

## **Performance Analysis of the Autonomous Regional Government Through the Public Satisfaction Survey: A Case Study on the Government of Ogan Komering Ilir, South Sumatra, Indonesia**

Hardiyansyah and Hardiyansyah  
University of Bina Darma, Palembang, Indonesia

---

**Abstract:** Due to the lack of information about current situation and condition in improving the quality of public service, unfortunately, become one of main problems in making policy decision for the Government of Ogan Komering Ilir (OKI). Regarding to this problem, the purpose of this research was to find out the level of public satisfaction with the public services provided by local government. This research used survey data collection techniques by distributing questionnaires to selected respondents and interviews with various sources such as community leaders in the district area as the sample and public official from various local government work unit (the departments, agencies, or offices). The sampling technique used was Table Cohen, Manion and Morrison with total samples taken were 756 respondents. From the result, it can be concluded that: local government performance generally is still low, it can be seen from: the perception of public satisfaction about the quality of local government services in general is still low, in general, the public are dissatisfied with the services provided, many people do not use public services provided by local governments, in general, many sectors of public services still need required improvement.

**Keywords:** Local government's performance, autonomous regional, Ogan Komering Ilir (OKI), Public satisfaction survey, South Sumatra

---

### **INTRODUCTION**

Regarding to Regional Regulation of Ogan Komering Ilir (OKI) No. 1 Year 2014 on the Medium Term Development Plan (RPJMD) 2014-2019, for the provision of public services, local government of OKI is obliged to provide quick and more qualified, cheaper, easy to access and free-bribery, based on Standard Operating Procedure (SOP), information disclosure, fast and fair services delivery as well as responsive toward public complaints public services. The efforts to improve the quality of public services are performed primarily by changing the mindset of bureaucrats from the ruling bureaucrats to public servant bureaucrats. Another policies are the institutional arrangement of public services, simplification of procedures, the implementation of minimum service standards, the utilization of information and communication technologies in service management and the implementation of quality management systems in public services, including the handling of public complaints management.

Society as the users of public services is an important source of information in providing services, both services and goods, or administrative services. Society is also a party who assesses the performance of local governments

through public services perceived. Therefore, the research to the public or the user is the most frequently performed to obtain information about public satisfaction related to services provided. Conditions and changes in public attitudes after receiving public services, the ranking of the characteristics of a certain quality, the dissatisfaction reason for the facilities or services and suggestions for the improvement of public services.

For improving the performance and the quality of public services, local government of OKI strives to grasp people's participation through "JARING ASMAR" (people's aspirations), either through non-governmental organizations, village and district officers, legislators, including the academic / scientific community. However, the latest information about the services condition given to the public is still not fully grasped by local government, therefore affecting the constraints and difficulties to formulate/conduct policy formulation on improving the quality of public services. Definitely, lack of information become, a problem for the local government and the legislature. Regarding to these issues, the researcher conducts further study and research on "The Performance of Local Government from External Perspective through Public Satisfaction Survey".

**Official performance:** Performance is derived from the term of job performance or actual performance which means job achievements or actual accomplishment achieved by someone. Definition of performance (Job performance) is the result of the quality and quantity of work accomplished by an employee in performing hisits functions in accordance with the responsibilities given to him. Performance is the result or output of a process (Nurlaila, 2010). Performance is job accomplishment which is significantly related to the ratio between the work and job standards given (Dessler, 1992). Performance is the result of both quality and quantity complished by a person in performing tasks according to responsibilities given (Mangkunegara, 2002).

Performance is the result or the overall success rate of a person during a certain period in performing tasks compared to those possibilities, such as a work standard, the target or goal and or criteria determined in advance by agreement (Rivai, 2005). Meanwhile, Mathis and Jackson (2008) states the performance is essentially what is done or not to be done by employee. Performance management is the overall activities undertaken to improve the performance of the company or organization, including the performance of each individual and group work at the company. Performance is the work of behavior (Michael, 2006).

**Factors affecting performance:** The results of previous studies showed that the performance of an organization was determined by the public or customer satisfaction (Asad *et al.*, 2015; Ariani, 2015; Gilaninia *et al.*, 2013). According to Prawirosentono (1999), factors that can affect the performance are as follows: effectiveness and efficiency. When a certain goal can finally be accomplished, we may say that these activities are effective but if the consequences are not searchable activity assess the significance of the results achieved thus resulting in effective although satisfaction is called inefficient. Conversely, if the result sought is not important or trivial then these activities are efficient; Authority. According to the nature of a communication or command in a formal organization which is owned by a member of an organization to another member to perform an activity according to their contributions. The order says what should be done and what should not be done in the organization; disciplines. Discipline is obedience toward laws and regulations. Discipline is an activity of the employee in respect of employment agreement with the organization where he works and initiative. The initiative is related to the power of thought and creativity in shaping the idea to plan something related to organizational goals.

