



RESEARCH ARTICLE

Public Services and Community Satisfaction East Kolaka District, Indonesia

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ARTICLE INFO	ABSTRACT
Received: May 9, 2024	<p>Public services organized by the government must be more serious by prioritizing the principles of fast, precise, and inexpensive not to create a new impression. The study analyzes community satisfaction with public services at the Health Office, Population and Civil Registry Office, Education, and Culture Office, Food Crops and Livestock Office, Plantation, and Horticulture Office, and Public Works and Spatial Planning Office. The study was carried out in East Kolaka Regency from August 2022-February 2023, with the location of the study being determined by purposive sampling with the consideration that East Kolaka Regency is the region with the highest number of corruption cases of regional officials in Southeast Sulawesi. Determining the sub-district area as the survey location used stratified random sampling based on the number of residents in the high, medium, and low categories. In contrast, the researcher used the snowball sampling technique to determine the respondents for the study, with a target of 120 respondents for each sub-district. The results of the survey and identification were analyzed descriptively to describe the phenomena that occurred at the study site. The findings showed that the Health Office scored 72.130, the Population and Civil Registry Office 74.722, the Education and Culture Office 76.829, the Food Crops and Livestock Office 77.593, the Plantation and Horticulture Office 80.367, and the Public Works and Spatial Planning Office 74.838. The study can be concluded that the level of community satisfaction in East Kolaka Regency is in a good category. The findings illustrate that good service to the community in East Kolaka Regency can be the basis or benchmark for public service delivery, ultimately having implications for community welfare.</p>
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INTRODUCTION

Public service is a series of activities to help others create interpersonal relationships between service users and providers. Public services aim to fulfill service needs by the rules regarding goods, services, and administrative services (UU No. 25, 2009). Satisfaction and success of public servants can be created if service users can find convenience and are not complicated by servants.

Public services are expected to be simpler and have better benefits apart from the various problems that arise (Shahaab et al., 2023). Given the importance of transparent and accountable public services for the community (Pawlowski & Scholta, 2023), which continues to increase (Huang, 2022), more efficient and effective services are needed (Shi et al., 2023), fair and full of humanistic (Cui et al., 2022), and continue to evaluate public servants by the times (Umbach & Tkalec, 2022).

Public services in the modern era that continue to progress in various fields require that the State of Indonesia continue to innovate in developing the latest technology, which is none other than to shape people's satisfaction. Countries in the world, such as Morocco, have now developed digital-based technological innovations (Benaddi et al., 2022), Brazilian Country (Saldanha et al., 2022), Chinese Country (Gesck & Leyer, 2022), and Austrian Country (Jam et al., 2017; Willems et al., 2022).

Public services in Indonesia are not spared from a bad impression. It's no longer a secret, especially among the state civil apparatus, by complicating services so that state affairs to the community in terms of public services cannot be resolved. Of course, the attitude and mindset are not in line with the government's rules present to solve community problems. Public service is a result received by users and society at large.

The government serves as a service in meeting the various needs of society, especially the basic human needs that are safe, peaceful, and prosperous. The regional autonomy policy of the government bureaucracy can directly manage and organize public services to always listen to the community's aspirations to achieve prosperity. However, in reality, the public services provided by the government have not been effective and efficient.

Nguyen & O'Donnell, (2023) reported that in streamlining public services, every service provider organization should have a place for input, Cuadrado-Ballesteros et al., (2013) effective, efficient, and flexible, Axelsson et al., (2013) offer benefits to citizens, Akoluk & Karsu, (2022) and leads to many service users, especially people who need fast, precise, and flexible services.

Public services are inseparable from the various responses and perceptions of the community as well as the people of East Kolaka Regency, which until now have not been studied in detail or comprehensively, especially in recent years, corruption cases have ensnared two regional officials, namely the Regent and Deputy Regent of East Kolaka with different allegations of corruption.

Various public perceptions surfaced regarding public services in government agencies under the auspices of the East Kolaka Regency government, such as the Health Service, the Population and Civil Registry Office, the Education and Culture Office, the Food Crops and Livestock Office, the Plantation and Horticulture Office, as well as the Public Works and Management Room Office.

The regional apparatus organizations that have been mentioned generally have duties and roles in serving the community, such as the Health Office assisting the community in health services, the Population and Civil Registry Office serving population administration and civil registration, the Education and Culture Office serving education administration, the Food Crops and Livestock Office serving farmers, farmer groups, and farmer-breeder issues, the Plantation and Horticulture Office serves farmer groups in the plantation and horticulture sector, and the Public Works and Spatial Planning Office handles the community service sector, both physical and non-physical facilities.

