

e-ISSN: 2829-6192, p-ISSN: 2829-6184

DOI: <https://doi.org/10.38035/ijam.v1i4>

Received: 15 January 2023, Revised: 5 February 2023, Publish: 6 February 2023

<https://creativecommons.org/licenses/by/4.0/>



## Analysis of The Jakarta Public Satisfaction Index (IKM) During The Covid-19 Pandemic, Quarter IV of 2021 on Public Services In The Investment Management Unit and One-Door Integrated Services (Dpmpstsp) at The Urban Village Level, Jakarta Province

Ridwan Abdul Gafur<sup>1</sup>, Veithzal Rivai Zainal<sup>2</sup>, Aziz Hakim<sup>3</sup>

<sup>1</sup>University of Krisnadwipayana, Jakarta, Indonesia, [ridwanabdulgafur@gmail.com](mailto:ridwanabdulgafur@gmail.com)

<sup>2</sup>Indonesian MSME Communication Forum, Jakarta, Indonesia, [veithzal47@gmail.com](mailto:veithzal47@gmail.com)

<sup>3</sup>University of Krisnadwipayana, Jakarta, Indonesia, [dr\\_azizhakim@unkris.ac.id](mailto:dr_azizhakim@unkris.ac.id)

Corresponding Author: [ridwanabdulgafur@gmail.com](mailto:ridwanabdulgafur@gmail.com)

**Abstract:** This study aims to analyze the level of satisfaction of the people of DKI Jakarta with the implementation of public services during the Covid 19 pandemic in 2021, especially services at the Urban Village level. The level of community satisfaction was analyzed through a survey conducted on 3,510 respondents from all areas in Jakarta. This research uses a quantitative method, while the community satisfaction survey uses an interview method using a computer via the [jakevo.jakarta.go.id](http://jakevo.jakarta.go.id) website or commonly known as Computer Assisted Web interviewing, for 107 permits and non-permits surveyed. In this way, the characteristics of each service level will be known, making it easier for service managers to know the strengths and weaknesses of the services provided to the public. The results of the study indicate that there is a need for efforts to maintain the quality of existing services, by making efforts to consistently improve service quality. Services that need to be maintained are not charged outside the provisions and what needs to be improved is that Jakevo information is clear and easy to understand.

**Keyword:** Community Satisfaction Index, Covid 19 Pandemic, Service Quality.

### INTRODUCTION

The Covid 19 virus began to enter Indonesia in the first quarter of 2020 which then quickly spread and turned into a pandemic in Indonesia. At the peak of the covid 19 pandemic in 2021, many victims died as a result of this pandemic outbreak, the country's economy also supported it, economic growth became minus, people's lives were not normal because violence was imposed - restrictions on various activities. Among office workers whose activities are not important activities that are very important are becoming known as WFH or Work From

Home. Likewise with services in the public sector such as licensing and non-licensing services organized by the Investment Service and One-Stop Integrated Services with service points spread to all Urban Villages in DKI Jakarta, carried out without face-to-face meetings with applicants and within the same time frame. In relatively short time, people were forced by situations and conditions to boldly turn to public services. Of course this greatly affects the quality of public services provided and the level of public satisfaction with public services. With this pandemic situation and condition, does it affect the level of public satisfaction with public services and what needs to be improved and improved in terms of public services during this pandemic? These things are the priority focus in this research.

### **Research questions**

1. What is the level of public satisfaction with public services during the pandemic in 2021 organized by DPMPSTSP Prov. DKI through service points spread in every output in DKI Jakarta?
2. What needs to be improved in the implementation of public services during the pandemic ?

### **Community Satisfaction Monitoring**

For the calculation of the Public Satisfaction Index (IKM), the guidelines contained in the Regulation of the Governor of the Province of the Special Capital Region of Jakarta Number 197 of 2016 and now are used in accordance with the Regulation of the Minister of Administrative Reform and Bureaucratic Reform of the Republic of Indonesia No. 14 of 2017, where there were 9 questions submitted to the public, with the elements of the service requested including; Requirements, Procedures, Service Time, Fees or Tariffs, Product Specifications, Types of Service, Executor Competency, Officer Behavior, Complaint Handling, Suggestions and Feedback.

### **Schedule of survey implementation**

Schedule for Monitoring Community Satisfaction at DKI Jakarta Investment and One-Stop Services (DPMPSTSP) through urban village level service points to be held in November 2021

## **LITERATURE REVIEW**

The form of offering made by the service apparatus to the community as service users is part of public service. Acceptance by the community is a separate assessment of what has been given by the service apparatus through their services. Every service provided is part of their duties and responsibilities and it is the responsibility of the service provider to provide good service. Good or bad assessment of public services depends on the extent to which the service is provided.

