



RESEARCH ARTICLE

The Effect of Public Service on Community Satisfaction at the Department of Agriculture, Food Crops and Horticulture, West Aceh, Indonesia

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Abstract

This study aims to determine that public services have an effect on community satisfaction at the Department of Agriculture, Food Crops and Horticulture, West Aceh. This research was conducted using quantitative research methods with data sources from 25 respondents. The data analysis technique used the community satisfaction index (IKM) calculated using the weighted average value of each service and satisfaction indicator. The results of this study indicate that the IKM for services at the Department of Agriculture for food crops and horticulture can be said to be in good condition at 61.78, thus proving that H₀ is rejected. So it can be concluded that there is a real influence between the public service variable (x) on the satisfaction variable (y).

Keywords: service; satisfaction; quality; performance; influence

INTRODUCTION

This study talks about the effect of service on community satisfaction. Satisfaction here can be interpreted as a person's level of feeling after comparing the results and expectations they have received. While service is one of the main tasks carried out by the government. According to KEMENPAN Number 63 of 2004, public services are all service activities carried out by public service providers in an effort to meet the needs of service recipients and implement statutory provisions. According to Gronroos (Ratminto, 2005) Service can also be interpreted as an activity or series of activities that are invisible (invisible) or cannot be touched that occur due to interactions between the community and employees or other things provided by the government to solve problems.

People need services in order to meet various needs that cannot be met alone, even at the extreme it can be said that services cannot be separated from human life. Services that are often needed are in the form of public goods and public services. The services provided in general have not been satisfactory to the public. Some are caused by the lack of discipline of service providers even though discipline itself is a capital that must be owned by service providers to the

public (Pramawati & Sri Widnyani, 2019), there are also services provided that are too complicated for various reasons that are not acceptable to the community, so the service is not acceptable. ..given ineffective and inefficient. Such conditions make the public as users of public services dissatisfied.

One of the government offices whose activities are providing public services to the community is the West Aceh Food Crops and Horticulture Department of Agriculture. Based on the initial observations that have been made, there are several problems encountered in the service sector. Good seen from the facilities and infrastructure that are not adequate to support daily activities. such as there is no suggestion box, seats in the waiting room are still lacking and there is no safe and comfortable parking space. this can disrupt and hinder the smooth running of service activities. Another factor that hinders service activities is that service providers are still lacking in time discipline and the security in the West Aceh Food Crops and Horticulture Department is still lacking, such as the absence of guards or security guards so that public safety is not guaranteed. Satisfaction will be seen from how good the service is received and felt. The better the quality obtained, the better the satisfaction obtained. According to Nasution (2001) customer satisfaction is a condition in which the needs, desires, and expectations of customers can be met through the products consumed.

The previous literature studies related to the influence of public services on community satisfaction, including: Dwika Lodia Putri (2010), Doni Edwin Siregar (2015) and Ely Kartikaningdyah (2012), have similarities with this study, which are both measuring the level of community satisfaction using the satisfaction index. Public. While the

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difference lies in the data collection techniques used, the analytical methods used and the objects studied and the theories chosen will lead to results that are certainly different from previous studies.

So that the problem that arises is how the level of community satisfaction with the public services provided by the West Aceh Food Crops and Horticulture Service with the hypothesis: it is suspected that the community is not satisfied with the services at the West Aceh Food Crops and Horticulture Agricultural Service. Therefore, this study aims to determine the level of community satisfaction with public services provided by the Department of Agriculture, Food Crops and Horticulture, West Aceh.

The service itself is needed for every human being, even in extreme circumstances it can be said that service cannot be separated from human life. This means that the services provided by the government must prioritize services to its people, (Sinambela, 2010). In fact, the concept of service always exists in human life (Arya, 2019). Public service is every activity carried out by the government to a number of people who have every activity that offers satisfaction even though the results are not tied to a physical product (Pasolong, 2010). So, it can be concluded that public services are all service activities provided by the government to the community, both public goods and public services.

