

**FACTORS INFLUENCING CITIZEN SATISFACTION IN GETTING
PUBLIC SERVICE**

**(Case Study: The Service User of The Investment and One Stop Service
Agency of Tanah Bumbu Regency In 2018)**

UNDERGRADUATE THESIS

Submitted in Partial Fulfillment of the Requirement
for the Degree of Bachelor Arts in Government Studies

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2019**

VALIDATION PAGE

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Factors Influencing Citizen Satisfaction In Getting Public Service (Case Study: The Service User of The Investment and One-Stop Service Agency of Tanah Bumbu Regency In 2018)


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Place : Examination Room of Governmental Studies
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declaring that this undergraduate thesis is my original work. I never submit this thesis to gain the Bachelor Degree in any universities and any publications. I had followed the scientific rules and cited all sources in this thesis. Therefore, this thesis is free from plagiarism. If someday there are certain parties complain and protest to this thesis, I will be responsible and overcome all consequences.

Yogyakarta, 12 July, 2019



Indriani Mahbubah

DEDICATION PAGE

This undergraduate thesis is dedicated to my loved ones.

Mama,

*My best friend, my source of joy,
my savior, my light of life.*

Abah,

*My heroes, who've protected us
even you hurt the most.*

Kai and Nenek,

*who always sending lots of
the tight and warmest hugs.*

Thank you for showing me the meaning of a smile,
crying and sacrifice for the family and I am grateful to be along with you.

THANKS TO

Thanks to:

1. My Family, for lots of love with the greatest caring, moral support and intern prays for me. Adekku, Riva si dewa ngambek, semoga cita-cita tulusmu untuk dirimu dan keluarga Allah izinkan, mudahkan dan menjadi Lillah. Kai, kakek terbaikku, definition of the kindest person. Nenek, yang tidak pernah lelah mendo'akanku di sholat hajat dan malamnya. Om Uve dan Ante Ichah yang sering nelfon diwaktu yang ga jelas dengan pembahasan yang abstrak, tetapi selalu memberikan masukan terutama dalam hal akademis. Datuk, yang tidak pernah lelah menanyakan kapan pulang. Ante Lilis dan Ante Idah yang memberikan dukungan dan doa terbaik. Ante Ichah dan Anggi saudara rasa seumuranku, semoga menjadi wanita-wanita hebat. Dedek-dedek sayangku yang selalu kasih cium walaupun lewat telfon tetapi tidak pernah gagal memberikan semangat. Terakhir untuk semua keluargaku, keluarga besar H. Danar dan H. Naping.
2. Thank you to my dearest, Tika, Icha, Della, and Pipa. Thank you for the support, laughter, tears, jokes, joy and oddities that we share together. Tak terhitung berapa banyak waktu kulalui bareng kalian, banyak keluh kesahku yang ku sampaikan, kalian selalu menguatkan dan menemani perjalanku disini. May this ton of memories be last forever. Kalau ditanya jogja itu apa, salah satu jawaban yang kusebut 'Jogja itu Kalian'. Tika, si tiyem cewek hitz ngapakku. Icha si acil paling bungas kayak GitaSav. Della, si tetek bijak tapi suka konslet. Pipa, si cewek medanku yang lembut. Here, with my heart wish Allah always take care of you with his blessing and mercy in everything you do, whatever you'll be and wherever you'll go. Lop ya so much!.
3. Thank you for my brother, P' Cirisurawong Sakorn for the continuous care and all of advices that you gave to me. Keep this friendship forever, shall we?.

