	74	49,3
3.	46 – 60 years	28	18,7
		150	100

Source: The results of primary data processing, February 2015.

Based on table 6 that respondents regarding age dominated by aged between 31-45 years which amounted to 74.0%. It can be concluded that the average customer who comes to RPH Banjar City has aged between 31-45 years. It can also be seen from the diagram below:

Age



4. Response of Respondents to Service

The level of satisfaction as variables that were examined in this study, assessed from the questionnaire using a Lickert scale system responsiveness with a selection of very good / very unsatisfactory to very good / very satisfactory. For phase analysis of existing data re-encoded (recode) as well as a score of 1 to 4, then summed (compute) further categorized based on the percentage of the total score of the total score based on the value quartiles so categorized into 4 satisfaction index. Further analysis of these studies adjusted for satisfaction measurement indicators used are: KEPMENPAN No. 25/M/ PAN/2/2004 consist of 14 indicators.

Table 7. Elements of Services

Number	Elements Of Service	Value Elements of Service
1.	Service Procedure	3,06
2.	Terms of Service	2,93
3.	Clarity of service workers	3,09
4.	Discipline of service workers	3,01
5.	Responsibility of service workers	3,03
6.	The ability of service workers	2,95
7.	Speed of service workers	2,99
8.	Justice get service	3,07
9.	Politeness and friendliness of service workers	3,06
10.	Costs fairness of service	3,09
11.	Costs certainty of service	3,03
12.	Schedule certainty of service	2,98
13.	Comfort of environment	3,05
14.	Leisure of services	2,99

Source: The results of primary data processing, February 2015

Results of survey on Public Service Agency City Hospital Banjar based on 14 indicators on KEPMENPAN No. 25/M/PAN/2/2004 showed good category. Thus the value of the index in the service unit after conversion = index value x basic value = 3.01 x 25 = 75.15 and are categorized as 'Good'. Judging from service procedures are implemented in RPH Banjar City felt quite easy and understandable. From the results of the survey showed that public satisfaction index in Public Service Agency of RPH Banjar City showed a good percentage of the category. The officers had a friendly attitude and courteous to each community that need services that make people feel comfortable with the service provided. Aside from the research results

simultaneously also be presented in detail on each element of community satisfaction index.

a. Respondents Perception on Element Community Satisfaction Index (IKM)

1) Procedure of Service

The first question about the service procedure at Public Service Agency of RPH Banjar City obtained the following response:

Table 8. Procedures of Service

Alternative Answers	Score	Frequency	Percentage (%)
Not Easy	1		
Less Easy	2	46	30,7 %
Easy	3	49	32,7 %
Very Easy	4	55	36,7 %
Total		150	100

Source: The results of primary data processing, February 2015.

Based on the above table it appears that the respondents answered very easily the most that amounted to 36.7%, followed by 32.7% that is easy, although many are less easy to answer as many as 30.7% of respondents to the question of "How do you understanding about ease of service procedures in this unit ". And if it is seen the average value on the element that is equal to 3:06 so that these elements can be categorized either.

Based on the observation that the procedure service at RPH Banjar City. Judging from service procedures are implemented in RPH Banjar City felt quite easy and understandable, because the standard procedure in accordance with the regulations, but this is less felt by the applicant are at new services because most of them still feel confused with the flow of existing services because of the lack socialization of officers.

2) The Similarity Terms of Service by Service Type

The similarity of term of service with service type on the service unit in the Public Service Agency of RPH Banjar City obtained the following response:

Table 9. Similarity Terms of Service with Service Type

Alternative Answers	Score	Frequency	Percentage (%)
No appropriate	1		
Less appropriate	2	51	34,0 %
Appropriate	3	58	38,7 %
Very appropriate	4	41	27,3 %
		150	100%

Source: The results of primary data processing, February 2015.

Based on the above table it appears that the respondents answered according amounted to 38.7% to the question of "equal conditions of service of the type of service on the service unit at this unit", and as much as 27.3% of respondents answered very appropriate although many respondents answered less appropriate as much as 34.0% of respondents, so that the conditions of service of the type of service is appropriate. If seen the average value on the element that is equal to 2.93 so that this element can be considered good. Based on the observation that the similarity of the terms of service with the type of service is appropriate.

