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REVIEW OF LITERATURE

NEED/IMPORTANCE OF THE STUDY

STATEMENT OF THE PROBLEM

OBJECTIVES

HYPOTHESIS (ES)

RESEARCH METHODOLOGY

RESULTS & DISCUSSION

FINDINGS

RECOMMENDATIONS/SUGGESTIONS

CONCLUSIONS

LIMITATIONS

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APPENDIX/ANNEXURE

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- Bowersox, Donald J., Closs, David J., (1996), "Logistical Management." Tata McGraw, Hill, New Delhi.

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COMMUNITY PERCEPTION ON PUBLIC SECTOR SERVICES: STUDY ON PALEMBANG CITY GOVERNMENT, SOUTH SUMATERA, INDONESIA

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ABSTRACT

Public service is any form of services, either in the form of public goods or public services, which in principle become the responsibility and implemented by the Government Agencies in, in the framework of efforts to meet the community needs and in the implementation of the provisions of legislation. This study is aimed to explore how society perceived to service quality in sub districts of Palembang city government. The respondents of this research are the people who have used services in the sub districts in Palembang city government. This research uses convenience-sampling technique. The number of sampling is 400. This research used a closed, structured questionnaire with 4 scales Likert scale. The Data Analysis used public satisfaction index (IKM) approach. The result of research showed that the consumer index value for public sector service in Palembang city government was categorized as "Good" with conversion value of 73.25. The highest score for the service element is the courtesy and hospitality officer with a score of 76.50 while the lowest score is the speed of service with a score of 69.

KEYWORDS
perception, public satisfaction index, public service.

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INTRODUCTION

Public service becomes the role and main function of the government bureaucracy (Deddy Mulyadi, 2016). Therefore, public services must be managed properly to provide a quality public service for the community. Act no 25, 2009 explains that public service is an activity or series of activities to fulfill the needs of services in accordance with laws and regulations for every citizen and residents for goods, services and / or administrative services provided by public service providers.

It is very important for public organizations to satisfy society because of the trust of the community. The better service quality provided by government, the higher the public trust (Harbani Pasolong: 2010: 221-222). In other word, public trust will be higher if the society get good servants and they feel satisfied with the service. The main purpose of public service is to meet societies' satisfaction. It can be realized if the services provided in accordance with established service standards.

The government as a public service provider is responsible to provide the best service to the community. The low quality of public services provided by the government apparatus creates a bad image. In addition, some people who have ever dealt with government bureaucracy often complain and are disappointed. As a result many societies take shortcuts to use brokers to deal with government bureaucracy.

The public's disappointment is often due to the services provided are too complicated for various reasons. Therefore, the services provided tend to be ineffective and inefficient. These circumstances lead to public dissatisfaction. All that resulted in people reluctant to take care directly everything related to government bureaucracy.

One of the government offices in Indonesia whose activities provide public services is the sub district office. The service provided relate to the administration of population, such as the establishment of family cards, Identity cards, establishment of building permit (IMB). In addition, they provided services related to government service facilities.

Empirical data shows that public services in Indonesia are still poor and apprehensive. A number of problems concerning with public services in Indonesia is the low quality of public services due to the government bureaucracy. The existence of a long bureaucratic process and overlapping tasks and authority led to the implementation of public services to be long and through a convoluted process.

The problem that is still often complained by some people is the time of service. The time of service processing is still relatively long, although the public service time standard has been stated in Act number 25, 2009. According to Gugun Gumilar, Executive Director of Institute Democracy and Education (IDE), the quality of public services in Indonesia in general is still very low, including in region, district and sub district.

The Ombudsmen of Republic of Indonesia report indicates that public complaints are relatively high in Indonesia. According to Ninik Rahayu, one of the Ombudsman Commissioner of Republic of Indonesia, in 2016, the number of public complaints increased to nearly 11,000 reporters compared the previous year. (Putra, 2017). The incoming complaints reports showed that land use cases occupy the highest positions, followed local government cases, such as the right for getting education and health as well as the judiciary.

According to head of the Ombudsman of South Sumatra representatives that the existing public services in Palembang city is still not good (Sumatra Deadline, 2017). The indication can be seen from the number of the incoming complaints during 2016. The complaints received as many as 134 reports, and 80 of them were in Palembang city.