**The characteristics of employee performance:** Characteristics of high performance of people according to Mangkunegara (2002) are as follows: having a high personal responsibility; being courageous to take and bear the risks; have a realistic goal; have a thorough work plan and strive to realize the goal; utilizing feedback concretely in all work activities performed and seeking a chance to realize the plan programmed. Results of research Setiaji and Setiawan (2015) concluded that improving the quality of human resources and service standards in order to improve organizational performance.

**The indicators of employee performance:** According to Robbins and Judge (2010), there are six indicators to measure the individual performance of employees, namely: the quality. The quality of work is measured from the employee perceptions toward the quality of work produced and the perfection of the task from the employee's skills and abilities; the quantity. It is a number of productivites in terms of units, number of cycles activities completed; timeliness. It is an activity level completed at the beginning of the stated time, from the point of coordination with the output results and maximize the time available for other activities; effectiveness. Is the level of the use of organizational resources (manpower, money, technology, raw materials) maximized for raising the results of each unit and resources; independence. The level of an employee ability to carry out its functions and work commitment. It is a level of employee commitment to work with the authorities and and their responsibilities to official requirements.

## MATERIALS AND METHODS

The population in this research were 663.790 repondents (Table 1). The sampling technique used Cohen Table was (Cohen *et al.*, 2007) with an error rate of 10% or with a confidence level of 90% of the population and the number of samples taken were 756 respondents. The focus of the research is directed to several aspects of community satisfaction with the public services provided, which include: the characteristics of the respondent; the state of basic services provided by

Table 1: Territory and population size on research area

Territory	Width (km <sup>2</sup> )	Population (people)	Population density/km <sup>2</sup>
Kayuagung	145,45	54.594	376,35
S.P. Padang	149,08	40.178	265,51
Mesuji	55,86	30.128	685,56
Tulung Selapan	4.853,40	44.183	269,51
Air Sugihan	2.593,82	31.986	12,33
The regency of OKI	19.023,47	663.79	34,89

Badan (2010) Pusat Statistik (BPS) Kab. OKI

local governments; general questions related to the public's assessment of the quality of government services, especially accessibility and accountability. In addition to the above primary data, this study also used secondary data published from various sources such as the Regional Development Planning Board (Bappeda), Central Bureau of Statistic, the District Office and Village Head Office in the research area. Data collection techniques were adopted from questionnaire prepared by the Ministry of Home Affairs (Kementerian *et al.*, 2010). For additional data, the researchers also conducted interviews with various sources such as community leaders in the districts as the samples of research, official government personels from various agencies such as the Department of Health and Department of Education.

## RESULTS AND DISCUSSION

Ogan Komering Ilir (OKI) is one of the autonomous regions in form of regency territory with the largest area in the province of South Sumatra. Regarding to the size of the area, it administratively has been separated by regional divisions. Topographically, OKI regency consists of lowland areas and watersheds, tidal marshes and the eastern coast of Sumatra. Furthermore, this regency is also known as the the largest peat land area in the province of South Sumatra, reaching approximately 1.5 million ha. The territory of OKI is 19023.47 km<sup>2</sup>, consists of 18 districts. The most extensive district is the District of Tulung Selapan (4853.40 km<sup>2</sup>) and the narrowest one is Mesuji (55.86 km<sup>2</sup>). Nearly all OKI Districts can be reached from the capital district (Kayuagung) as well as from the provincial capital of South Sumatra (Palembang). OKI has several means of transportation to reach each of the districts, which generally land transportation, river transportation. River transportation is usually acquired in districts of which lies in the intertidal zone, swamps and the eastern coast of Sumatra. All of the transportation media is classified relatively fluent, except for a few areas that should be pursued through the river due to limited transportation such as the District of Air Sugihan, Tulung Selapan and several other districts. Prior to the division of the district, OKI has a total area of 21 689 km<sup>2</sup> which consists of 18 districts.

In 2003, when the OKI split into two districts, the district territory turned into 19023.47 km<sup>2</sup> with 18 sub-districts. The total area of districts in OKI varies based on the potential of the region and the development of the territory. The District of Agung has 145.45 km<sup>2</sup>, The district of Sirah Pulau Padang is 149.08 km<sup>2</sup>, the district of Mesuji of 55.86 km<sup>2</sup>, the district of Tulung Selapan

is 4853.40 km<sup>2</sup> and the district of Sugihan Water is 2593.82 km<sup>2</sup>. The population distribution on the territory of OKI also tottaly inequity. Some districts have high population density and other low. This variation can not be separated from geographical condition of the regions. Some districts are located within the watershed, wetlands marsh, tidal and coastal regions and have low population density compared to low-land areas. The district of Kayuagung has population density of 361 inhabitants per km<sup>2</sup>, the district of Sirah Pulau Padang has 261 inhabitants, District 64 and The district of Tulung Selapan has 8 inhabitants per km<sup>2</sup>, the district of Air Sugihan has 13 people per km<sup>2</sup>.