4. Thank you to the Maimunn's Genks, Mbak Eza, Mbak Ifa, my roommate Farik, Pipa, Febri, Rehan, Ama, Dhea, Icha, Nassa, Sarah, Windy, Miftah for being my best housemate for 1 year. I get a lot of lessons from you all. Ku akan merindukan kesibukan dan kegaduhan masa-masa itu, kekompakan kita di Usroh dan kenangan belajar bersama di lorong tercinta, dengan segala kengantukan yang melanda tetapi tidak lelah belajar sepanjang waktu dari subuh hingga malam. We did it best. You'll Great.!. See you on top. Keep this kinship forever, shall we?.
5. Thank sending for Chika, Heny, Gerika, Lola, Annis, Eriza, Ka Omah, Vella, Manaf, Astrid, Norma, Vanny, Visha, Hanna, Difa, Septian, Ifan, Ghea, Fauzi, Aji, Ipul, Harish and the rest of Students of Governmental Studies for being helpful and giving the best spirit and advice during my time studying at the International Program of Governmental Studies, UMY. Wish the best luck in all of our future endeavors, we'll be great. Amen.
6. Thank you to KKN 246, Nanda, Heny, Raka, Visha, Maul, Adit, Kris, Azis and Muslimin for being my housemate for 1 month and still give the care. May success be with you, always. Wishing you good luck.
7. Thank sending to Maejo Squad, all lecturers of Maejo Univesity, Lola, Chika, Ghea, Ipul, Aji, Fauzi, Isna, Novita, Yovita, Vera for awesome memories in Thailand throughout the entire period.
8. Thank you for Mas Iqbal, Astrid, Fauzi, and Lola for the support, help and advice for my undergraduate thesis. Terimakasih atas waktu dan kesediannya sudah membantu dan berbagi pengalaman kalian ya.

Not once did He say
‘Worry about it’ or ‘Stress over it’
He said: *‘TRUST ME’*
‘PUT YOUR TRUST IN ALLAH’
Surah Al-Azhab, Verse 48

The Closer You Are To
ALLAH
The Close You Are To
HAPPINESS
‘La Hawla Wala Quwwata Illa Billah’

PREFACE

All praise belongs to Allah SWT for all his guidance and mercy so that the writer been able to finish the Undergraduate thesis titled “Factors Influencing Citizen Satisfaction in Getting Public Service (Case Study: The Service User of the Investment and One-Stop Service Agency)”. Sholawat and Greetings go to Prophet Muhammad SAW, the lighter, the greatest person as the messenger all knowledge to Muslim and His believer.

The writer realized that this research still has many weaknesses and imperfections, therefore the critique and recommendations for greatness in the future are hoped. Moreover, the writer hopes it can contribute as the reference for literature studies about conflict resolution practices and environmental issues.

In particular, I would like to thank for various parties being helpful and giving the best spirit, guidance, direction, advice during my time studying at the International Program of Governmental Studies, UMY. Fourthermore, on this occasion the author would like to say a deep gatitude to:

1. Dr. Ir Gunawan Budiyanto, M.P. as the Rector of Universitas Muhammadiyah Yogyakarta.
2. Dr. Titin Purwaningsih, S.IP., M.Si. as the Dean of Faculty of Social and Political Sciences.
3. Dr. Muchamad Zaenuri, M.Si. as the Head of Study Program of Governmental Studies.

4. Dr. phil. Ridho Alhamdi, M.A. as the Director of International Program of Governmental Affairs and Administration (IGOV).
5. Dr. Ulung Pribadi, M.Si. as my Supervisor during to finish this undergraduate thesis who always gives valuable input and support throughout the entire period.
6. Mr. Muhammad Eko Atmojo, S.IP., M.Si., as my examiners I who gave me useful advice and input to make this undergraduate thesis become better.
7. Mr. Sakir S.IP., M.Si. as my examiners II who gave me useful advice and input to make this undergraduate thesis become better.
8. Mrs. Tiara as my English Consultant.
9. All lecturers who have taught me in the International Program of Governmental Affairs and Administration (IGOV), UMY.

I would like to apologize for all those who are not mention above, the author are very thankful for all the prayer and support. Hopefully, the good deeds and the help of various parties get a good reward from Allah SWT. Amen.

Yogyakarta, July 12th, 2019

Indriani Mahbubah

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