3) Clarity and Certainty Officer

Clarity and certainty in serving public officers in the service unit obtained the following response:

Table 10. Clarity and Certainty of Officer

Alternative Answers	Score	Frequency	Percentage (%)
No clear	1		
Less Clear	2	41	27,3 %
Clear	3	54	36,0 %
Very clear	4	55	36,7 %
		150	100%

Source: Result of research, 2015.

Based on the above table it appears that most respondents answered that 'It is clear' amounted to 36.7%, as well as respondents who answered clearly and as much as 36.0% of respondents were at least as much as 27.3% of respondents answered less clear answer to the question of "clarity and certainty to the service unit officers in this unit", thus the RPH Banjar City officials who serve on the parts of those services is less clear. If seen the average value on the element that is equal to 3:09 so that these elements can be categorized either.

Officers who serve a clear and precise because the officer had been occupying a predetermined even each unit there are two officers. Officers in charge of the administration in part, as did other officers had finished their respective duties.

4) Discipline Officer

Discipline officers serving in the Public Service Agency RPH Banjar City obtained the following response:

Table 11. Disciplines of Officer

Alternative Answers	Score	Frequency	Percentage (%)
No disciplines	1	5	3%
Less disciplines	2	49	34%
Disciplines	3	45	30,7%
Very disciplines	4	51	35,3%
		150	100%

Source: Result of research, 2015

Based on the above table it appears that most respondents answered that 'It Discipline' by 35.5% while the very discipline of 35.3% to the question of "discipline officers in the service unit at this unit" thereby RPH Banjar City officials serve on the parts of the service according to the respondents 'Discipline', for each unit of service personnel are required to timely dating. If seen the average value on the element that is equal to 3:01 so that these elements can be categorized either.

5) Responsibility Officer

Responder regarding the responsibility of the officer to each unit of service in the service unit, can be seen in the table below:

Table 12. Responsibility of Officer

Alternative Answers	Score	Frequency	Percentage (%)
No Responsibility	1		%
Less Responsibility	2	47	31,3 %
Responsibility	3	52	34,7 %
Very Responsibility	4	51	34,0 %
		150	100%

Source: Result of research, 2015

Based on the above table it appears that the respondents who answered the question Responsible for the service unit at this unit as much as 34.7% of respondents and as many as 34.0% of respondents answered Very Responsible, respondent answered Less Responsible for as many as 31.3% of respondents. Public Service Agency of RPH Banjar City officials who serve on the parts of the service according to respondents categorized as average, for each officer be given different responsibilities. And if it is seen the average value on the element that is equal to 3.03 so that this element can be considered good.

6) Ability Officer

Questions about the ability of personnel to provide services, the respondents' answers can be seen in the following table:

Table 13. Ability of Officer

Alternative Answers	Score	Frequency	Percentage (%)
No Ability	1		
Less Ability	2	56	37,3 %
Ability	3	45	30,0 %
Very Ability	4	49	32,7 %
		150	100%

Source: Result of Research, 2015.

Based on the above table it appears that most respondents answered that 'Less Able' amounted to 37.3%, as much as 30.0% of respondents answered capable of and there is also a very capable states in the amount of 32.7% to the question officer's ability to provide services on the service unit at this unit ", thus the officers serving on the parts service. Who expressed less capable of respondents explained that they felt a bit slow given service if the type of work instead of the usual or a new thing, not as in the maintenance of the public very quickly. When seen the average value on the element that is equal to 2.95 so that this element can be considered good. The ability of officers in providing services fairly well proven from the smoothness of the services provided and the absence of complaints from the public about the services provided.

7) Free Services

On the question of the speed of the waiter on the Public Service Agency of RPH Banjar City on each type of service, respondents answered as follows:

Table 14. Speed of Officer

Alternative Answers	Score	Frequency	Percentage (%)
No Speed	1		
Less Speed	2	47	31,3 %
Speed	3	57	38,0 %
Very Speed	4	46	30,7 %
		150	100%

Source: Result of Research, 2015.