The task of regional apparatus organizations in serving the community certainly has different responses; it depends on the condition of the community in using services. This research will specifically examine community satisfaction regarding public services in East Kolaka Regency. This study certainly differs from the results of other researchers who only examine one area of public service. Studies of public services and public perceptions from 2010-2022 are presented in Table 1.

Table 1: Study of public services and public perceptions in Indonesia

Researcher	Study Title
Rianto, (2010)	Public Opinion, Agenda Setting, and Public Policy
Mahsyar, (2011)	Public Service Issues in Indonesia in the Perspective of Public Administration
Rachmawati, (2012)	Perceptions of Public Accountants on the Financial Accountability of Political Parties in Public Accounting Firms in Malang
Haryono & Pujiyanto, (2013)	Efforts to Optimize the Quality of Public Services in the Electronic KTP Services Office at the Gedangan District
Suneth & Ismanto, (2014)	Implementation of Public Policy Regarding Arrangement and Empowerment of Street Vendors
Wicaksono, (2015)	Public Sector Organizational Accountability
Setiawati, (2016)	The Role of Bureaucratic Organizational Culture in Improving Public Service Performance
Botutihe, (2017)	Analysis of the Effectiveness of Public Services at the Aloe Saboe Hospital, Gorontalo Province
Sabara, (2018)	Level of Community Satisfaction with Marriage Services by KUA in Eastern Indonesia
Abdussamad, (2019)	Quality of Public Services at the Gorontalo Regency Population and Civil Registry Service Office
Septiani & Siswadhi, (2020)	Public Service in the Perspective of Public Administration in Indonesia
Pratama et al., (2021)	Survey of Community Satisfaction with Public Services in South Sulawesi
Herawati et al., (2022)	The Effect of Service Quality on Public Satisfaction in the National Unity and Politics Agency in Bandung City

Public services in this study refer not only to the research conducted in Indonesia but also to several research results that researchers worldwide have carried out. The results of identifying public services and perceptions are presented in Table 2.

Table 2: Study of public services and public perceptions in various countries

Researcher	Study Title
Tshandu & Kariuki, (2010)	South African Public Administration and Service
Waldner et al., (2011)	Justice: Merging administration and public service
Snider & Rendon, (2012)	The Perspective of Public Administration and Public Service
Osborne & Strokosch, (2013)	Service Perspective and Public Administration
Tanku & Imeri, (2014)	Service Professionalism in Public Administration
Linde et al., (2015)	Public Health Administration and Service Perspective
Raharjo, (2016)	Public Services in the Field of Civil Registry in Makassar City
Sinni, (2017)	Public service design in public administration
Kuril, (2018)	Public Administration and Public Service (State)
Kusnandar, (2019)	Service Quality and Public Administration

Engdaw, (2020)	Quality of Public Services on Customer Satisfaction in Bahir City
Jatmikowati, (2021)	Public Policy and Administration Services
Mamokhere et al., (2022)	Public Administration and Service Delivery in South Africa

The description of the results of the studies that have been identified either through the Science and Technology Index (SINTA) website or on ScienceDirect does not find a single study that describes the level of similarity in this study. Thus, it can be illustrated that the scope of this study is quite broad and can provide an overview to readers and the government in determining policies regarding public services, especially in East Kolaka Regency.

Previous studies listed in Table 1 and Table 2 generally only describe one service agency, even though public services in Indonesia are generally very numerous, and all of these services have implications for people's welfare. Cities in several developed countries, such as Australia and Hong Kong, have implemented technology-based services to make it easier for people to access government services (Yigitcanlar et al., 2023). However, in contrast to what is happening in Indonesia, most public service providers still use a manual system, especially in areas where it is difficult to access the internet network.

Public services are inseparable from various problems, including human resources and the lack of public literacy about effective, transparent, open public services. Umbach & Tkalec, (2022) state that adaptation and digitalization in various public service sectors must be managed properly because it can have implications for the policy level, design policies that are easy to understand, sustainable, and able to provide openness to service recipients (Lara-Rubio et al., 2022; Sgambati & Gargiulo, 2022).

Public services specifically aim to facilitate public access to good services. Study results in Kettl, (2005), in theory, reveal that public management must be designed by the culture and customs of the local community and mutual openness, Osborne & Plastrik, (1997) improve efficiency, adaptability, effectiveness, and full of innovation.

With the increase in the human population every year, the local government, especially in East Kolaka Regency, continues to strive to provide the best service. However, until now, research on public services in East Kolaka Regency has not been known with certainty to what extent the community is satisfied with the public services offered by the local government. This study will specifically review the level of satisfaction of the people of East Kolaka Regency with services in the public sector.

LITERATURE REVIEW

Service comes from the word "service," which means to help provide services to other people; it can even be said that service cannot be separated from human life (Rashid et al., 2023; Sinambela, 2010)—services provided to customers. Indonesian Government Regulation No. 25 of 2009 concerning public services is a series of activities fulfilling service needs by regulations aimed at every citizen and resident for goods, services, and administration.