Likewise, the characteristics of services which have the power to influence the level of job satisfaction and performance. This can be seen in the various characteristic formulations made by experts, there are 5 (five) characteristics coined by Zeithaml, Berry and Parasuraman (Tjiptono, F and Diana, 2003) that are used by customers in evaluating service quality, namely: (a) evidence physical, (b) reliability, (c) responsiveness, (d) assurance and (e) empathy. Public services are accompanied by consumer or customer satisfaction because consumer satisfaction can be shown through consumer attitudes after consuming the product obtained. Satisfaction will be seen from how well the product is obtained and felt. The better the quality of the product obtained, the better the customer satisfaction. According to Irawan (2004) satisfaction is a perception of service products that have met expectations, therefore people will not be satisfied if their expectations are not met. Moreover, customer satisfaction is very necessary in an organization or institution because it is an element that influences the effectiveness of the organization to what extent the organization is able to survive by being encouraged to improve the quality of its management (Dohlia, Syamsurizaldi, & Wandra, 2019; Fatimah, 2019).

In the Decree of the Minister for Empowerment of State Apparatus No. Kep./25.M.PAN/2/2004 Regarding the community satisfaction index, there are 14 elements that

are relevant, valid and reliable as the minimum elements that must be available as a basis for measuring the community satisfaction index, including: Service procedures, service requirements, clarity service officers, discipline of service officers, responsibilities of service officers, ability of service officers, speed of service, justice in getting services, courtesy and friendliness of officers, reasonableness of service costs, certainty of service costs, certainty of service schedules, and environmental comfort.

METHOD

This study uses quantitative methods which are defined as research methods based on the philosophy of positivism, used to examine a particular population or sample, collect data using research instruments, and analyze data with the aim of testing predetermined hypotheses. This quantitative research method requires research data in the form of numbers and analysis using statistics with data collection techniques: questionnaires, documentation and observations.

The data analysis technique uses the community satisfaction index (IKM), calculated using the "weighted average value" of each service element and satisfaction. In the calculation of the community satisfaction index there are 24 independent variables and the dependent variable examined, each variable has the same weight with the following formula:

$$\text{Bobot nilai rata - rata tertimbang} = \frac{\text{Jumlah bobot}}{\text{Jumlah unsur}} = \frac{1}{24} = 0,041$$

To get the value of the service unit IKM, the weighted average value approach uses the following formula:

$$\text{IKM} = \frac{\text{Total nilai per unsur}}{\text{Total unsur yang terisi}} \times \text{Nilai penimbang}$$

To facilitate the interpretation of the IKM assessment, which is between 20-100, the evaluation results above are converted to a base value of 20, with the following formula:

$$\text{Nilai Konversi IKM} = \text{Nilai IKM Unit Pelayanan} \times 20$$

The results of this calculation are then categorized by the perceived value and the value of the IKM interval as shown in table 3.1, as follows:

Table 1. Perception Value, MFI Interval, SMI Conversion Interval

Perception Value	Value Interval SMEs	SMI Conversion Interval Value	Service Quality	Service Unit Performance
1	1.00 - 1.75	20 - 40.00	D	Not good
2	1.76 - 2.50	41.00 - 60.00	C	Not good
3	2.51 - 3.25	61.00 - 80.00	B	Well
4	3.26 - 4.00	81.00 - 100.00	A	Very good

Source: processed by researchers

To get the weighted average value of the service element, the total value of the average service element can be multiplied by 0.041 as the weighted average weight. While the composite index (composite) for each service unit is the sum of the average value of each service element which can be multiplied by 20. This result is the IKM value

from the West Aceh Food Crops and Horticulture Department of Agriculture. Because service units have different characteristics, it is possible for each service unit to add elements that are considered relevant and give different weights to the 5 dominant elements in the service

unit, and 14 elements to the satisfaction unit, with all total weights being fixed.