The success of public service activities in each sub district office can be judged by how people perceive the level of satisfaction obtained by the society. Perception is an experience of objects, events, or relationships obtained by summing up information and interpreting messages (Jalaludin Rahmat,2011). The perceived assessment of society determines the performance measures of public services.

Public Satisfaction Index (IKM) is one of the instruments that are used to measure the level of society satisfaction on service quality. The provision on public satisfaction index is contained in the Decree of the Minister of Administrative Reforms Act No 25/ KEP/M.PAN/2/2004, concerning the General Guidelines for Compilation of Public Satisfaction Index for Government Service Unit.

This study aims to find out how the public in Palembang city perceive the quality of the public sector service in sub districts within Palembang city government. In addition, it is also to find out the elements of service that dominantly affect the level of society satisfaction.

LITERATURE REVIEW

According to Apparatus Empowerment Ministry (KEPMENPAN) N0 63 of 2004 on general guidelines of public service implementation that all service activities undertaken by public service providers as an effort to meet the needs of service recipients and the implementation of the provisions of the legislation. The essence of public sector service is the provision of excellent service to the society which is the embodiment of the obligations of the state apparatus as a public servant.

FACTORS AFFECTING SERVICE QUALITY

Barata (2003) stated that there are two main factors affecting service quality. Firstly, the factors that affect the quality of internal services (interaction of employees), namely the organization's general management pattern, the provision of supporting facilities, human resources development, work climate and alignment of employment relationships, and incentive patterns. Secondly, factors that affect the quality of external services (external customers), namely the pattern of services and the procedures for the provision of services, the pattern of service/ distribution services, the pattern of service sales services, and service patterns in service delivery. While Gaspersz (2011) argues that factors influencing customer perception and expectation on service, are the needs and desires associated with things that customers feel when he is trying to make transactions with the company; Past experience when using the services of company; the experience of friends, where they will tell about service quality they are received and communication through advertising and marketing that also affects the customer's perception of the services to be received.

PUBLIC SATISFACTION INDEX

Public satisfaction with the performance of government services needs to be continuously measured and compared. One of the instruments to measure public satisfaction, by using public Satisfaction index (IKM), which shows the information about the level of customer satisfaction of services provided by a Government agency. The purpose of public satisfaction index is to determine the level of service unit performance on a regular basis as an ingredient to establish policies in order to improve the quality of Public services furthermore. Hence, public satisfaction Index can be used as picture about service performance of unit concerned. The purpose and objectives of the public satisfaction index can be summarized as a benchmark of service success and can be used as a description of the performance of service agencies

ASSESSMENT ELEMENTS IN THE PUBLIC SATISFACTION INDEX

Based on the principle of service as already stipulated in the Decree of the Minister of PAN No. 63, concerning General Guidelines for the Implementation of Public Service, which was then developed into 14 relevant, valid and reliable elements, as a minimum element that must exist for the measurement basis of the Satisfaction Index, they are as follows:

1. Service procedure which is ease of service stages given to the society seen from the simplicity of service flow
2. Terms of Service are technical and administrative requirements required to obtain services in accordance with the type of service
3. Clarity of service officers is the existence and certainty of officers who provide services (name, position and authority and responsibility)
4. Disciplinary officers, namely the seriousness of officers in providing services, especially on the consistency of working time in accordance with applicable provisions
5. Responsibility of officers, namely clarity of authority and responsibilities of officers in the implementation and completion of services
6. The officers' ability, namely the level of expertise and skills possessed by officers in providing or completing services to the community
7. Service speed, service time targets can be completed within the time specified by the service delivery unit
8. Justice of getting services, is the implementation of services without distinguish the class or status of the community served
9. Officers' courtesy and hospitality is the attitude and behavior of officers in giving services to the community in a polite way, friendly and respect each other
10. The fairness of service charge, the affordability of the community to the amount of fees set by the service unit
11. Certainty of service charge, the suitability between the fees paid and the cost that has been set
12. Certainty of schedule, namely the implementation of service time, in accordance with the provisions that have been determined
13. Environmental comfort, namely the condition of facilities and infrastructure services clean, neat, and regular so as to provide a sense of comfort to the recipient of the service
14. Service Safety is the level of environmental security of service providers or facilities used, so that people feel relaxed to get a service against the risks resulting from the implementation of services.