Likewise, it is also a media for public control of service delivery , control for improving the quality of public services. control over service cannot be separated from control over the performance of service personnel serving. Apparatus performance is the most important part in improving the quality of service, because it is the performance that carries out the process of the service itself. Good performance supported by the needs of service personnel will produce an excellent and professional service. Professionalism and service excellence will certainly have an impact on the resulting output, namely **community satisfaction** in receiving services.

Performance indicators are part of a control over the performance carried out by the apparatus, whether the performance carried out is running as expected or not. There are elements that must be met in performance indicators to measure apparatus performance.

Performance indicators are also part of performance measurement . Performance indicators are more to aspects of things that are assessment factors, while performance measurement is more to the object of assessment. To meet public service standards, service performance indicators must meet good terms and conditions. According to Bastian (2006), the conditions that must be met in the location of public service performance indicators are:

1. Specific, clear and no possibility of misinterpretation. Specifications are important in the performance of public services, there is no choice to make mistakes in the payment process for public service performance indicators. Moreover, it raises many interpretations of the indicators that will be made. Perception must be built in the location of the indicator is the ease of language used with a complete explanation.
2. Measurements are carried out objectively. Measurement objectivity is the basis for a good judgment. Measurable service performance on the basis of objectivity with the principles of fairness and kindness in order to obtain measurements that are more performance oriented.
3. Relevant, performance indicators must address relevant objective aspects. This means that the indicators to be assessed must have a relevance value to the object to be assessed.
4. Achievable, important and must be useful to show the success of the input, output process, results, benefits, and impacts. As a requirement in designing standard performance indicators for performance objectives it must be clear and comprehensive and there are aspects of the benefits to be gained from these indicators.
5. Flexible and sensitive to changes or adjustments to the implementation and results of activity implementation. To improve performance, sensitivity to working conditions and environment as well as to the development of the times must be an important point in capturing existing opportunities and prospects. The indicators that will be built must continue to be dynamically improved. Sensitivity to change and circumstances must also be a concern so as not to be left behind and adapt to current conditions and needs.
6. Effective. Effectiveness is a must that is prioritized in making performance indicators. Value effectiveness is the main consideration in order to improve the quality of performance. Through the effectiveness approach, it is hoped that the determination of performance indicators must be based on data and information collected. then processing and analysis is carried out based on the existing financing aspects.

At the central and regional governments, improving the quality of public service performance is carried out with binding regulations and rules . Regulation of the Minister of Administrative Reform and Bureaucratic Reform Number 38 of 2012 concerning Guidelines for the Assessment of Public Service Performance Units provides the following assessment indicators:

1. There is a vision, mission, service motto that is able to motivate employees to provide the best service and the motto is announced widely to service users.
2. There are service standards and service announcements that are listed, determined and implemented which refer to Law 25 of 2009 concerning public services, as well as published service information.
3. The existence of systems, mechanisms and procedures in accordance with the needs so as to provide satisfaction to the community. The components in this case are implementing a Joint Management System, implementing SOPs and establishing clear job descriptions.
4. Human resources which is a form of employee professionalism which includes attitudes and behavior, skills, sensitivity and discipline.
5. The service infrastructure used for the service process has been utilized optimally, can provide comfort to service users and what are the complaints facilities.

6. The handling of complaints. This relates to aspects of complaint handling and complaint resolution in accordance with applicable regulations.
7. The Community Satisfaction Index (IKM) refers to the level of community satisfaction in receiving services with the indicators of the IKM survey implementation during the assessment period, the SMI survey refers to Ministerial Decree No. 25 of 2004, the average IKM score obtained , and the follow-up of the survey results.
8. Public service system information. This component deals with public management system information in the form of information roads and public service information issues.
9. Productivity in the service of army targets. This relates to having service targets and the level of achievement of performance targets.

Of the various things that have been mentioned above are part of the framework of improving the quality of public services. The various performance evaluation indicators in it are intended to encourage government apparatus and institutions/agencies to continue to push themselves in order to improve better quality . These components are the parts that are assessed in the performance of public services which will be followed by assessment indicators in them .

Governance is aimed at creating good public services. Along with technological developments and community demands in terms of service, public service delivery units are required to meet community expectations in providing services. One of the factors in creating clean government and good governance is transparency, accountability, legal certainty and equality which are important in creating a healthy bureaucratic climate. A healthy bureaucracy will determine the efficiency and quality of service to the community.