RESULTS AND DISCUSSION

Community Satisfaction Index Calculation Results

Calculating the value of the Community Satisfaction Index, to facilitate the interpretation of the IKM value between the values of 20-100, the results of the assessment of the weighted average value above are converted to the basic value of 20, with the following formula:

$$\text{Nilai Konversi IKM} = \sum \text{NRR Tertimbang} \times 20$$

$$\text{SMI Conversion Value} = 3.09 \times 20 = 61.78.$$

NO	Service Element	SMI value	SMI Conversion Rate	Service Quality	Performance
1	Physical evidence	2.8	56.00	C	NOT GOOD
2	Reliability	3.34	66.80	B	GOOD
3	Responsiveness	3.24	64.80	B	GOOD
4	Guarantee	3.48	69.60	B	GOOD
5	Empathy	3.36	67.20	B	GOOD
6	Service procedure	4.48	89.60	A	VERY GOOD
7	Service requirements	4.36	87.20	A	VERY GOOD
8	Clarity of service personnel	3.96	79.20	B	GOOD
9	Service officer discipline	4.12	82.40	A	VERY GOOD
10	Responsibilities of service personnel	4.32	86.40	A	VERY GOOD
11	Service officer ability	4.24	84.80	A	VERY GOOD
12	Service speed	3.84	76.80	B	GOOD
13	Justice gets service	4.40	88.00	A	VERY GOOD
14	Courtesy and friendliness of service personnel	4.36	87.20	A	VERY GOOD
15	Reasonable service fee	4.48	89.60	A	VERY GOOD
16	Service fee certainty	4.64	92.80	A	VERY GOOD
17	Confirmation of service schedule	3.88	77.60	B	GOOD
18	Environmental comfort	4.12	82.40	A	VERY GOOD
19	Service security	3.92	78.40	B	GOOD

Explanation and Analysis of the Community Satisfaction Index (IKM)

$$\frac{70}{25} = 2.8$$

1. Physical Evidence

Physical evidence describes the facilities available in the waiting room are adequate, and the cleanliness and comfort of the room is satisfactory. The results showed that the physical evidence was in accordance with the type of service desired by the community. This can be seen from the average value of 2.8 with an IKM conversion value of 56.00. The results of the assessment show that the physical evidence from the Aceh Food Crops and Horticulture Agency is not good. However, some people consider physical evidence to be incompatible with the type of service desired. Based on this description, efforts must be made to continue to increase physical evidence at the West Aceh Food Crops and Horticulture Department of Agriculture. The following is a description of the value obtained through the physical evidence indicator by providing 2 questions with the results of the IKM assessment as follows:

$$\text{Total value of physical evidence indicator (X1)} = 70$$

$$\text{Average Value per indicator (NRR)} = \frac{\text{jumlah nilai per unsur}}{\text{jumlah responden}}$$

The weighted value is obtained from the NRR per element x 0.041. Based on the service quality category in table 1, the West Aceh Food Crops and Horticulture Department of Agriculture obtained a conversion result of 61.78. The performance of the service elements of the West Aceh Food Crops and Horticulture Department of Agriculture is in the service quality "B" with the "GOOD" category.

Based on measurements of 5 service elements (x) and 14 elements of the community satisfaction index (y), the results of the calculation of the Community Satisfaction Index (IKM) of the West Aceh Food Crops and Horticulture Department refers to data per element of community satisfaction and per service element as follows:

$$\begin{aligned} \text{SMI value indicator physical evidence of service} \\ &= \text{NRR} \times 20 \\ &= 2.8 \times 20 \end{aligned}$$

2. Reliability

Reliability is explained regarding clear and easy-to-understand service information, as well as the readiness of officers to serve the community. The results of the study indicate that reliability is in accordance with the type of service desired by the community. This can be seen from the average value of 3.34 with an IKM conversion value of 66.80. Based on the results of the assessment, it shows that the reliability of the Department of Agriculture for Food Crops and Horticulture in West Aceh is good.

The following is a description of the value obtained through the reliability indicator, provided 2 questions with the results of the IKM assessment for the reliability indicator as follows:

$$\begin{aligned} \text{Total reliability indicator values (X2)} &= 83.5 \\ \text{Average Value per indicator (NRR)} & \end{aligned}$$

$$\frac{\text{jumlah nilai per unsur}}{\text{jumlah responden}} = \frac{83,5}{25} = 3.34$$

$$\begin{aligned} \text{SMI value indicators service reliability} &= \text{NRR} \times 20 \\ &= 3.34 \times 20 \\ &= 66.80 \end{aligned}$$

3. Responsiveness

Responsiveness is described regarding receiving suggestions and criticism from the public and being responded to by officers, as well as service officers being alert in officers. The results showed that responsiveness was in accordance with the type of service desired by the community. This can be seen from the average value of 3.24 with an IKM conversion value of 64.80. Based on the results of the assessment, it shows that the responsiveness of the Department of Agriculture for Food Crops and Horticulture in West Aceh is good. However, some people think that responsiveness is not in accordance with the type of service desired. Based on the description, it is necessary to continue to improve the responsiveness of the Department of Agriculture, Food Crops and Horticulture, West Aceh.