PREVIOUS RESEARCH

Ernani Hadiyati's research (2014) in the International Journal of Marketing Studies; vol. 6, no. 6 on quality of service and performance in the public sector. The study was conducted at the First Level of Immigration Office in Malang. This study highlights the public service in the government sector. This study aims to see the level of community satisfaction on the services given by the government sector in this case immigration office in Malang. The study used the Public Satisfaction Index (IKM) approach to measure the level of community satisfaction, issued by the State Apparatus Ministers, in accordance with the KEP/25/M.PAN/2/2004. This study shows that on average the highest score is the issue of costing and the lowest element score was a matter of speed of service. People need openness about the amount of costs set by the government.

Muhajir Abd Rahman's research (2016) in the Journal of Fikratuna volume 8 Number 2, entitled Public Perceptions of Public Service Post-Proliferation (Descriptive Study in west Leihitu sub-district of central Maluku district). It was found that public perception toward service procedure is easy to be understood and not complicated, as well as guidance about public service procedure. Sub-district officials are polite and friendly in serving the community. However, the commitment to carry out public services with timely management has not been fully implemented.

Icha Yulandani's research (2015), in eJournal of Public Administration, vol 3 (3) 833 - 844. The study highlights the public service in Kelurahan Klandasan Ilir, Balikpapan. This study uses community satisfaction index approach. This research aims to measure the level of Satisfaction of the Community to the public sector service at the kelurahan ilir office. The finding indicates that the services provided have been categorized well when viewed from 14 indicators of Satisfaction Index (IKM). However, it still needs to be improved.

OBJECTIVES OF THE STUDY

1. To analyze how society perceives the quality of public service of Palembang City Government, based on Public Satisfaction Index.
2. To find out indicators of Public Satisfaction Index that contribute greatly to the level of community satisfaction.

METHODOLOGY

This research was conducted in sub districts in Palembang city, South Sumatra, Indonesia. The population is the societies in six sub-districts within the Palembang city government that is as many as 857.661. The respondents are societies that have been at least 17 years old and have settled in those sub districts at least one year. The sample is taken by using convenience sampling technique. The number of sample is 400 respondents.

The primary data were collected by distributing questionnaires with closed questions. The questionnaire used likert scale with four levels. Determination of respondents based on community willingness to be interviewed. The researchers met the respondents in each sub-district, and then asking their willingness to be interviewed.

Public Satisfaction Index (IKM) is used in this research. It is measured by using weighed score from each of service elements. In measuring Public Satisfaction Index, there are 14 elements or indicators which are under inspection. Every elements of service has the same weigh which is formulated as follows:

$$\text{Score Quality of weighed estimation} = \frac{\text{Sum of weight}}{\text{Sum of elements}} = \frac{1}{14} = 0.071 \quad (1)$$

The formula to get the score of Public Satisfaction Index is:

$$\text{Satisfaction Index} = \frac{\text{Sum of perception score each elements}}{\text{Sum of filled element}} \times \text{weighted score} \quad (2)$$

To simplify the interpretation of measuring Public Satisfaction Index which is around 25 – 100, the result of measurement above is converted with basic score 25, by using the following formula: Public Satisfaction Index of Service unit x 25. The results can be seen in Table 1.

TABLE 1: PERCEPTION VALUE, INTERVAL OF PUBLIC SATISFACTION INDEX, INTERVAL SCORE OF CONVERSION, PUBLIC SATISFACTION INDEX, QUALITY OF SERVICE, AND PERFORMANCE OF UNIT SERVICES

Perception Value	Interval of Public Satisfaction Index	Interval Score of conversion Public Satisfaction Index	Quality of Service	Performance of Unit
1	1, 00 – 1, 75	25, 00 – 43, 75	D	Poor
2	1, 76 – 2, 50	43, 76 – 62, 50	C	Not good
3	2, 51 – 3, 25	62, 51 – 81, 25	B	Good
4	3, 26 – 4, 00	81, 26 – 100, 00	A	Excellence

Source: KEPMENPAN No. KEP/25/M.PAN/2/2004

To obtain a weighted average value per service element, the average value per service item is multiplied by 0.071 as the weighted average weighted value. While the value of composite index (composite) for each service unit, is the sum of the average value of each service element multiplied by the same weighting that is 0,071. The results of the composite index value (combined) are the value of IKM.