In terms of gender, the distribution of women in Regency of OKI slightly lower than the men. Particularly in the district of Kayuagung, the female population is slightly higher than the male population, about 25.805 males and 28.789 females. Of the districts that become research sample is generally spread by the distribution of the districts population (BPS Kab. OKI). The results of the research are as follows.

**Basic public service:** Half of the population or 52% register their national identity card (KTP), from this percentage there are 78.36% people register by themselves and 80.29% are satisfied with the services of ID card registration service. The cause of public dissatisfaction related to this procedure is most of them having to spend extra payments for officers (58.97%). Only some people register their birth and death of their family members, it is about 28.80% and 73.04% of them register by themselves and 88.70% are satisfied with the services of births and deaths registration. The cause of public dissatisfaction is due to the slow service by the officers (58.97%). A small number of people register their certificate of building permit (IMB) which is 8.75% and of these 60.00% are satisfied with the services of IMB registration. The cause of public dissatisfaction of the service is because of the costs spent are too expensive (50%). Only some of people receiving government assistance to register their certificate of land owner, which is 20.75% and of these 72.29% are satisfied with the services of land owner registration services. The cause of public dissatisfaction of these services is due to extra payments for officers (33.33%) and the cost of registration is expensive (33.33%). Few people register their business license or other permits on local government office which is 10.75% and of these 74.42% are satisfied with the services of business license permit. The cause of public dissatisfaction of these services is due to late services (44.44%) and the cost of registration is expensive (44.44%).

**Basic utility and infrastructure:** Almost half of public street and road available is in less quality (48.80%) and of this less quality caused by poor maintenance (56.41%). The majority (87.00%) of research area does not have sidewalks for pedestrians and 6.25% of the pavement is in good quality. The Reason of poor quality pavement caused by the sidewalks are not located in the proper location (50.00%). Most of the drainage is in poor quality (43.25%), the reason of poor drainage is caused by lack of standar drainage (50.87%). The majority (67.00%) of environment is in a very clean area. The Reason of this poor quality of cleanliness of the area caused by too much waste of domestic garbages (69.53%). Only part of it (22.70%) of the quality of street lighting at night is in fair or very satisfactory. The reason of the street lighting is not good due to the insufficient number of lights (71.74%). Small number of people (19.00%) use water from Water Supply Company and of these, 57.32% said that the water quality is not good. The reason of dissatisfaction due to Poor water quality from Water Supply Company (65.96%). Few people (1.25%) use the services of local government waste disposal. Reason of waste disposal services is not satisfactory due to poor quality of service (20.00%). Few people (6.25%) use or obtain irrigation water and of these only 8% are satisfied. The reason of this dissatisfaction of irrigation systems due to unequal water distribution. some people (25.00%) have a public toilets and bathrooms services and of these 49.00% are not satisfied. The reason public dissatisfaction due public toilets and bathrooms distance are far from residential areas (42.86%). Most of traffic arrangement qualities in the area of research are favorable (71.50%). The Reason of poor traffic arrangements caused by less orderly traffic users (76.47%). Most people use public transportation services (79.75%), 80% of the users have expressed their satisfaction at the public transportation services. The Reason of poor quality of transport services caused by transportation fare is too expensive (28.07%) and long waiting time for leaving is (28.07%).

**The public services:** Most people (95.00%) do not use waste garbage collection services. The quality service of disposal waste garbage is fair or satisfactory (60.00%). The reason of the unfavorable quality of waste collection services due to the irregularity of garbage collection schedule (42.86%). Some people (20.50%) are satisfied with the quality of fire prevention and firefighter. The reasons of dissatisfaction due to the location of fire incidence is far from fire station.

**Basic social services:** Most of people (68.75%) send their family members in this last period and 72.36% of people

send their family members in the public schools. 74.25% said that the quality of education in public schools is fair. The reason of the quality of education in public school is unfavorable due to the cost fee is too expensive (66.67%). Most of the family members of the community require health services (75.25%). From this number only 44.85% utilizing the public health service. 78.01% of public health care quality is fair or satisfactory. The reason of the dissatisfaction with public health services due to insufficient quality of the facilities (48.12%). Small number of people (21.00%) use sports facilities in parks and public areas. only 57.14% of people fell satisfied with the services. The reason of this dissatisfaction because of the facilitie is inappropriate condition to use/out of dated (42.96%).