The following is an explanation of the values obtained through the responsiveness indicator, provided 2 questions with the results of the IKM assessment for the responsiveness indicator are as follows:
The number of responsiveness indicator values (X3) = 81

Average Value per indicator (NRR)

$$\frac{\text{jumlah nilai per unsur}}{\text{jumlah responden}} = \frac{81}{25} = 3.24$$

$$\begin{aligned} \text{SMI value indicators service responsiveness} &= \text{NRR} \times 20 \\ &= 3.24 \times 20 \\ &= 64.80 \end{aligned}$$

4. Guarantee

Guarantees are described regarding services that are not complicated, as well as the ability and knowledge of officers both in providing services. The results showed that it was in accordance with the type of service desired by the community. This can be seen from the average value of 3.48 with an IKM conversion value of 69.60. Based on the results of the assessment, it shows that the guarantee of the Aceh Barat Food Crops and Horticulture Agency is good. The following is a description of the value obtained through the guarantee indicator, provided 2 questions are provided. The results of the IKM assessment for the guarantee indicators are as follows:
Total guarantee indicator value (X4) = 87

$$\begin{aligned} \text{Average Value per indicator (NRR)} &= \frac{\text{jumlah nilai per unsur}}{\text{jumlah responden}} \\ &= \frac{87}{25} \\ &= 3.48 \end{aligned}$$

$$\begin{aligned} \text{SMI value indicators service guarantee} &= \text{NRR} \times 20 \\ &= 3.48 \times 20 \\ &= 69.60 \end{aligned}$$

5. Empathy

Empathy is described by the service officer being friendly to the people who come, as well as the officer's concern for community complaints in accordance with the policy. The results of the study indicate that empathy is in accordance with the type of service desired by the community. This can be seen from the average value of 3.36 with an IKM conversion value of 67.20. Based on the results of the assessment, it shows that the empathy of the Department of Agriculture for Food Crops and Horticulture in West Aceh is good. However, some people consider empathy to be incompatible with the type of service desired. Based on this description, efforts must be made to continue to increase empathy in the Department of Agriculture, Food Crops and Horticulture, West Aceh.

The following is the description of the value through the empathy indicator provided by 2 questions. The results of the IKM assessment for the empathy indicator are as follows:

$$\text{Total value of empathy indicator (X5)} = 84$$

$$\begin{aligned} \text{Average Value per indicator (NRR)} &= \frac{\text{jumlah nilai per unsur}}{\text{jumlah responden}} \\ &= \frac{84}{25} \\ &= 3.36 \end{aligned}$$

$$\begin{aligned} \text{SMI value indicators service empathy} &= \text{NRR} \times 20 \\ &= 3.36 \times 20 \\ &= 67.20 \end{aligned}$$

6. Service Procedure

Service procedures describe information about service procedures that are easy to obtain. The results of the study indicate that the service procedure is in accordance with the type of service desired by the community. This can be seen from the average value of 4.48 with an IKM conversion value of 89.60. Based on the results of the assessment, it shows that the physical evidence of the Department of Agriculture, Food Crops and Horticulture, West Aceh is very good.