RESULTS AND DISCUSSION

Profile of Respondents

The sampling area of this research is 6 out of 16 sub districts within Palembang City. This study used convenience sampling technique with 400 respondents. The 400 sample has different backgrounds, in terms of age, gender, level of education, and occupation. Data by gender showed that the number of male respondents is higher than that of female. The male respondents are 51 %, while women are 49 %. The highest percentage of age respondents are 21 – 30 years old as many as 27.5 %, then followed by age between 31- 40 years old, as many as 21 %, age between 41- 50 years old, as many as 19 %, and the lowest percentage of age respondents are exceed 50 years old, as many as 14 %. In addition, the highest percentage of respondents for level of education are senior high school, 44 %, and followed by undergraduate (S1), 28.2 %. The lowest percentage of respondents is elementary Scholl, 2.3 %. In line with respondents' job distribution showed that university students are dominant in this study, as many as 24.5 %, private employees, 18.8 %, public servant, 16.3 %, and laborer, approximately 9.3 %.

There are five stages in analyzing public satisfaction index. The stages are as follows:

1) Calculating the amount of each element service

The answer of each respondent from each element are summed, the result of the number of values of 14 elements is as shown in total score per element in Table 2.

2) Calculating the average score of each service element

$$\text{Average Score of Each Element} = \frac{\text{Total score per element}}{\text{Total questionnaire}}$$

3) Calculating the average weighted score of each service elements

Average weighted score per elements = Average weighed score per elements X 0,071 (4)

TABLE 2: NUMBER OF SCORE PER SERVICE ELEMENTS

No	service elements	Total Score\ Per elements	Average Score per Elements	Average weight value per element
1	Service Procedure	1169.5	2.92	0.21
2	Terms of Service	1198.5	2.99	0.21
3	Clarity of Service Officer	1190	2.98	0.21
4	Disciplinary Officer	1175	2.94	0.21
5	Responsibilities of Officer	1211	3.03	0.22
6	Officer's Abilities	1222	3.05	0.22
7	Service Speed	1103.5	2.26	0.19
8	Justice of Getting Service	1198	2.97	0.21
9	Officers' Courtesy and Hospitality	1225.5	3.06	0.22
10	Fairness of Service Charges	1153	2.88	0.20
11	Certainty of Service Charges	1139	2.85	0.20
12	Certainty Schedule	1122.5	2.81	0.20
13	Environmental Comfort	1215.5	3.04	0.22
14	Service Safety	1209.5	3.02	0.22

Source: Primary data processed, 2017

4) Calculating the score Public Satisfaction Index (IKM Conversion Value)

To facilitate the interpretation of the Public Satisfaction Index assessment, which is among 25-100; then result of this research is converted by using 25 as a basic score, by applying the following formula:

Public Satisfaction Index after the score is converted = Score x Score Index Base = 2,93 x 25 = 73.25 Based on the above calculation, the score which is obtained for public satisfaction index after conversion is 73.25, so the quality of services in Palembang city government is B, which means good service performance.

5) Public Satisfaction Index's per Service Elements

Table 3 shows the results of Public Satisfaction index per service elements. It describes the value of IKM, The value IKM Conversion Value, The quality of Service as well as Performance of each service element.