Quality of service is the main indicator in the implementation of good governance (good governance), from the central government to local governments. KEMENPANRB even encourages improving the quality of public services through awards for government agencies that carry out the development and innovation of public services. The quality of public services can be used as a measure of the credibility of the administration of a government . One of the efforts to improve the quality of public services is to conduct community satisfaction surveys (SKM) and conduct regular service delivery performance evaluations as benchmarks to assess the quality level of each type of service in each public service unit. Besides that, community satisfaction index data can be used as material for retrograde assessments that still need improvement, and men encourage each service delivery unit to improve its quality. The survey conducted is also an instrument to increase and improve the quality of service to the community, and in practice this survey is based on the regulations contained in the Law of the Republic of Indonesia Number. 25 of 2009 concerning public services, Government Regulation Number 96 of 2012 regarding the implementation of Law 15 of 2009 regarding public services, and Minister of State Apparatus Empowerment and Bureaucratic Reform Regulation Number 14 of 2017 regarding Guidelines for Compiling Supervision of Units for the Implementation of Public Service Satisfaction.

Community satisfaction survey activities must be carried out directly, there are 3 reasons why a community satisfaction survey needs to be carried out, namely ;

1. To describe and analyze the quality of public services in work units
2. To describe and analyze how the level of perception of public services by the community
3. To find out the factors that hinder the realization of the quality of public services.

The community satisfaction survey certainly provides benefits to the community as service users and the government ( service provider) for future improvements as a function

of community control over the weaknesses and deficiencies of existing services and as material for improving policies that need to be taken in improving future services.

**METHODS**

This study uses a quantitative approach whose analysis uses the community satisfaction index in accordance with the Regulation of the Minister of Administrative Reform and Bureaucratic Reform No. 14 of 2017 concerning guidelines for satisfaction surveys for the preparation of public service community units. The sample data collection technique was carried out by survey using the *Computer Assisted Web Interview method* , namely computer-based interviews through web applications. The website application used has the address at [jakevo.jakarta.go.id](http://jakevo.jakarta.go.id). The interviews were conducted in the form of questions / questionnaires which were divided into 3 parts:

1. Demographics
2. The level of satisfaction with the 9 elements of service The scale used for the level of satisfaction: 1 = very dissatisfied; 2 = not satisfied; 3 = satisfied and 4 = very satisfied. The higher the number, the higher the score
3. Advice.

The nine elements proposed to the respondents are as follows:

No	Services at PTSP	If you are VERY SATISFIED choose number 4			
		Very dissatisfied	Not satisfied	Satisfied	Very satisfied
1	Service requirements are easily understood by the community	1	2	3	4
2	The procedure for applying for a service is quite easy	1	2	3	4
3	Time estimates are clearly informed	1	2	3	4
4	Not charged outside the provisions	1	2	3	4
5	Easy to get service (from start to result received)	1	2	3	4
6	The online system (Jakevo) conveys information clearly and easily understood	1	2	3	4
7	Officers provide friendly and courteous service to the public	1	2	3	4
8	Complaints and complaints submitted received a good response from the officers	1	2	3	4
9	Complaints and complaints submitted received a good response from the officers	1	2	3	4
10	Overall , how satisfied were you with the Service ?	1	2	3	4

Based on the answers received from respondents, it is then calculated using the weighted average value for each aspect of the service, with the following formula:

**Quality of value weighted average =  $\frac{\text{Total Quality Value}}{4} = 1 = 0.111$**

---

**Score community satisfaction =  $\frac{\text{the total of the perceived value of the elements}}{4} \times \text{weighing value}$**

---

interpretation of the value of community satisfaction is 25 – 100 then the results of the assessment are converted to a base value of 25, with the formula

community satisfaction at the service point X 25 or by the way community satisfaction at the service point =  $\frac{\text{value of community satisfaction} \times 100}{4}$

The calculation results are then adjusted to the Table of Perceived Value, SKM Interval Value, SKM Conversion Interval Value, Service Quality and Service Unit Performance, so that Service Quality and Performance can be identified.

**Table 1. of Perception Value, SKM Interval Value, SKM Conversion Interval Value, Service Quality and Service Unit Performance**

Perceived Value	SKM Interval Value	SKM Conversion Interval Value	Service Quality	Service Performance Unit
1	1.00 - 2.59	25 - 64.99	D	Not good
2	2.60 - 3.06	65.00 - 76.60	C	Not good
3	3.07 - 3.53	76.61 - 88.30	B	Well
4	3.54 - 4.00	88.31 - 100	A	Very good