The following is the explanation of the value through the service procedure indicators, one question is provided. The results of the IKM assessment for service procedure indicators are as follows:

$$\text{Total service procedure indicator value (Y1)} = 112$$

$$\begin{aligned} \text{Average Value per indicator (NRR)} &= \frac{\text{jumlah nilai per unsur}}{\text{jumlah responden}} \\ &= \frac{112}{25} \\ &= 4.48 \end{aligned}$$

$$\begin{aligned} \text{SMI value indicators service procedure} &= \text{NRR} \times 20 \\ &= 4.48 \times 20 \\ &= 89.60 \end{aligned}$$

7. Terms of Service

Terms of service describe the requirements requested are not convoluted. The results showed that the service requirements of the Department of Agriculture for Food Crops and Horticulture in West Aceh were in accordance with the type of service desired by the community. This can be seen from the average value of 4.36 with an IKM conversion value of 87.20. Based on the results of the assessment, it shows that the service requirements of the Department of Agriculture, Food Crops and Horticulture,

West Aceh are very good. However, some people think the service requirements are not in accordance with the type of service they want. Based on this description, efforts must be made to continuously improve service requirements at the West Aceh Food Crops and Horticulture Department of Agriculture.

Following the explanation of the value through indicators provided 1 question item. The results of the IKM assessment for service requirements indicators are as follows:

Total value of service requirements indicator (Y2) = 109

Average Value per indicator (NRR)

$$\frac{\text{jumlah nilai per unsur}}{\text{jumlah responden}} = \frac{109}{25} = 4.36$$

SMI value indicators service requirements

$$\begin{aligned} &= \text{NRR} \times 20 \\ &= 4.36 \times 20 \\ &= 87.20 \end{aligned}$$

8. Service Officer Clarity

The clarity of the service officer is described regarding the service officer always at the service counter. The results of the study indicate that the clarity of service staff is in accordance with the type of service desired by the community. This can be seen from the average value of 3.96 with an IKM conversion value of 79.20. Based on the results of the assessment, it shows that the clarity of service officers from the Department of Agriculture, Food Crops and Horticulture in West Aceh is good. However, some people think that the clarity of service personnel is not in accordance with the type of service desired. Based on this description, efforts must be made to continue to improve the clarity of service officers at the West Aceh Food Crops and Horticulture Department of Agriculture.

The following is the explanation of the value through the clarity indicator of the service officer provided 1 question item. The results of the IKM assessment for indicators of clarity of service officers are as follows:

Total value of service officer clarity indicator (Y3) = 99

$$\text{Average Value per indicator (NRR)} = \frac{\text{jumlah nilai per unsur}}{\text{jumlah responden}} = \frac{99}{25} = 3.96$$

SMI value indicators service officer clarity

$$\begin{aligned} &= \text{NRR} \times 20 \\ &= 3.96 \times 20 \\ &= 79.20 \end{aligned}$$

9. Service Officer Discipline

Discipline of service officers is explained whether the officers are on time regarding the services provided. The results showed that the discipline of service officers was in accordance with the type of service desired by the community. This can be seen from the average value of 4.12 with an IKM conversion value of 82.40. However, some people think that the discipline of service officers is not in accordance with the type of service they want. Based on this description, efforts need to be made to continue to improve the discipline of service officers at the West Aceh Food Crops and Horticulture Department of Agriculture.

The following is the description of the value through the service officer's discipline indicator, one question is provided. The results of the IKM assessment for service officers' discipline indicators are as follows:

Total value of service officer discipline indicator (Y4) = 103

$$\text{Average Value per indicator (NRR)} = \frac{\text{jumlah nilai per unsur}}{\text{jumlah responden}} = \frac{103}{25} = 4.12$$

SMI value indicators service officer discipline

$$\begin{aligned} &= \text{NRR} \times 20 \\ &= 4.12 \times 20 \\ &= 82.40 \end{aligned}$$

10. Responsibilities of Service Officers

The responsibilities of service officers are described as service officers who are very responsible in providing services. The results showed that the responsibilities of service officers were in accordance with the type of service desired by the community. This can be seen from the average value of 4.32 with the IKM conversion value of 86.40. Based on the results of the assessment, it shows that the responsibility of the service officers of the Department of Agriculture, Food Crops and Horticulture in West Aceh is very good.