**Economy market support:** Some people (59.50%) use the local market provided by the government. 53.36% of the people are satisfied to use local market. The reason of dissatisfaction at the local market provided by the local governments are caused by too many vendors crowd the local market (21.50%). Few people (33.25%) received special programs such as the local government's poverty alleviation program. 72.93% of them express satisfaction. The reason of this dissatisfaction with local government services to the special program caused by the incompatibility of the special program with people needs(31.43%).

**The assesment of local government program:** In general, people are satisfied (40.75%) with local government's efforts to alleviate the problems of poverty. However, some people feel not satisfied (36.60%) with local government's efforts in improving the quality of housing society for poor. In general, the public is not satisfied enough (33.25%) with the government's efforts in providing job occupation. Some people (27.30%) stated that the local government did not do anything to reduce poverty. A large number of people (18.30%) stated that the local government did not do anything to help the family's financial arrangements. And some others (20.80%) expressed satisfaction on the efforts of local government to facilitate access to the decision of Parliament or local authority. some people (36.80%) express satisfaction on the efforts of the regents for open accessibility and responsiveness to the needs of the community. Many people (28.00%) feel satisfied with the efforts of local government delivering fair services. Most people (44.30%) expressed satisfaction on the efforts of local governments in providing an opportunity to work in local government. A number of people (44.30%) expressed satisfaction on the efforts of local government to encourage adherence to

use public areas. Many people (32.30%) were satisfied with the efforts of local government to encourage compliance with environmental regulation. And some people (35.00%) are satisfied with the efforts of local governments to enforce regulation of forestry, conservation and the use of land. Some people (52.00%) express their satisfaction on the efforts of local governments to provide education, health, human rights and elections for the community.

### **CONCLUSION**

From the results of research and discussion, it can be concluded that: local government performance in general is still low, it is characterized from: the perception of people's satisfaction about the quality of local government services in general is still low, the general public feel dissatisfaction with service provided, there are still many people who do not take advantage of public services provided or served by local government, in general the are still many sectors of public services that required improvement.

### **ACKNOWLEDGMENTS**

The researcher greatly appreciate and thank for help and favor from his colleagues in distributing questionnaires to the respondents, especially to Junaidi Tarwiyanto (alm) and Dedi Rianto Rahadi and Regional Body for planning and Development (Bappeda Kabupaten OKI) for supporting research facilities.

### **REFERENCES**

- Ariani, D.W., 2015. Employee satisfaction and service quality: Is there relations?. *Int. J. Bus. Res. Manage.*, 6: 33-44.
- Asad, U.R., M.I. Ullah and M.U.H. Abrar, 2015. The influence of individual characteristics on organization performance and job satisfaction. *Int. J. Sci. Res. Publ.*, 5: 2-6.
- Badan, P.S., 2010. Kabupaten Ogan Komering Ilir in Figures 2009. Badan Pusat Statistik Kabupaten Ogan Komering Ilir, Kayuagung, Indonesia,.
- Cohen, L., L. Manion and K. Morrison, 2013. *Research Methods in Education*. Routledge Company, Abingdon-on-Thames, England, ISBN:13:978-0-415-58335-0, Pages: 752.
- Dessler, G., 1992. *Human Resource Management*. PT. Prenhallindo, Jakarta, Indonesia,.
- Gilaninia, S., M. Taleghani and M.R.K. Talemi, 2013. The impact of service quality on customer satisfaction. *J. Res. Dev.*, 1: 1-7.
- Kementerian, D.N., 2010. *Local government performance audit guidelines and community satisfaction survey. Sustainable Capacity Building for Decentralization Project (SCBDP)*, Jakarta, Indonesia,.
- Mangkunegara, A.P., 2002. *Human Resource Management*. PT Remaja Rosdakarya, Bandung, Indonesia,.
- Mathis, R.L. and J.H. Jackson, 2008. *Human Resource Management*. 12th Edn., Southwestern Publishing, Thomson, Georgia,.
- Michael, A., 2006. *A Handbook of Human Resource Management Practice*. Kogan Page Company, London, England, UK,.,
- Nurlaila, 2010. *Human Resource Management*. LepKhair Publisher, Jakarta, Indonesia,.
- Prawirosentono, S., 1999. *Policy Employee Performance*. BPFE Publisher, Yogyakarta, Indonesia,.
- Rivai, V.B., 2005. *Performance Appraisal*. Raja Grafindo Persada PT, Jakarta, Indonesia,.
- Robbins, S.P. and T.A. Judge, 2010. *Organizational Behavior*. 14th Edn., Prentice Hall, New York, USA., ISBN:978-0136124016, Pages: 686.
- Setiaji, B. and A.A. Setyawan, 2015. An assessment of intellectual capital in regional government enterprise: Experience in Indonesia. *Soc. Sci.*, 10: 1712-1717.