Mahmudi (2007) states that public service standards must be technical specifications or standardized as a benchmark in public service delivery. These public service standards are standard measurements or requirements that must be met in service delivery and must be adhered to by service users and service providers.

Service quality maintains the survival of humans required to fulfill their life needs. Living needs will continue to increase over time. The rate of increase or development of human life needs will always be attached to the conditions of social interaction. The increase in needs will start from the lowest level as a prerequisite for normal life towards needs that are life-perfecting or the highest level.

Nuraida, (2008) in her study revealed that there are 7 (seven) principles of service to the community, namely Standards, Openness, (3) Information, (4) Choice, (5) Non-Discrimination, (6) Accessibility, and (7) Redress. Service quality is a dynamic condition related to human services, products, processes, and the environment, which always meet expectations. Public services can touch service quality if public service provider organizations are provided full responsibility to the public as customers. Service quality generally focuses on the community, so service products are produced and designed according to customer wishes (Kanval et al., 2024; Sedarmayanti, 2000).

Decree of the Minister of Administrative Reform Number: KEP/63/M.PAN/7/2003 that the community's assessment of service performance is (1) The level of performance achievement, (2) Structuring the system of service mechanisms and procedures, and (3) Growing creativity. Public satisfaction is very dependent on the quality of service and the perceptions and expectations of the community. To measure people's attitudes using a questionnaire, a community satisfaction questionnaire must accurately measure people's attitudes and built perceptions.

The effectiveness of built public services cannot be separated from various levels of short-term and long-term organizational achievements (Hasba et al., 2022; Tawai et al., 2022). If this is not achieved, a bureaucracy that performs poorly in providing services to the public will greatly affect the performance of the government and society (Muhammad Elwan, 2019; Ayuningtyas, 2020; Tawai et al., 2023).

METHODS

A study on public services and community satisfaction was conducted in East Kolaka Regency from August 2022-February 2023. The choice of East Kolaka Regency as the research location was determined by purposive sampling based on the consideration that the area has the highest number of corruption cases of regional officials in Southeast Sulawesi. East Kolaka Regency is administratively divided into 12 sub-districts, including Aere, Lambandia, Poli-Polia, Dangia, Ladongi, Loea, Tirawuta, Lalolae, Mowewe, Tinondo, Uluiwoi, and Uesi Districts.

The population of East Kolaka Regency is 120,968 people with a distribution of 62,141 men and 58,825 women, which continues to increase yearly with a population growth rate of 0.2% and an average of 34 people per km². The population by sub-district in East Kolaka Regency is presented in Figure 1.

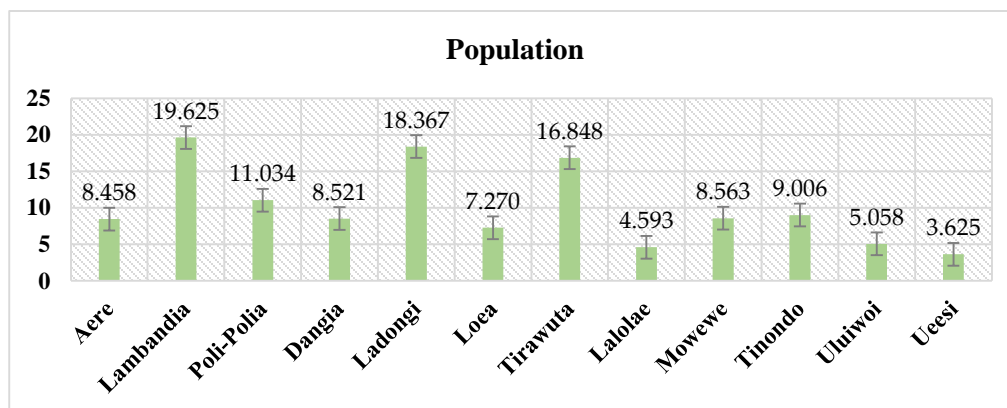


Figure 1: The population of East Kolaka Regency, 2022

The population data (Figure 1) for each sub-district in East Kolaka Regency is then determined by the sub-district area, which is the location for the public service survey, and the level of community satisfaction. Determining the survey area at the sub-district level used a stratified random sampling

method based on the number of residents in the high, medium, and low categories. The results of calculating the number of residents based on strata are shown in Table 3.