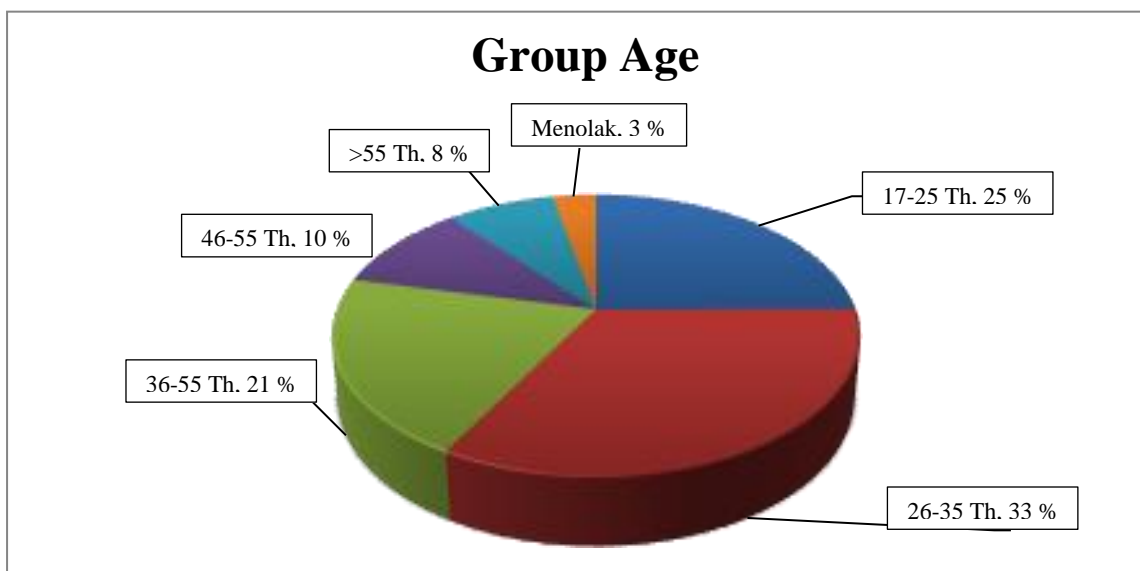
Source: Regulation of the Minister of Administrative and Bureaucratic Reform of the Republic of Indonesia No. 14 of 2017 concerning guidelines for conducting surveys on public satisfaction with the administration of public services

**RESULT AND DISCUSSION**

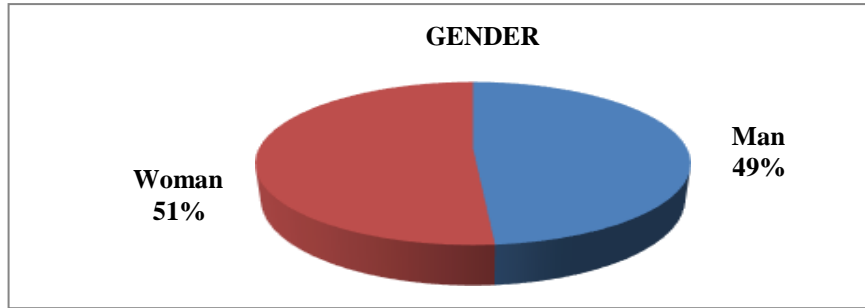
Discussion results survey This is a discussion of the results of services from all DPMPSTP service points at the urban village level and will describe data regarding profile respondent and results Index Satisfaction Public which served in chart proportion and table mark average and IKM.

**Profile Respondents**

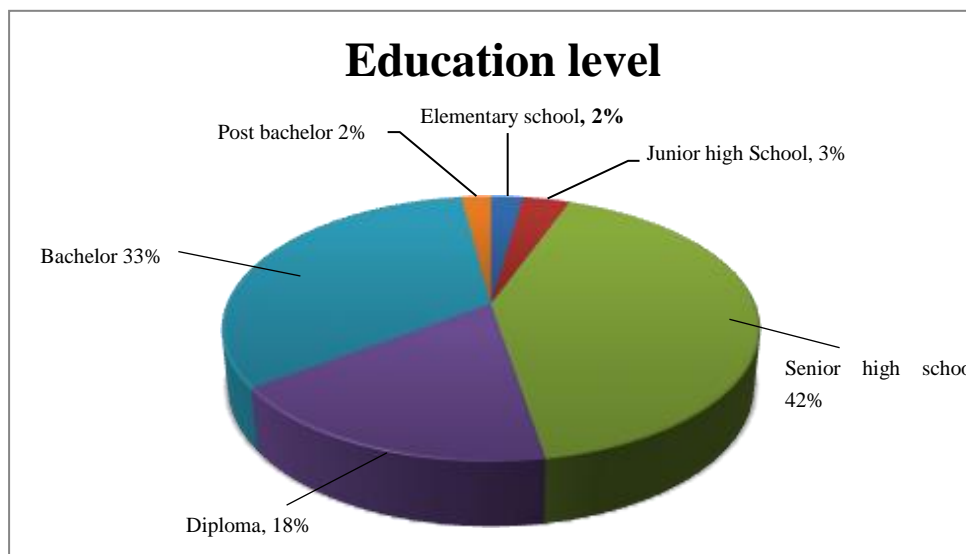
On Level Ward, total respondent is as much 3,510 people. From the amount, looked that group age 26-35 year, 17-25 years and 36-45 year distributed equally with percentage as big 33%, 25% and 21%. the rest group age 46-55 year 10%, group age more from 55 year 8% and 3 % respondent which refuse.