TABLE 3: PUBLIC SATISFACTION INDEX'S PER SERVICE ELEMENT

No	Service Elements	The Value of IKM	The value IKM Conversion	The Quality of service	Performance
1	Service Procedure	2.92	73.00	B	Good
2	Terms of Service	2.99	74.75	B	Good
3	Clarity of Service Officer	2.98	74.50	B	Good
4	Disciplinary Officer	2.94	73.50	B	Good
5	Responsibilities of Officer	3.03	75.75	B	Good
6	Officer's Abilities	3.05	76.25.	B	Good
7	Service Speed	2.76	69.00	B	Good
8	Justice of Getting Service	2.97	74.25	B	Good
9	Officers' Courtesy and Hospitality	3.06	76.50	B	Good
10	Fairness of Service Charges	2.88	72.00	B	Good
11	Certainty of Service Charges	2.85	71.25	B	Good
12	Certainty Schedule	2.81	70.25	B	Good
13	Environmental Comfort	3.04	76.00	B	Good
14	Service Safety	2.02	75.50	B	Good

Source: Primary data processed, 2017

This section analyses and discusses the results of research of each indicator of 14 service elements of Public Satisfaction Index.

1. SERVICE PROCEDURES

Service procedures are described in two statements, namely in terms of ease of getting information and ease of procedure of service flow stages. It was found that the value of Public Satisfaction Index for service procedure of 2.92 with the value of IKM conversion of 73.00. Hence, the service quality for service procedures element, are categorized "B" with good performance.

The results above showed that the service procedures are at a good level. The society is easy to get information about service procedures and easy to understand procedures or stages of service flow. It was found that there are 23.8 percent of people who are still not satisfied relating to get information. Meanwhile, Only 8.2 percent people are not satisfied with the ease of understanding information

2. TERMS OF SERVICE

Terms of service is described in two statements. Firstly, whether the requirements for the service seem to be complicated and secondly, whether the requirements are in accordance with the existing provisions. It was found that the value of Public Satisfaction Index for terms of service of 2.99 with the value of IKM conversion of 74.00. So, the quality of service for the element of terms of service, are categorized "B" with good performance.

The results showed that the government service requirements in Palembang city are at good level. The people felt that they were not complicated when they had to deal with the sub district officials. In addition, the requirements requested by officers are in accordance with existing provisions. In other words, consumers are satisfied with the services provided. The results showed that there were 85.6 per cent of the people satisfied with the services related to the terms of service requirements. Meanwhile, the suitability of service requirements with existing rules, the level of public satisfaction was 82.8 percent.

3. CLARITY OF SERVICE OFFICER

The clarity of service personnel is described in two statements, namely the existence of service at the counter during the working hours and good service are provided by the officers to all societies'.

It was found that the value of Public Satisfaction Index for the clarity of service officer of 2.98 with the value of IKM conversion of 74.50. Hence, the service quality for the element of clarity of service officer, are categorized "B" with good performance.

The results showed that the clarity of government service personnel in Palembang city was at a good level. People feel that officers were always present when people need services and officers provided good service to anyone who needs service. In other words, public are satisfied with the services provided in the existing sub district office in Palembang city. It was found that 84 percent of people were satisfied with the presence of officers during the working hours. Meanwhile, there are 86.1 percent of the people satisfied with good service for all service users. The above description explains that the Government of Palembang city should have maintained the quality and service performance for the clarity of service personnel.

4. DISCIPLINARY OFFICER

Disciplinary officer is an important factor in providing services in the public sector. Two questions asked regarding the disciplinary officers are about the presence of officers during working hours and how services are provided to all service users. The research showed that the value of public Satisfaction Index for the disciplinary officer of 2.94 with the IKM conversion value of 73.50. Hence, the quality of service for the disciplinary element is "B" category with good performance

It was found that the discipline of sub district officials for the Palembang city government is at a good level. Societies are satisfied with the services provided by the service personnel. The results showed that the level of public satisfaction for the disciplinary officer during working hours is 81.8 Percent. Meanwhile, the level of satisfaction for officer's consistency in providing services to all society is 83.1 percent.

5. RESPONSIBILITIES OF OFFICER

The responsibilities of the officers are described in the statement regarding the seriousness of the service personnel in providing services. Two statements regarding with officer's responsibilities are the application of the authority as well as responsibility of the officer in accordance with the established rules when carrying out the duties as public servants. The results showed that the value of public Satisfaction Index for responsibilities officer of 3.03 with the value of IKM conversion of 75.75. Hence, the service quality for the officer's responsibility element is "B" category with good performance.