Table 3: Population Strata of East Kolaka Regency

Strata Level	Population	District Area
Low	< 7.000	Loea, Lalolae*, Uluiwoi*, Uesi
Medium	8.000 – 10.000	Aere, Dangia, Mowewe*, Tinondo*
High	> 10.000	Lambandia*, Poli-Polia, Ladongi*, Tirawuta

Note: *Research District Area

The equation model to determine the level of population strata of each sub-district for the study location is:

$$(1) \text{ Low Strata} = [(\text{Min}) s/d (\bar{X} - \text{STDEV} - 1)],$$

$$(2) \text{ Medium Strata} = [(\bar{X} - \text{STDEV}) s/d (\bar{X} + \text{STDEV})],$$

$$(3) \text{ High Strata} = [(\bar{X} + \text{STDEV} + 1) s/d (\text{Max})].$$

Note: \bar{X} = The average population of all districts

STDEV = Standard deviation

Max = Highest population

Min = The lowest population

Based on the consideration of population strata in each sub-district as shown in Table 1, then 3 (three), sub-districts were determined as research locations, namely Lalolae District, Uluiwoi District (Low), Mowewe District, Tinondo District (Medium), Lambandia District, and Ladongi District (High). Furthermore, to determine the respondents in the study using the snowball sampling method with a research target of 120 people for each sub-district, the total number of respondents from six sub-districts is 720. Selected respondents totaling 720 people in each sub-district must have the requirements presented in Table 4.

Table 4: Requirements for Selected Respondents

Selected Office	Condition
Public Health Office	At least have experienced services in the health sector in the form of health services, nutrition services, and administrative services.
Population and Civil Registration Office	Have at least taken care of administration in the form of a family card, birth certificate, and identity card.
Education and Culture Office	At a minimum, he has taken care of legalizing diplomas, applying for maternity leave, student transfer services, and regional moving services.
Food Crops and Livestock Office	Have at least attended counseling, livestock production services, livestock reproduction, agricultural machinery rental equipment services, livestock group, and farmer group visit services and entered as livestock/farmer groups.
Plantation and Horticulture Office	Have at least received pesticide assistance services, farmer group visit services, subsidized fertilizer services, grant assistance services, and plantation equipment or machinery assistance services and entered as a farmer group.
Public Works and Spatial Planning Office	At a minimum, I have received services in the form of construction technical assistance (planning and assistance) for making drainage for agricultural areas, livestock, and plantations, city planning information services, service permits for the use of heavy equipment, and public information services.

The method used in community satisfaction surveys uses a quantitative approach with a form of measurement using a questioner-shaped *Likert Scale*. The survey element in this study refers to the PANRB Ministerial Regulation No. 14 of 2017, which is divided into nine elements of service using the help of Microsoft Excel 2019 as data entry studies and has the same weights, namely as follows:

$$Weight\ Value = \frac{Total\ Weight}{Total\ Elements} = \frac{1}{x} = n$$

If 9 (nine) elements are studied, the weighted average value is 0.11. A number between 25-100 is used to facilitate the interpretation of the assessment, so the assessment results are conserved with a base value of 25. Perceived value, conversion interval, service quality, and service performance are presented in Table 5.

Table 5: Perceived Value, Conversion Interval, Service Quality, and Service Performance

Perceived Value	Mark Intervals	Conversion Interval Value	Service Quality	Performance Service
1	1,00-2,596	25,00- 64,99	D	Bad
2	2,60-3,064	65,00-76,60	C	Not good
3	3,064-3,532	76,61-88,30	B	Good
4	3,532-4,00	88,31-100	A	Very good

Furthermore, to find out the value of the service survey unit is calculated using the method: $(1 \times 0,11) + (2 \times 0,11) + (3 \times 0,11) + (4 \times 0,11) + (5 \times 0,11) + (6 \times 0,11) + (7 \times 0,11) + (8 \times 0,11) + (9 \times 0,11) = X$.

RESULTS

Characteristics of Respondents

This study specifically discusses the characteristics of respondents, including age, gender, education, and main job. The purpose of describing the characteristics of respondents is to make it easier for researchers to describe the conditions and situations of respondents when the research was carried out. Characteristics of respondents based on age are presented in Figure 2.