The following is an explanation of the value through indicators of the responsibility of the service officer, provided 1 question item. The results of the IKM assessment for the service officer responsibility indicators are as follows:

Total value of service officer responsibility indicator (Y5) = 108

$$\text{Average Value per indicator (NRR)} = \frac{\text{jumlah nilai per unsur}}{\text{jumlah responden}} = \frac{108}{25} = 4.32$$

$$\begin{aligned} \text{SMI value indicators service officer responsibilities} &= \text{NRR} \times 20 \\ &= 4.32 \times 20 \\ &= 86.40 \end{aligned}$$

11. Service Officer Ability

The ability of service officers is described as service officers who have expertise and skills in providing services. The results showed that the responsibilities of service officers were in accordance with the type of service desired by the community. This can be seen from the average value of 4.24 with the IKM conversion value of 84.80. Based on the results of the assessment, it shows that the responsibility of the service officers of the Department of Agriculture, Food Crops and Horticulture in West Aceh is very good. However, some people consider the responsibilities of service officers to be less in accordance with the type of service desired. Based on this description, efforts need to be made to continue to increase the responsibilities of service officers at the West Aceh Food Crops and Horticulture Department.

The following is the explanation of the value through the service officer's ability indicator, provided 1 question item. The results of the IKM assessment for indicators of the ability of service personnel are as follows:

The total value of the service officer's ability indicator (Y6) = 106

$$\begin{aligned} \text{Average Value per indicator (NRR)} &= \frac{\text{jumlah nilai per unsur}}{\text{jumlah responden}} \\ &= \frac{106}{25} \\ &= 4.24 \end{aligned}$$

$$\begin{aligned} \text{SMI valueindicator service officer ability} &= \text{NRR} \times 20 \\ &= 4.24 \times 20 \\ &= 84.80 \end{aligned}$$

12. Service Speed

The speed of service is described whether the officer has served quickly in accordance with the set time. The results showed that the speed of service was in accordance with the type of service desired by the community. This can be seen from the average value of 3.84 with an IKM conversion value of 76.80. Based on the results of the assessment, it shows that the service speed of the Department of Agriculture, Food Crops and Horticulture in West Aceh is good. However, some people think that the speed of service is not in accordance with the type of service they want. Based on this description, efforts need to be made to continue to increase the speed of service at the West Aceh Food Crops and Horticulture Department of Agriculture.

The following is the explanation of the value through the service speed indicator, one question is provided. The results of the IKM assessment for service speed indicators are as follows:

The number of service speed indicator values (Y7) = 96

$$\begin{aligned} \text{Average Value per indicator (NRR)} &= \frac{\text{jumlah nilai per unsur}}{\text{jumlah responden}} \\ &= \frac{96}{25} \\ &= 3.84 \end{aligned}$$

$$\begin{aligned} \text{SMI valueindicator service speed} &= \text{NRR} \times 20 \\ &= 3.84 \times 20 \\ &= 76.80 \end{aligned}$$

13. Justice Gets Service

The justice of getting services is explained whether the services provided have applied the principle regardless of status. The results of the study indicate that justice in getting services is in accordance with the type of service desired by the community. This can be seen from the average value of 4.40 with an IKM conversion value of 88.00. Based on the results of the assessment, it shows that the fairness of getting the services of the Department of Agriculture, Food Crops and Horticulture in West Aceh is very good. However, some people consider justice to get services that are not in accordance with the type of service they want. Based on this description, efforts need to be made to continue to improve justice in getting services at the West Aceh Food Crops and Horticulture Department of Agriculture.

The following is the description of the value through the indicators of fairness in getting service, provided 1 question item. The results of the IKM assessment indicators of the element of justice in getting services are as follows:

Total value of justice indicator getting service (Y8) = 110

$$\begin{aligned} \text{Average Value per indicator (NRR)} &= \frac{\text{jumlah nilai per unsur}}{\text{jumlah responden}} \\ &= \frac{110}{25} \\ &= 4.40 \end{aligned}$$

$$\begin{aligned} \text{SMI valueindicator justice gets service} &= \text{NRR} \times 20 \\ &= 4.40 \times 20 \\ &= 88.00 \end{aligned}$$

14. Courtesy and Hospitality of Service Officers

Courtesy and friendliness of service personnel is described whether the officers are polite and friendly in providing services. The results showed that the politeness and friendliness of the service personnel were in accordance with the type of service desired by the community. This can be seen from the average value of 4.36 with an IKM conversion value of 87.20. Based on the results of the assessment, it shows that the courtesy and friendliness of the service officers of the West Aceh Food Crops and Horticulture Service is very good. However, some people think that politeness and friendliness are not in accordance with the type of service they want. Based on this description, efforts need to be made to continue to improve the courtesy and friendliness of service officers at the West Aceh Food Crops and Horticulture Department of Agriculture.