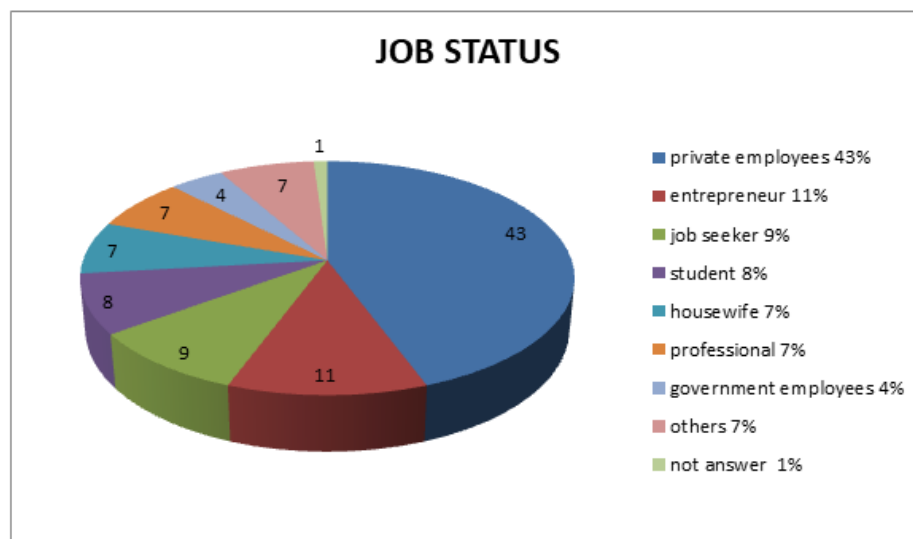
Based on gender, some of the respondents were 51% Female and 49% Male man 49%.



Based on level education, 42% educated senior high school (SLTA) , bachelor graduates ( S1) 33%, Diploma (D1,D2, D3) 18%, graduate of junior high school (SMP) 3%, whereas graduate of post bachelor (S2/S3) and elementary scholl (SD) with percentage which same as big 2%.



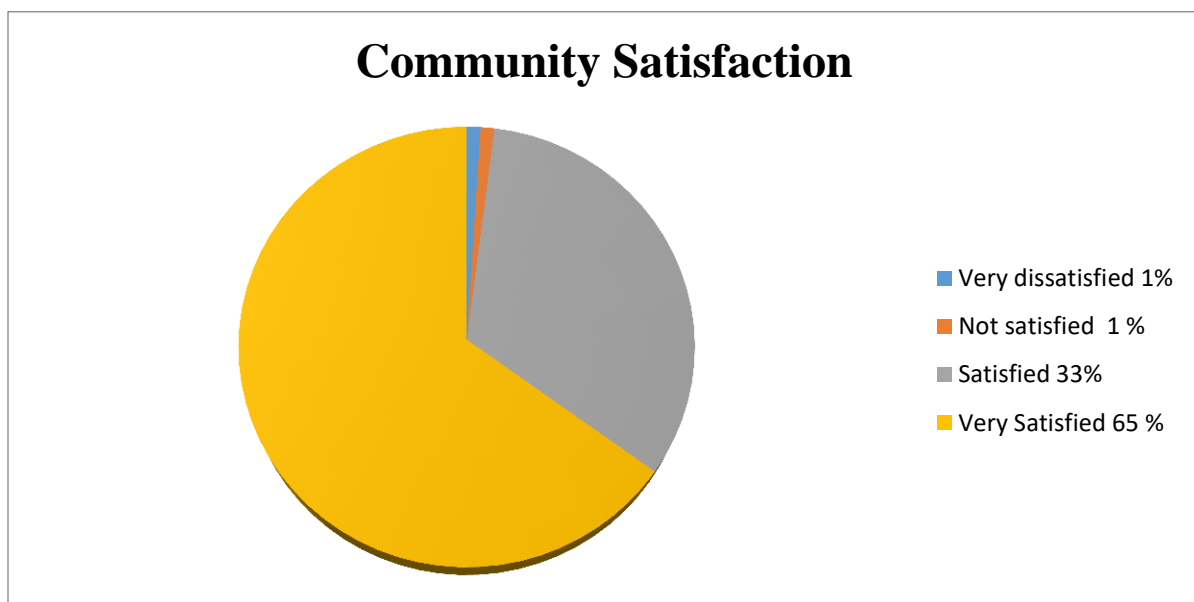
When viewed from the status of their work, 43% have the status of Private Employees, Entrepreneurs by 11%. Looking for work 9%, Student 8%, Housewives ladder and Professional with percentage each 7%. Profession Other 7% (Laborers and community/social service administrators each 2%, and Nurses, PJLP, and online motorcycle taxis/drivers each 1%), PNS/TNI-POLRI 4%, and the rest 1% respondent no give answer.