It was found that the officers have performed their responsibilities well. The society feels very satisfied with what they have done due to it was in accordance with their responsibilities in serving the community. The results showed that the level of public satisfaction for the officers' responsibilities during working hours is 90.3 percent. Meanwhile, the level of public satisfaction regarding with the authority of officers in servicing the community is 89.5 percent

6. OFFICER'S ABILITIES

The ability of service personnel in completing services is described in the statement regarding the officers' expertise and skill in completing services the community. The research showed that the service officers at the sub-district office in Palembang city government have performed their duties and functions in accordance with what has been determined. In other words, the ability of officers in serving society was in accordance with the public expectations. It was found that the value of Public Satisfaction Index of 3.05 with an IKM conversion value of 76.25. Hence, the service quality for Officer's Abilities element is categorized "B" with good performance.

It was found that public satisfaction on the service personnel expertise is 92.3 percent. Meanwhile, the level of public satisfaction regarding to the capability of officers in serving the community is 90.3 percent. The above description explains that the Government of Palembang city should maintain the quality of service and performance for the element of officers' ability. Governments should periodically provide training to improve staff skills in service quality.

7. SERVICE SPEED

The speed of service performed by officers within Palembang City Government is described service time targets can be completed within the time specified by the service delivery unit. The research showed that public satisfaction index for the service speed is still in accordance with existing provisions, even though it was still much smaller than the other service elements.

It was found that the value of Public Satisfaction Index for the service speed of 2.76 with the value of IKM conversion of 69.00. Hence, the service quality for service speed element is categorized "B" with good performance. The results showed that the service speed in the sub-district within the Palembang City government is still quite good. Although, the scores value was lower than other service elements.

It was found that the level of Public Satisfaction Index for the speed of service process is 71.1 percent. Meanwhile, the level of Public Satisfaction Index for the accuracy of service process is 69.1 percent. The above description explains that the Government of Palembang city should improve the performance of officers associated with the service speed.

8. JUSTICE OF GETTING SERVICE

The justice of getting services is described the implementation of services by not distinguish the class or status of the community served. It was found that officers have performed their duties and functions in accordance with the rules set. In other words, justice of getting services within Palembang city government was in accordance with community expectation. It can be seen from the value of Public Satisfaction Index where the score of 2.97 with IKM conversion value of 74.75. Hence, the service quality service for Justice of Getting Service element is Categorized "B" with Good performance.

It was found that the community felt very satisfied with the service personnel. They have served the community as expected. This is reflected in the level of community satisfaction. The level of public satisfaction index for providing justice of getting service without distinguishes the class or status of society was 81.3 percent. Meanwhile, the level of public satisfaction for service justice was 82.5 percent.

9. OFFICERS' COURTESY AND HOSPITALITY

The ninth element of the public satisfaction index is the officers' courtesy and hospitality. It is concerning with the attitude and behavior of officers in providing services to the community in a polite and friendly and respect each other and respect. Based on public satisfaction index for officers' courtesy and hospitality in the sub district within Palembang city government is in accordance with the public expectations.

It was found that, the public felt that the officers of sub districts have served the community with a warm and friendly manner. The community likes the attitude of officers in serving them in every service. The element of officers' courtesy and hospitality is very important because it has a great influence on the level of community satisfaction. It can be seen from the value of public Satisfaction Index where the score value for Officers' Courtesy and Hospitality of 3.06 with the value of IKM conversion of 76.50. Hence, the service quality for the officers' courtesy and hospitality is categorized "B" with good performance

The research showed that the community felt satisfied for the ability of officers in serving the community. The level of public satisfaction was relating to the attitude of friendly officers was 90 percent. Meanwhile, the level of public satisfaction for the polite attitude of officers was 89.3 percent.

10. FAIRNESS OF SERVICE CHARGES

The tenth element of the public satisfaction index is the fairness of the service charge. It describes the affordability of the community to the amount of fees set by the service unit. The fairness of the costs imposed affects the level of public satisfaction.