Based on the above table it appears that most respondents answered that 'Fast' amounted to 38.0%, and 30.7% said very quickly to the question of the speed of service at the service unit in the unit, although many respondents was 31.3% of respondents less quick answer to this question, so the Public Service Agency of RPH Banjar City officials who serve on the parts of the service can be categorized according to the respondents 'fast' but there is also the majority of respondents stated that 'fast less'. If seen the average value on the element that is equal to 2.99 so that these elements can be categorized as 'good'.

8) Justice in Service

Questions about justice to get service in the Public Service Agency of RPH Banjar City, the results are as follows:

Table 15. Justice in Service

Alternative Answers	Score	Frequency	Percentage (%)
No Justice	1		
Less Justice	2	46	30,7 %
Justice	3	47	31,3 %
Very Justice	4	57	38,0 %
		150	100%

Source: Results of Research, 2015.

Based on the above table it appears that most respondents answered that 'Very Fair' amounted to 38.0% of the questions of justice in the service of the service unit in the unit, while some of the respondents said fair as much as 31.3% thus on the Public Service Agency of RPH Banjar City officers who serve on the parts of the service according to the respondents can be categorized as 'fair'. Although no respondents who answered less than fair as much as 30.7% of respondents. If seen the average value on the element that is equal to 3:07. Thus that on these elements can be categorized either.

9) Politeness and Friendliness of Officer

Questions about Politeness and Friendliness of Officer in providing services, the respondents answers can be seen in the table below:

Table 16. Politeness and Friendliness of Officer

Alternative Answers	Score	Frequency	Percentage (%)
No Politeness and Friendliness	1		
Less Politeness and Friendliness	2	46	30,7 %
Politeness and Friendliness	3	49	32,7 %
Very Politeness and Friendliness	4	55	36,7 %
		150	100%

Source: Results of Research, 2015

Based on the above table it appears that most respondents answered that 'Very Polite and friendly' by 36.7% and as much as 32.7% of respondents answered polite and friendly even though the majority of respondents answered less polite and friendly to questions Courtesy and hospitality in services on the service unit at this unit. Thus the Public Service Agency of RPH Banjar City officials who serve on the parts of the service can be categorized according to the respondents 'Polite and friendly'. If seen the average value on the element that is equal to 3.06 so that this element can be considered good.

10) Cost Fairness

Respondents answer regarding the cost fairness for services on the Public Service Agency RPH Banjar City can be seen in the table below:

Table 17 Cost Fairness of Service

Alternative Answers	Score	Frequency	Percentage (%)
No Fair	1		
Less fair	2	43	28,7 %
Fair	3	51	34,0 %
Very fair	4	56	37,3 %
		150	100%

Source: Results of research study, 2015

Based on the above table it appears that most respondents answered that 'Very Fair' 37.3% and many respondents who answered reasonable in the amount of 34.0% to the question of the reasonableness of fees for services in the service of the service unit at this unit. Thus the officers who serve on the parts of the service according to the respondents can be categorized as 'Fair' There is no charge unless there is a miraculous units that require a fee (no tariffs separately) unit heirs and the land, and there are other respondents answered less fair by 28, 7% of respondents. If seen the average value on the element that is equal to 3.09 so that this element can be considered good.

11) Suitability Cost

Respondent answers to questions about the suitability between cost paid with cost has been paid, the respondents answered as follows:

Table 18 Suitability Cost

Alternative Answers	Score	Frequency	Percentage (%)
Always No Suitable	1		
Sometime Suitable	2	52	34,7 %
More Suitable	3	42	28,0 %
Always Suitable	4	56	37,3 %
		150	100%

Source: Results of research, 2015.

Based on the above table it appears that most of the respondents who answered 'always appropriate' that is equal to 37.3%, the majority of respondents are 'Lots Appropriate' by 28.0% and some are answered sometimes correspond as much as 34.7%, with thus the officers serving on the parts of the service in the suitability fees according to respondents categorized 'many appropriate', because in fact according to the rules there is no collection of money but many respondents who answered rewards wage not specified to exchange for taking care of and providing services as asked the respondents and although many respondents answered sometimes incompatibility. If seen the average value on the element that is equal to 3.03 so that this element can be considered good.