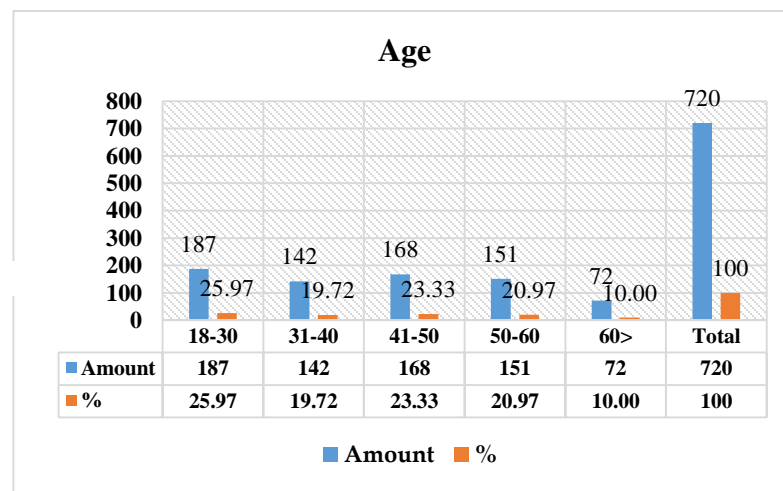


Figure 2: Age of Respondents

The descriptive analysis results found that most respondents were in the age range of 41-50 years, with a percentage value of 23.33%, while the lowest age range was above 60 years, with a percentage value of 10%. The age that reaches 41-50 years is the age range where mental abilities reach their peak, while at the age of 18-30 years, an individual is still in the adaptation stage to environmental changes that occur.

Characteristics of respondents based on gender (Figure 3) for men totaling 345 people with a percentage of 47.92% and women totaling 375 or 52.08. The high percentage of women was because, at the time of the survey, most men were not working in agriculture, entrepreneurship, or trading and were students.

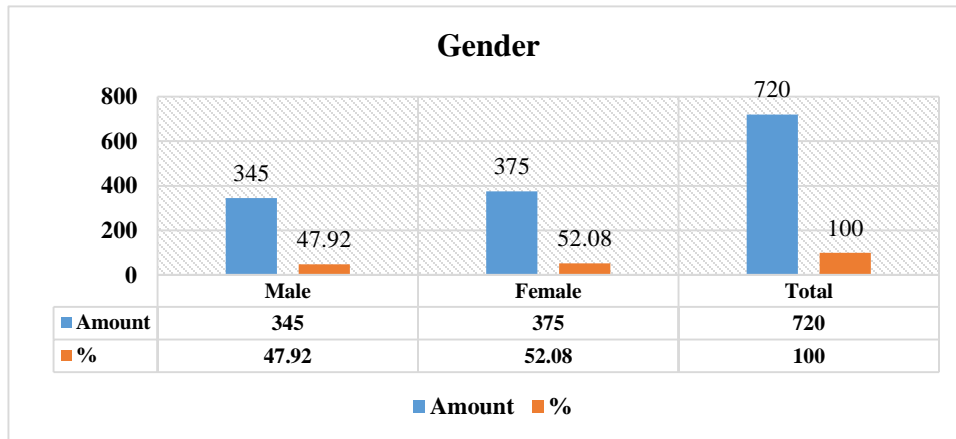


Figure 3: Gender of Respondents

Education can provide an overview or as a benchmark in measuring an individual's intellectual level. The better a person's level of education, the better his pattern and way of thinking will be. The analysis results in Figure 4 explain that as many as 26.94% of respondents graduated from elementary school, 44.31% from junior high school, 16.67% from senior high school, and 12.08% from undergraduate education.

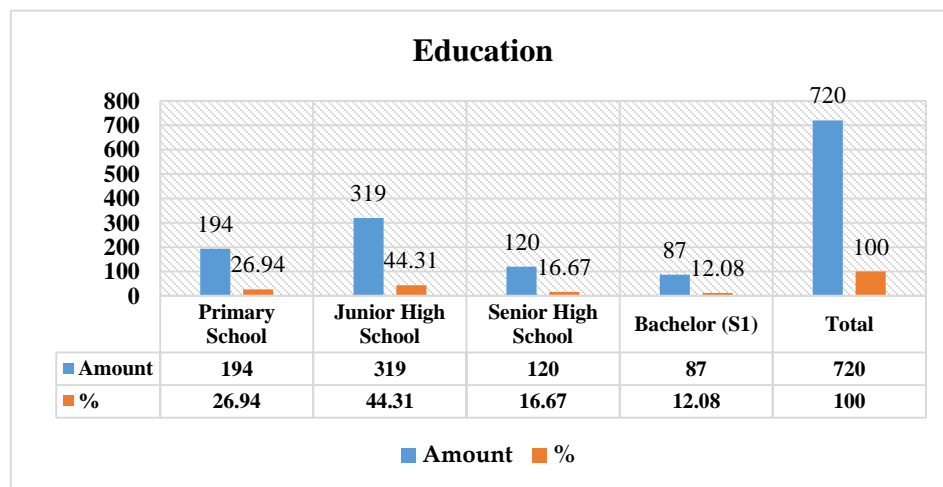


Figure 4: Level of Education Respondents

The level of education, in general, can influence the type of work a person does and can influence individual behavior in making decisions. The analysis found that as many as 344 respondents, with a percentage value of 47.78%, worked as farmers, worked as entrepreneurs 19.17%, and civil servants as much as 3.75%.