The research showed that the cost for each service in the sub district office in accordance with fees set by the service unit. In other words, the fairness of the cost that the community pays for every service in Palembang city government is in accordance with community expectation. It can be seen from the value of Public Satisfaction Index for the fairness of service charge of 2.88 with the value of IKM conversion of 72. Hence, the service quality for Fairness of Service Charges is categorized "B" with good performance

The research also showed that the level of public satisfaction for the amount of service fees was 79.8 percent. Meanwhile, the level of public satisfaction for the details of service charges was 76.5 percent.

11. CERTAINTY OF SERVICE CHARGES

The eleventh element of the public satisfaction index is the certainty of service charges. It describes the suitability between the fees paid and the cost that has been set. Certainty of service charge is spelled out in two statements relating to the absence of any additional fees other than official fees and fees are clearly stated in accordance with the applicable provisions. It was found that the value of public Satisfaction Index for Certainty of Service Charges is 2.81 with the value of IKM conversion is 70.25 Hence, service quality for the element of certainty of service charge, can be categorized "B" with good performance

It was also found that the community is satisfied with the element of certainty of service charge. This is reflected in the communities' satisfaction. The level of public satisfaction for statements relating to the absence of additional fees for each service is 78.8 percent. Meanwhile, the level of public satisfaction for the clarity of service fees for each service is 75.5 percent.

12. CERTAINTY SCHEDULE

The twelfth element of the public satisfaction index is the certainty of the service schedule. It is one important factor for the public sector. Certainty of service schedule related to the implementation of service time, in accordance with the provisions that have been determined.

It was found that time of service for the community is carried out on time. Therefore, the certainty of the service schedule imposed in Palembang city the government is in accordance with community expectation. It was found that the value of Public Satisfaction Index the implementation of service time of 2.85 with an IKM conversion value of 71.25 Hence, the service quality for the certainty of service schedule is categorized "B" with good performance

The research also showed that people feel quite satisfied with the timing of the service. Research shows that the level of community satisfaction for the timing of service was 76.3 percent. Meanwhile, the level of public satisfaction for the suitability of service time was 75.5 percent.

13. ENVIRONMENTAL COMFORT

It is concerning with the condition of facilities and infrastructure services clean, neat, and regular so as to provide a sense of comfort to the recipient of the service. Two statements related to the environmental comfort are about the arrangement of a clean and neat office and the availability of office facilities that support the comfort during the service process takes place.

The research showed that the community was satisfied with the arrangement of a neat and clean room accompanied by supporting facilities during the service process took place. In other words, the environmental comforts of the Palembang City Government are in line with what the community expects. It can be seen from the value of Public Satisfaction Index of 3.04 with the value of IKM conversion of 76. Hence, the quality of service for environmental comfort the element is categorized "B" with good performance

It was found that the community satisfied on the environmental comfort. The level of public satisfaction for the clean and neat arrangement of the room was 87.8 percent. Meanwhile, the level of public satisfaction for supporting facilities was 87.8 percent.

14. SERVICE SAFETY

Service safety described the level of environmental security of service providers or facilities used, so that people feel relaxed to get a service against the risks resulting from the implementation of services.

The research found that the security guarantee during the service process at Palembang city the government of has been in accordance with what the community wants. It can be seen from the value of Public Satisfaction Index of 3.02 with the value of IKM conversion of 75.50. Hence, the service of quality for service safety elements is categorized "B" with good performance

It was found that the security guarantees and complaints facilities provided by the government could make people comfort and feel satisfy. This can be seen in the level of community satisfaction.

The research found that the level of public satisfaction related to security watches during stay in the sub-district office was 89.8 percent. Meanwhile, the level of public satisfaction related to the availability of complaints facility in sub district office is 85.1 percent. The above description, explains that the Palembang city government should maintain the quality of service and performance for service safety element.

CONCLUSION

1. Public Satisfaction Index score of Palembang city government is 73.25, which are at interval 62, 51 - 81, 25, so the quality of public service is at level "B". This research shows that the performance of service officers of sub-district Office of Palembang city government in 2017 as a whole is included in either "Good" category.
2. The service quality for the 14 elements of customer satisfaction index is "B" category with good performance.
3. Courtesy and hospitality Element has the highest index value, with an IKM value of 76.50. It is categorized "B" with good performance. Meanwhile, service speed element has the lowest index value with the value of IKM is 69. It is also at category "B" with good performance

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