### Results Index Satisfaction Public

At the Kelurahan level, the value of Community Satisfaction Index (IKM) i.e. as big 90.27 or enter in category A ( Very Well). If viewed from Top 2 Boxes, then Community Satisfaction Level in Level Kelurahan in DKI Jakarta Province of 98.49%. It means from 3,510 respondents 33% of respondents stated Satisfied and 65% of them stated Very Satisfied, No Satisfied and Very No Satisfied each 1%. If see from index elements IKM so obtained mark index highest is **Not worn cost outside provision** with IKM value **91,72 or category A** , while the lowest index value is **Jakevo's information is clear and easy understood** with mark IKM as big **89.71 or category A** is element service which the weakest influence on community satisfaction. Therefore, to improve IKM in the future , then the service element need increase performance in level Ward in region Province DKI Jakarta

ELEMENTS OF COMMUNITY SATISFACTION INDEX (IKM)	VALUE IKM	Service Point	Number of Respondents	Result of IKM	
				Likert	Top 2 Box
		Urban Village	3.510	90.27	98.49%
Number of respondents	3.510	service conversion interval value		Quality of IKM	Performance of Services Point
Easy to understand requirements	90.01	25-64.99	D		Not good
Easy Procedure	89.99	65.00-76.60	C		Poorly
Time estimates are clearly informed	90.15	76.61-88.30	B		Good
Not charged outside the provisions	91.72	88.31-100.00	A		Very Good
Easy to get service	90.57				
Jakevo information is clear and easy to understand	89.71				
staff friendly and polite	90.43				
Complaints were responded well by officers	90.10				
Jakevo is easily accessible	89.75				
<b>IKM</b>	<b>90.27</b>				



### Urban Village Rating

From all DPMPSTP Urban Village (totally 267), 56% of the services were considered very good, 41% good and 3% not good. The ten Urban Village s with the highest scores are Cipedak Urban Village , Gandaria Utara Urban Village , Cikoko Urban Village , Kamal Muara Urban Village , Wijaya Kusuma Urban Village , Maphar Urban Village , Jembatan Lima Urban Village , Roa Malaka Urban Village , Menteng Urban Village , and Rawa



Terate Urban Village with 100 IKM each. Meanwhile There are 8 Urban Villages with poor service quality, namely Glodok Urban Village (IKM 76.39), Karet Semanggi Urban Village (IKM 76.19), Ancol Urban Village (IKM 76.11), Kebon Pala Urban Village (IKM 75.82), Sukabumi Urban Village South (IKM 75.00), Jembatan Besi Urban Village (IKM 75.00), Kartini Urban Village (IKM 75.00), and Gandaria Selatan Urban Village (IKM 71.43).

following are IKMs for all Urban Village DPMPSTP:

Services Quality	Quarter I		Quarter II		Quarter III		Quarter IV	
	Number of urban village	%	Number of urban village	%	Number of urban village	%	Number of urban village	%
Very Good (A)	76	28	92	34	64	24	150	56
Good (B)	191	72	170	64	197	74	109	431
Poorly (C)	0	0	5	2	5	2	8	3
Totally	267	100	267	100	267	100	267	100