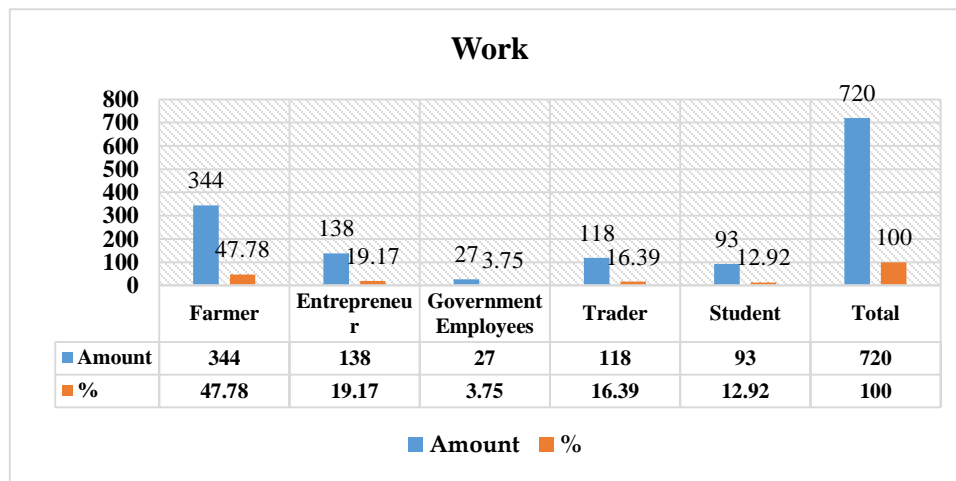


Figure 5: Type of Work Respondents

Apart from working as farmers and civil servants, other respondents work as traders, with a percentage value of 16.39%, and students, as much as 12.92%. This has illustrated that most of the people of East Kolaka Regency work as farmers, both engaged in animal husbandry, food crops, horticulture, and plantations.

Community satisfaction survey

The analysis of 120 respondents found that the average for the East Kolaka District Health Office was 2.885, with service satisfaction of 72.130% or included in the unfavorable category.

Table 6: Public Health Office

No	Service Elements	Service Element Value	Service Element Value Conversion
1	Condition	3.208	80.208
2	Mechanisms and Procedures	2.733	68.333
3	Service Time	3.308	82.708
4	Cost	2.967	74.167
5	Service Products	2.433	60.833
6	Executor Competency	2.633	65.833
7	Executing Behavior	2.617	65.417
8	Facilities and infrastructure	3.058	76.458
9	Handling Complaints, Suggestions, and Feedback	3.008	75.208
Total Weighted Service Average		2.885	

Service Satisfaction Survey (%)	72.130	
Community Satisfaction Quality	C	
Performance	Not Good	

The low score obtained by the East Kolaka District Health Office is due to elements with low scores, such as service mechanisms and procedures, costs, service products, implementing competence, and behavior. The same thing is also seen in the Population and Civil Registry Office (Table 7), where there are several problems complained about by the community, namely the time to complete the service process, which takes quite a long time and does not match the set time, is convoluted, and service counters are lacking good.

Table 7: Population and Civil Registration Office

No	Service Elements	Service Element Value	Service Element Value Conversion
1	Condition	3.517	87.917
2	Mechanisms and Procedures	2.683	67.083
3	Service Time	3.467	86.667
4	Cost	2.867	71.667
5	Service Products	2.983	74.583
6	Executor Competency	2.592	64.792
7	Executing Behavior	2.692	67.292
8	Facilities and infrastructure	3.125	78.125
9	Handling Complaints, Suggestions, and Feedback	2.975	74.375
Total Weighted Service Average		2.989	
Service Satisfaction Survey (%)		74.722	
Community Satisfaction Quality		C	
Performance		Not Good	

The study found unfavorable community satisfaction with services at the East Kolaka Regency Population and Civil Registry Office. This could be seen in the quality of community satisfaction.

Table 8: Education and Culture Office

No	Service Elements	Service Element Value	Service Element Value Conversion
1	Condition	3.350	83.750
2	Mechanisms and Procedures	2.758	68.958
3	Service Time	3.200	80.000
4	Cost	3.133	78.333
5	Service Products	2.992	74.792
6	Executor Competency	2.775	69.375
7	Executing Behavior	2.958	73.958
8	Facilities and infrastructure	3.275	81.875
9	Handling Complaints, Suggestions, and Feedback	3.217	80.417
Total Weighted Service Average		3.073	
Service Satisfaction Survey (%)		76.829	
Community Satisfaction Quality		B	
Performance		Good	

The analysis of community satisfaction at the Office of Education and Culture (Table 8) found that the average service value is in a good category with a value of 76.829%. The same thing happened to the Food Crops and Livestock Office of East Kolaka Regency, which received a community satisfaction score of 77.593% or was in a good category.