12) Accuracy Implementation Schedule

Respondents question regarding the uptake of the service time schedule, according to the respondents can be seen in the table below :

Table 19 Accuracy Implementation Schedule

Alternative Answers	Score	Frequency	Percentage (%)
Always No Accuracy	1		
Sometime Accuracy	2	54	36,0 %
More Accuracy	3	45	30,0 %
Always Accuracy	4	51	34,0 %
		150	100%

Source: Results of research, 2015.

Based on the above table it appears that most respondents answered that 'Sometimes it just right' by 36.0 and as much as 30.0% of respondents answered a lot of precise and always on as much as 34.0% of respondents to a question about the accuracy of the implementation time schedules in service the service unit in the unit, so the officers serving on the parts of the service in punctuality can be categorized according to respondents 'Many right' although there are several other respondents answered sometimes appropriate. If seen the average value on the element that is equal to 2.98 so that this element can be considered good. Many respondents stated that sometimes the right, they contend that the settlement services is still not in accordance with a predetermined time.

13) Comfortable Environment

The answers of respondents regarding comfort in environment of the service unit, can be seen in the table below:

Table 20 Comfortable Environment

Alternative Answers	Score	Frequency	Percentage (%)
No comfort	1		
Less comfort	2	56	30,7 %
comfort	3	51	34,0 %
Very comfort	4	53	35,3 %
		150	100%

Source: Results of research, 2015.

Based on the above table it appears that most respondents answered that 'very good' by 35.3% and as much as 34.0% of respondents answered comfortable. Although many are less comfortable answering 30.7% of respondents to the question of environmental comfort in the service of the service unit at this unit. Thus the comfort of the environment according to the respondents can be categorized as 'comfortable'. If seen the average value on the element that is equal to 3:05 so that these elements can be categorized either.

14) Environmental Security

Regarding the environmental safety of existing services unit at the Public Service Agency of RPH Banjar City, the result of the respondents answers can be seen in the table below:

Table 21 Environmental Security

Alternative Answers	Score	Frequency	Percentage (%)
No Security	1		
Less Security	2	52	34,7 %
Security	3	47	31,3 %
Very Security	4	51	34,0 %
		150	100 %

Source: Results of research, 2015

Based on the above table it appears that most respondents answered that 'Less Safe' by 34.7% to a question about the safety of the environment in the service of the service unit in the unit, while respondents who answered less comfortable is also a lot of almost equal respondents who answered 'Very Secure' in the amount of 34.0% and 31.3% answered safe respondents thus the security environment can be categorized according to the respondents 'Safe'. If seen the average value on the element that is equal to 2.99 so that this element can be considered good.

Conclusion and Suggestions

1. Conclusion

1. The results of the survey on Public Service Agency City of RPH Banjar City based on 14 indicators on KEPMENPAN No. 25/M/PAN/2/2004 showed good category. Thus the value of the index in the service unit after conversion = index value x basic value = 3.01 x 25 = 75.15 and categorized Good.
2. From all the existing elements can all be categorized as 'Good' but there are still some questions to be answered by the respondents were less satisfied; as relating to conditions of service, the ability of service personnel, speed of service, certainty schedule of service, comfort and service.

2. Suggestions

By looking at the results of the public survey satisfaction index (IKM) in the Public Service Agent, the researcher will recommend that:

1. In the improved quality of service in environment RPH Banjar City, prioritized on an element that has the lowest score, as elements of service conditions of service, the ability of service personnel, speed of service, certainty schedule of service, comfort and service. While elements that have a high enough value to be maintained, such as procedures, clarity of service personnel, service personnel discipline, responsibility for care workers, get a fair service, politeness and friendliness of service personnel, the reasonableness of the cost of services, cost certainty and security services environments.
2. Keep internal evaluation of the quality of services is considered almost is not good, because of the whole is not the whole answer very well.
3. In order to better service it is necessary to push the effective services that can improve the quality or the quality of service either through improving the quality of personnel resources or enhance the quality of facilities, infrastructure and technology.
4. There needs to be a common understanding among the stakeholders associated with the process of health care services that service quality is not just simply carried out using only providers but also to consider aspects

that are customers service.

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