Rating	Ward	IKM	Service Quality
1	KEL CIMPEDAK	100.00	Very Good (A)
2	KEL GANDARIA UTARA	100.00	Very Good (A)
3	KEL CIKOKO	100.00	Very Good (A)
4	KEL KAMAL MUARA	100.00	Very Good (A)
5	KEL WIJAYA KUSUMA	100.00	Very Good (A)
6	KEL MAPHAR	100.00	Very Good (A)
7	KEL JEMBATAN LIMA	100.00	Very Good (A)
8	KEL ROAMALAKA	100.00	Very Good (A)
9	KEL MENTENG	100.00	Very Good (A)
10	KEL RAWA TERATE	100.00	Very Good (A)
11	KEL KEAGUNGAN	99.97	Very Good (A)
12	KEL MANGGA BESAR	99.95	Very Good (A)
13	KEL KEBON BARU	99.80	Very Good (A)
14	KEL PETAMBURAN	99.75	Very Good (A)
15	KEL KEMAYORAN	99.56	Very Good (A)
16	KEL CILANGKAP	99.54	Very Good (A)
17	KEL BANGKA	99.51	Very Good (A)
18	KEL GAMBIR	99.31	Very Good (A)
19	KEL CAWANG	99.14	Very Good (A)
20	KEL CEMPAKA BARU	98.89	Very Good (A)
21	KEL TEGAL ALUR	98.77	Very Good (A)
22	KEL PEKOJAN	98.77	Very Good (A)
23	KEL KOTA BAMBUS SELATAN	98.72	Very Good (A)
24	KEL DUKUH	98.33	Very Good (A)
25	KEL KEBON MELATI	98.17	Very Good (A)
26	KEL UTAN KAYU SELATAN	98.15	Very Good (A)
27	KEL GUNUNG SAHARI UTARA	98.02	Very Good (A)
28	KEL SETIA BUDI	97.84	Very Good (A)
29	KEL CILITAN	97.69	Very Good (A)
30	KEL BAMBUS APUS	97.69	Very Good (A)
31	KEL ROROTAN	97.49	Very Good (A)
32	KEL JELAMBAR	97.42	Very Good (A)
33	KEL BUKIT DURI	97.22	Very Good (A)
34	KEL GUNTUR	97.22	Very Good (A)
35	KEL KRAMAT PELA	96.98	Very Good (A)
36	KEL JOHAR BARU	96.94	Very Good (A)
37	KEL KAYU PUTIH	96.88	Very Good (A)
38	KEL CIPETE UTARA	96.88	Very Good (A)

39	KEL KELAPA DUA WETAN	96.83	Very Good (A)
40	KEL KAPUK MUARA	96.81	Very Good (A)
41	KEL SELONG	96.67	Very Good (A)
42	KEL SERDANG	96.60	Very Good (A)
43	KEL KARET	96.30	Very Good (A)
44	KEL SRENGSENG	96.11	Very Good (A)
45	KEL TANGKI	96.11	Very Good (A)
46	KEL KEBON KELAPA	96.11	Very Good (A)
47	KEL KRAMAT	96.11	Very Good (A)
48	KEL KALIBARU	95.83	Very Good (A)
49	KEL PULO	95.83	Very Good (A)
50	KEL MAMPANG PRAPATAN	95.83	Very Good (A)
51	KEL TANJUNG BARAT	95.63	Very Good (A)
52	KEL KEBON SIRIH	95.63	Very Good (A)
53	KEL CILANDAK BARAT	95.61	Very Good (A)
54	KEL PISANGAN BARU	95.59	Very Good (A)
55	KEL KEBON KACANG	95.56	Very Good (A)
56	KEL PULAU UNTUNG JAWA	95.56	Very Good (A)
57	KEL PADEMANGAN TIMUR	95.52	Very Good (A)
58	KEL PEKAYON	95.49	Very Good (A)
59	KEL BALEKAMBANG	95.00	Very Good (A)
60	KEL PEJATEN TIMUR	94.84	Very Good (A)
61	KEL GUNUNG	94.75	Very Good (A)
62	KEL TANAH SEREAL	94.72	Very Good (A)
63	KEL JOGLO	94.44	Very Good (A)
64	KEL RAWAJATI	94.44	Very Good (A)
65	KEL KRAMAT JATI	94.36	Very Good (A)
66	KEL KEBAYORAN LAMA SELATAN	93.92	Very Good (A)
67	KEL GELORA	93.89	Very Good (A)
68	KEL PULAU PANGKANG	93.89	Very Good (A)
69	KEL KAPUK	93.89	Very Good (A)
70	KEL CENGKARENG TIMUR	93.83	Very Good (A)
71	KEL ULUJAMI	93.75	Very Good (A)
72	KEL PETOJO UTARA	93.75	Very Good (A)
73	KEL PINANG RANTI	93.75	Very Good (A)
74	KEL UTAN KAYU UTARA	93.75	Very Good (A)
75	KEL KELAPA GADING TIMUR	93.65	Very Good (A)
76	KEL KARET TENGSIN	93.62	Very Good (A)
77	KEL CEGER	93.58	Very Good (A)
78	KEL CIDENG	93.33	Very Good (A)
79	KEL PISANGAN TIMUR	93.11	Very Good (A)
80	KEL PESANGGRAHAN	93.06	Very Good (A)
81	KEL MERUYA SELATAN	92.86	Very Good (A)
82	KEL KENARI	92.85	Very Good (A)
83	KEL KLENDER	92.71	Very Good (A)
84	KEL RAGUNAN	92.69	Very Good (A)
85	KEL KUNINGAN TIMUR	92.59	Very Good (A)
86	KEL LUBANG BUAYA	92.59	Very Good (A)
87	KEL DURI UTARA	92.46	Very Good (A)
88	KEL PONDOK PINANG	92.40	Very Good (A)
89	KEL KEDAUNG KALI ANGKE	92.36	Very Good (A)
90	KEL KRUKUT	92.31	Very Good (A)
91	KEL CEMPAKA PUTIH BARAT	92.22	Very Good (A)
92	KEL HALIM PERDANA KUSUMA	92.22	Very Good (A)
93	KEL RAWA BUAYA	92.06	Very Good (A)
94	KEL MARUNDA	92.06	Very Good (A)
95	KEL MERUYA UTARA	92.01	Very Good (A)
96	KEL CIPINANG	92.01	Very Good (A)