Table 9. Food Crops and Livestock Office

No	Service Elements	Service Element Value	Service Element Value Conversion
1	Condition	3.117	77.917
2	Mechanisms and Procedures	3.242	81.042
3	Service Time	3.475	86.875
4	Cost	2.858	71.458
5	Service Products	3.292	82.292
6	Executor Competency	3.183	79.583
7	Executing Behavior	2.675	66.875
8	Facilities and infrastructure	3.158	78.958
9	Handling Complaints, Suggestions, and Feedback	2.933	73.333
Total Weighted Service Average		3.104	
Service Satisfaction Survey (%)		77.593	
Community Satisfaction Quality		B	
Performance		Good	

The results of the analysis of community satisfaction assessments found that the East Kolaka Regency Plantation and Horticulture Service (Table 10) has a weighted average number of services of 3.215 with a service satisfaction value of 80.367% and satisfaction quality in the category "B" or good.

Table 10: Plantation and Horticulture Office

No	Service Elements	Service Element Value	Service Element Value Conversion
1	Condition	3.020	75.500
2	Mechanisms and Procedures	3.260	81.500
3	Service Time	3.060	76.500
4	Cost	3.360	84.000
5	Service Products	3.061	76.531
6	Executor Competency	3.000	75.000
7	Executing Behavior	3.280	82.000
8	Facilities and infrastructure	3.080	77.000
9	Handling Complaints, Suggestions, and Feedback	3.840	96.000
Total Weighted Service Average		3.215	
Service Satisfaction Survey (%)		80.367	
Community Satisfaction Quality		B	
Performance		Good	

The results of the analysis of community satisfaction at the Plantations and Horticulture Office are different from what was found at the Public Works and Spatial Planning Office of East Kolaka Regency. The study's results (Table 11) found that the value of public service elements at the Office of Public Works and Spatial Planning has an average of 2.994 or a percentage value of 74.838% and is included in the unfavorable category.

Table 11: Public Works and Spatial Planning Office

No	Service Elements	Service Element Value	Service Element Value Conversion
1	Condition	3.100	77.500
2	Mechanisms and Procedures	2.733	68.333
3	Service Time	3.383	84.583
4	Cost	3.283	82.083
5	Service Products	2.967	74.167
6	Executor Competency	2.617	65.417
7	Executing Behavior	2.767	69.167
8	Facilities and infrastructure	3.108	77.708
9	Handling Complaints, Suggestions, and Feedback	2.983	74.583
Total Weighted Service Average		2.994	
Service Satisfaction Survey (%)		74.838	
Community Satisfaction Quality		C	
Performance		Not Good	

The study results of six public service providers (Table 12) found that the average for all public service providers in East Kolaka Regency was in a good category.

Table 12: Community Satisfaction in East Kolaka Regency

No	Public Service Agencies	Service Satisfaction Value	Weighted Service Average
1	Public Health Office	72.130	2.885
2	Population and Civil Registration Office	74.722	2.989
3	Education and Culture Office	76.829	3.073
4	Food Crops and Livestock Office	77.593	3.104
5	Plantation and Horticulture Office	80.367	3.215
6	Public Works and Spatial Planning Office	74.838	2.994
Total Weighted Service Average		3.043	
Service Satisfaction Survey (%)		76.079	
Community Satisfaction Quality		B	
Performance		Good	

Community satisfaction scores at the six highest service provider agencies were at the Plantations and Horticulture Service with a satisfaction score of 80.367% with a weighted score of 3.215, while the lowest satisfaction score was at the Health Service with a value of 72.130% with a weighted value of 2.885.

DISCUSSION

The respondents' characteristics are the criteria required for the subject to gather various information to obtain data that aligns with the researcher's expectations. In addition, the characteristics of the respondents also aim to determine the diversity of subjects based on age, main job, education, number of dependent families, and income. However, it must consider the error level when conducting surveys or collecting respondent data.

Bruckmeier et al., (2015) revealed that if the survey results to find out the characteristics of the respondents made an error, then the survey results could not be used as a basis for reporting. Celhay

et al., (2022) Errors in collecting survey data on the characteristics of respondents are a source of error in research data. Silvano et al., (2020) Streamlining time in data collection can be done by making an online questionnaire because it has a lower error rate than a manual questionnaire.

This study found results that describe the situation and conditions in East Kolaka Regency. This was evident from the findings during the implementation of the research in which certain agencies were dissatisfied with the services provided by certain agencies, such as the Health Office, the Population and Civil Registry Office, and the Public Works and Spatial Planning Office. The low value of community satisfaction of the three agencies that provide services is largely influenced by complex service mechanisms and procedures. It is influenced by service products that are not in line with expectations.