The following is the description of the value through the politeness and friendliness of the service staff, one question is provided. The results of the IKM assessment for the politeness and friendliness of service personnel are as follows:

The total value of the politeness and friendliness indicator of service personnel (Y2) = 109

$$\begin{aligned} \text{Average Value per indicator (NRR)} &= \frac{\text{jumlah nilai per unsur}}{\text{jumlah responden}} \\ &= \frac{109}{25} \\ &= 4.36 \end{aligned}$$

$$\begin{aligned} \text{SMI valueindicator courtesy and friendliness of service personnel} &= \text{NRR} \times 20 \\ &= 4.36 \times 20 \\ &= 87.20 \end{aligned}$$

15. Reasonable Service Fee

The reasonableness of the service fee is explained whether the requested fee is in accordance with the needs. The results showed that the reasonableness of the service fee was in accordance with the type of service desired by the community. This can be seen from the average value of 4.48 with the IKM conversion value of 89.60. Based on the results of the assessment, it shows that the reasonableness of the service costs of the Department of Agriculture, Food Crops and Horticulture, West Aceh is very good. However, some people consider the reasonableness of the service fee to be less in accordance with the type of service desired. Based on this description, efforts need to be made to continue to increase the fairness of service costs at the West Aceh Food Crops and Horticulture Department of Agriculture.

The following is the explanation of the value through the fairness indicator of the service charge, provided 1 question item. The results of the IKM assessment for the fairness indicator of service costs are as follows:

Total value of service charge fairness indicator (Y10) = 112

$$\begin{aligned} \text{Average Value per indicator (NRR)} &= \frac{\text{jumlah nilai per unsur}}{\text{jumlah responden}} \\ &= \frac{112}{25} \\ &= 4.48 \end{aligned}$$

$$\begin{aligned} \text{SMI valueindicator reasonable service fee} &= \text{NRR} \times 20 \\ &= 4.48 \times 20 \\ &= 89.60 \end{aligned}$$

16. Service Fee Certainty

The certainty of service costs is explained that there are no additional costs other than the fees that have been set. The results of the study indicate that the proof of the certainty of service costs is in accordance with the type of service desired by the community. This can be seen from the average value of 4.64 with the IKM conversion value of 92.80. Based on the results of the assessment, it shows that the certainty of the service costs of the Department of Agriculture, Food Crops and Horticulture, West Aceh is very good. However, some people think that the certainty of service costs is not in accordance with the type of service desired. Based on this description, efforts need to be made to continue to increase the certainty of service costs at the West Aceh Food Crops and Horticulture Department of Agriculture.

The following is the translation of the value through the service fee certainty indicator, one question is provided. The results of the IKM assessment for indicators of service cost certainty are as follows:

Total value of service charge certainty indicator (Y11) = 116

$$\begin{aligned} \text{Average Value per indicator (NRR)} &= \frac{\text{jumlah nilai per unsur}}{\text{jumlah responden}} \\ &= \frac{116}{25} \\ &= 4.64 \end{aligned}$$

$$\begin{aligned} \text{SMI valueindicatorcertainty of service fees} &= \text{NRR} \times 20 \\ &= 4.64 \times 20 \\ &= 92.80 \end{aligned}$$

17. Certainty of Service Schedule

The certainty of the service schedule is described in terms of service time according to needs. The results showed that the certainty of the schedule was in accordance with the type of service desired by the community. This can be seen from the average value of 3.88 with an IKM conversion value of 77.60. Based on the results of the assessment, it shows that the certainty of the service schedule for the Department of Agriculture, Food Crops and Horticulture, West Aceh is good. However, some people think that the certainty of the service schedule is not in accordance with the type of service desired. Based on this description, efforts need to be made to continue to improve the certainty of service schedules at the West Aceh Food Crops and Horticulture Department of Agriculture.

