

CHAPTER IV

CLOSING AND RECOMMENDATION

E. Conclusion

The main objective of this research is to analyze the level of citizen satisfaction with public service in The Investment and One-Stop Service Agency of Tanah Bumbu Regency and analyze the influence between awareness factor, rules factor, organizational factor, income factor, skill-ability factor, and service facility factor towards the citizen satisfaction.

1. The Citizen Satisfaction Level

The level of citizen satisfaction in getting public service in The Investment and One-Stop Service Agency of Tanah Bumbu Regency can be seen based on the principles or indicators of Simplicity, Openness, Efficiency, Economic, Fairness, and Timeliness. The index value obtained from each indicator is included in the interval value of 3.41 to 4.20 with the category "Satisfied".

The indicator or principle of the fairness got the highest score, meanwhile the efficiency got the lowest score. It means that the principle of fairness in public service is the principle that has the most optimal of its application compared to other principles, that makes citizen satisfied in getting public services at the Investment and One-Stop Service Agency of Tanah Bumbu Regency. Furthermore, for the total index value as a whole, the citizen satisfaction variable gets a score of 3.88. It means that the level of citizen satisfaction in getting public services in the Investment and One-Stop Service

Agency of Tanah Bumbu Regency is included in the category "Good" and service users feel "Satisfied".

2. Factors Influencing Citizen Satisfaction with Public Service

The six variables tested in this study include awareness factors, rules factors, organizational factors, income factors, skill-abilities factors, and service facilities factors towards the citizen satisfaction. The result of this research showed that from six factors tested there are two factors that have no influence on citizen satisfaction, namely rules factor and service-facility factor.

a) Citizen Satisfaction with Public Service

Citizen satisfaction with public service has an R-square value of 0.705, which can be explained that the variable of Citizen Satisfaction with Public Service is influenced by variables of Awareness Factor, Rules Factor, Organizational Factor, Income Factor, Skill-Ability Factor dan Service Facility Factor for 70,5%. It means the variables that influence Citizen Satisfaction with Public Service have a "good" level of influence and can be categorized as a "good" model (based on Rule Thumb for testing R Square by Ghozali).

b) The Awareness Factor

Awareness Factor has a positive and significant influence on citizen satisfaction in getting public service with P Values which is less than 0.05 and T Statistics is bigger than 1.96. Therefore, H_1 in this research is accepted. The data is supported by the findings that the researcher found on the field that the service provider awareness of its position and duties serves as a baseline that will underlie the actions of service providers. Therefore, if

the service provider is aware of his position or duty as a public servant, then they will always be service oriented and care about citizen satisfaction when they are serving. It means that awareness factor has a significant influence on citizen satisfaction.

c) The Rules Factor

Rules Factor has a negative and not significant influence on citizen satisfaction in getting public service with P Value which is bigger than 0.05 and T Statistics is less than 1.96. Therefore, H_2 in this research is rejected. The data is supported by the findings that the researcher found on the field that service users tend not to pay attention to the good or bad rules that exist, as well as the understanding or not of the officers of the rules in the Investment and One-Stop Service Agency. It means that rules factor does not have a significant influence citizen satisfaction.

d) The Organizational Factor

Organizational factor has a positive and significant influence on citizen satisfaction in getting public service with P Values which is less than 0.05 and T Statistics is bigger than 1.96. Therefore, H_3 in this research is accepted. The data is supported by the findings that the researcher found on the field that the organization's working arrangements and mechanisms can produce adequate services, the organization becomes an effective tool in an effort to achieve goals, in this case, good and satisfying services. It means that organizational factor has a significant influence on citizen satisfaction.

e) The Income Factor

Income factor has a positive and significant influence on citizen satisfaction in getting public service with P Values which is less than 0.05 and T Statistics is bigger than 1.96. Therefore, H_4 in this research is accepted. The data is supported by the findings that the researcher found on the field that the inadequate income or salary received by employees for the minimum needs of employees can lead to employee irregularities in the implementation of services to obtain an advantage. It means that income factor has a significant influence on citizen satisfaction.

f) The Skill-Ability Factor

Skill-ability factor has a positive and significant influence on citizen satisfaction in getting public service with P Values which is less than 0.05 and T Statistics is bigger than 1.96. Therefore, H_5 in this research is accepted. The data is supported by the findings that the researcher found on the field that the skill-ability of the officer is good, quality and in accordance with the competencies required by the agency will provide optimal performance in the implementation of public services. This will make the use of services confident in the ability of officers to provide quality and satisfying services. It means that skill-ability factor has a significant influence on citizen satisfaction.

g) The Service Facility Factor

Service facility has a negative and not significant influence on citizen satisfaction in getting public service with P Value which is bigger than 0.05 and T Statistics is less than 1.96. Therefore, H_6 in this research is rejected.

The data is supported by the findings that the researcher found on the field that Service users tend to be more concerned with the quality of the system and service processes than the existing service facility. That means the service facility factor does not have a significant influence on citizen satisfaction.

A. Recommendation

The following are some suggestions that the researcher can convey based on the results of this study.

1. Efficient service: the Investment and One-Stop Service Agency are advised to pay more attention to service efficiency, related to the integration between the burden of requirements with the length of time and the costs incurred by users of the service, whether in obtaining permits with or without technical agency recommendations.
2. Cooperation and coordination between the Investment and One-Stop Service Agency with related technical agencies: coordination and strict rules need to be more enhanced related to the implementation of the survey and timeliness in issuing technical recommendations, especially actions for applying permits through technical agencies as intermediaries or third parties.
3. Enhancing the capacity of the Investment and One-Stop Service Agency employees, especially the operation of online service systems: the Investment and One-Stop Service Agency need to conduct training on the

operation of the online service system to all employees, such as the One Single Submission (OSS) system.

4. Control of illegal levies and pander implementation: the Investment and the One-Stop Service Agency must control illegal levies and panders, be assertive to officers or agencies who openly carry out illegal levies and panders, provide strict regulations and sanctions related to prohibitions on illegal levies and panders and provide encouragement and awareness to all employees not to carry out the action of illegal levies and panders, including for technical agencies that related.