Mechanisms and procedures in public services should be that the East Kolaka Regency government can implement a technology-based system to make it easier for the public as users to access service mechanisms. Shareef et al., (2019) implementation in public administration, there should be things that need to be improved, namely by creating a technology-based service system such as a service site that contains mechanisms, procedures, and correspondence. Busch et al., (2018) public service providers using information and communication technology systems aim to facilitate public services.

Public services will also run well if they are supported by the behavior of service providers by the rules and norms of public service. However, during the implementation of the research, it was found that most of the people of East Kolaka Regency who were research respondents did not like the behavior of service providers, such as not arriving on time, there were transactions of funds to expedite services, and being less responsive to technology.

The findings found in the six service provider offices generally occur frequently in East Kolaka District and several other regions in Indonesia. This phenomenon is a form of government officials' indiscipline, the value of honesty, and ignorance of technological developments. Salau et al. (2020) As a result, the quality of work and forms of service do not go well. Supposedly, service providers must have an honest, disciplined attitude and continue to be responsive to developments in technology and information.

Technological developments that progress in the 21st-century service providers must continue to innovate, be honest, and improve competence. However, at the time of the study, it was found that most respondents expressed competence in six public service agencies in the unfavorable category. This is because most of the employees in public service agencies are elderly with a low level of education. Some employees have a high level of education but are less responsive to technological developments.

Up-to-date technology training in service provider administration systems should be important for government agencies. So, the digitalization of public services can occur in the interaction between the community and the government (Lindgren et al., 2019), be the responsibility of the government (Pleger et al., 2020), and of course, impact access to services (Safarov, 2021). Society, in general, always demands quality public services. However, sometimes it is not what the community expects because it is considered slow, tiring, and expensive.

Public services and public satisfaction in East Kolaka Regency at the Office of Education and Culture, the Office of Food Crops and Livestock, and the Office of Plantation and Horticulture are included in the "good" category. This is due to the intensity of agricultural, plantation, and livestock extension workers visiting the community to solve problems faced by farmers. On the other hand, the high participation of extension workers in providing services is supported by a sense of responsibility in carrying out their duties. The same thing happened to the Office of Education and Culture; most service users were satisfied with the services, such as legalizing certificates, applying for maternity leave, student transfer services, and relocation services.

These findings are the first step for the East Kolaka Regency government in improving public services. This can be seen from the attitude of the people who are so enthusiastic about the services provided by the Food Crops and Livestock Office and the Plantation and Horticulture Office, which often participate in extension activities at both the village and sub-district levels. The counseling results will improve the quality of food crops, plantations, and livestock production. Lin et al., (2022). Good extension services to farmers will have an impact on increasing agricultural productivity. Public service can be interpreted as providing services to people with interests by the main rules determined (Kurniawan, 2016).

Public satisfaction regarding public services should be a reference for the government in evaluating the performance of public services that are more professional, effective, simple, transparent, open, timely, responsive, and adaptive, as well as being able to build human quality in increasing the capacity of individuals and communities to determine their future alone actively.

The theoretical findings have illustrated that public services in a good category should continue to be improved, considering that public services in East Kolaka Regency have decreased in recent years due to the large number of cases that have ensnared regional officials in terms of public services.

The case that ensnared regional officials in East Kolaka Regency will indirectly reduce public trust. So that wider transparency is needed in various sectors, especially public services in the sector Health Office, the Population and Civil Registry Office, the Education and Culture Office, the Food Crops and Livestock Office, the Plantation and Horticulture Office, and the Public Works and Spatial Planning Office.

CONCLUSION

Public services in Indonesia are still simple and have not touched the community at large. A more comprehensive study is needed so that innovation regarding public services continues progressing and has good societal implications. This can also be seen from the findings of public services in East Kolaka Regency, which are in the good category. However, this can decrease if there is no mutual openness between service users and providers.

Public service and community satisfaction in this study can be concluded that three public service providers fall into the unfavorable category, including the Health Office, the Population and Civil Registry Office, and the Public Works and Spatial Planning Office. In addition, three agencies as public service providers receive the "good" category, namely the Office of Education and Culture, the Office of Food Crops and Livestock, and the Office of Plantation and Horticulture. However, in general, the average score of the six agencies that are the focus of this research is in the category of "good".

Authors' Contributions

AT (Administration, Designing Research, Surveys, Collecting Secondary Data), **LOA** (Surveys, Writing Manuscripts), **SS** (Surveys, Data Tabulation), **RT** (Surveys, Analyzing Data), **AS** (Surveys, Designing Manuscripts), **MAP** (Surveys, Translate), **DZ** (Developing Survey Ideas), **LOM** (Data Analysis, Surveys).

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