Following the explanation of the value through the service schedule certainty indicator, 1 question item is provided, namely number 22. The results of the IKM assessment for the service schedule certainty indicator are as follows:

Total value of service schedule certainty indicator (Y12) = 97

$$\begin{aligned} \text{Average Value per indicator (NRR)} &= \frac{\text{jumlah nilai per unsur}}{\text{jumlah responden}} \\ &= \frac{97}{25} \\ &= 3.88 \end{aligned}$$

$$\begin{aligned} \text{SMI valueindicatorcertainty of service schedule} &= \text{NRR} \times 20 \\ &= 3.88 \times 20 \\ &= 77.60 \end{aligned}$$

18. Comfort Service Environment

The comfort of the service environment is described. I am satisfied with the comfort and cleanliness of the environment where the service is provided. The results showed that the comfort of the service environment was in accordance with the type of service desired by the community. This can be seen from the average value of 4.12 with the IKM conversion value of 82.40. Based on the results of the assessment, it shows that the comfort of the service environment of the Department of Agriculture, Food Crops and Horticulture, West Aceh is very good. However, some people think that the comfort of the service environment is not in accordance with the type of service they want. Based on this description, efforts need to be made to continue to improve the comfort of the service environment at the West Aceh Food Crops and Horticulture Department of Agriculture.

The following is the explanation of the value through the indicators of the comfort of the service environment, one question is provided. The results of the IKM assessment for the service environment comfort indicators are as follows:

Total value of service environment comfort indicator (Y13) = 103

$$\begin{aligned} \text{Average Value per indicator (NRR)} &= \frac{\text{jumlah nilai per unsur}}{\text{jumlah responden}} \\ &= \frac{103}{25} \\ &= 4.12 \end{aligned}$$

$$\begin{aligned} \text{SMI valueindicatorservice environment comfort} &= \text{NRR} \times 20 \\ &= 4.12 \times 20 \\ &= 82.40 \end{aligned}$$

19. Service Security

Service security is described I am satisfied with the level of security provided. The results showed that the service security was in accordance with the type of service desired by the community. This can be seen from the average value of 3.92 with an IKM conversion value of 78.40. Based on the results of the assessment, it shows that the service security of the Department of Agriculture for Food Crops and Horticulture in West Aceh is good. However, some people think that the security of the service is not in accordance with the type of service they want. Based on this description, efforts need to be made to continuously improve the security of services at the West Aceh Food Crops and Horticulture Department of Agriculture.

The following is the explanation of the value through the service security indicator, one question is provided. The results of the IKM assessment for service safety indicators are as follows:

Total value of service security indicator (Y14) = 98

$$\begin{aligned} \text{Average Value per indicator (NRR)} &= \frac{\text{jumlah nilai per unsur}}{\text{jumlah responden}} \\ &= \frac{98}{25} \\ &= 3.92 \end{aligned}$$

$$\begin{aligned} \text{SMI valueindicatorservice security} &= \text{NRR} \times 20 \\ &= 3.92 \times 20 \\ &= 78.40 \end{aligned}$$

CONCLUSION RECOMMENDATIONS

The conclusion of the researcher on "The Effect of Public Services on Community Satisfaction at the Department of Agriculture, Food Crops and Horticulture in West Aceh" is as follows:

1. Based on the results of calculations with the community satisfaction index (IKM) which refers to KEMENPAN Number KEP/25/M.PAN/2/2004, the index number is 61.78 which is in the interval 61.00 - 80.00, so that the quality of service public is at level "B". This shows that the performance of public services at the Department of Agriculture, Food Crops and Horticulture in West Aceh as a whole is in the GOOD category.
2. Based on 19 elements of service and satisfaction that have been researched, service procedures and the reasonableness of service costs have the highest value with the IKM value both being 82.91 and being at a very good level. While the element that has the lowest value is physical evidence with an IKM value of 56.00 and is at LESS GOOD.
3. Based on the calculation of the IKM results, it can be concluded that the hypothesis test in this study is $H_1 : 0$, the community is satisfied with the service at the Department of Agriculture, Food Crops and Horticulture, West Aceh. So in testing this hypothesis H_0 is rejected and H_1 is accepted.
4. Based on the results that have been obtained from the IKM calculation, it can be ascertained that the service is very influential on people's satisfaction.

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