97	KEL CIBUBUR	91.98	Very Good (A)
98	KEL KELAPA GADING BARAT	91.90	Very Good (A)
99	KEL WARAKAS	91.85	Very Good (A)
100	KEL SRENGSENG SAWAH	91.67	Very Good (A)
101	KEL PASAR MINGGU	91.67	Very Good (A)
102	KEL SUNGAI BAMBU	91.67	Very Good (A)
103	KEL CIPAYUNG	91.67	Very Good (A)
104	KEL TEGAL PARANG	91.11	Very Good (A)
105	KEL KAYU MANIS	91.11	Very Good (A)
106	KEL PELAMAMPANG	90.97	Very Good (A)
107	KEL KELAPA DUA	90.97	Very Good (A)
108	KEL JELAMBAR BARU	90.74	Very Good (A)
109	KEL CILINCING	90.66	Very Good (A)
110	KEL GROGOL UTARA	90.63	Very Good (A)
111	KEL PETOGOGAN	90.56	Very Good (A)
112	KEL PEJATEN BARAT	90.56	Very Good (A)
113	KEL MAKASAR	90.56	Very Good (A)
114	KEL PULAU KELAPA	90.56	Very Good (A)
115	KEL PONDOK KELAPA	90.48	Very Good (A)
116	KEL MALAKA JAYA	90.48	Very Good (A)
117	KEL MALAKASARI	90.48	Very Good (A)
118	KEL KARET KUNINGAN	90.28	Very Good (A)
119	KEL PONDOK RANGGON	90.28	Very Good (A)
120	KEL KOJA	90.28	Very Good (A)
121	KEL KEBON MANGGIS	90.28	Very Good (A)
122	KEL TAMBORA	90.00	Very Good (A)
123	KEL CIKINI	90.00	Very Good (A)
124	KEL JATINEGARA KAUM	90.00	Very Good (A)
125	KEL RAWAMANGUN	89.81	Very Good (A)
126	KEL SUNTER AGUNG	89.49	Very Good (A)
127	KEL GROGOL	89.44	Very Good (A)
128	KEL PEGANGSAAN	89.44	Very Good (A)
129	KEL BATU AMPAR	89.44	Very Good (A)
130	KEL BENDUNGAN HILIR	89.35	Very Good (A)
131	KEL CIPINANG MELAYU	89.24	Very Good (A)
132	KEL TANJUNG DUREN SELATAN	89.20	Very Good (A)
133	KEL DURI KEPA	89.15	Very Good (A)
134	KEL KEDOYA SELATAN	89.12	Very Good (A)
135	KEL LAGOA	89.04	Very Good (A)
136	KEL TUGU SELATAN	88.89	Very Good (A)
137	KEL KAMPUNG BALI	88.89	Very Good (A)
138	KEL CIPINANG CEMPEDAK	88.89	Very Good (A)
139	KEL PULAU PARI	88.89	Very Good (A)
140	KEL KEBON JERUK	88.89	Very Good (A)
141	KEL PLUIT	88.89	Very Good (A)
142	KEL RAWA BUNGA	88.89	Very Good (A)
143	KEL PANCORAN	88.68	Very Good (A)
144	KEL PEGADUNGAN	88.68	Very Good (A)
145	KEL PAPANGGO	88.54	Very Good (A)
146	KEL KEMBANGAN UTARA	88.54	Very Good (A)
147	KEL KEBAYORAN LAMA UTARA	88.49	Very Good (A)
148	KEL JATI	88.43	Very Good (A)
149	KEL CIRACAS	88.38	Very Good (A)
150	KEL PASAR BARU	88.33	Very Good (A)
151	KEL PENGGILINGAN	88.27	Good (B)
152	KEL JATINEGARA	88.19	Good (B)
153	KEL SUSUKAN	87.88	Good (B)
154	KEL BINTARO	87.85	Good (B)

155	KEL PENJARINGAN	87.81	Good (B)
156	KEL KOTA BAMBU UTARA	87.81	Good (B)
157	KEL CIPULIR	87.78	Good (B)
158	KEL CEMPAKA PUTIH TIMUR	87.70	Good (B)
159	KEL KALIBATA	87.65	Good (B)
160	KEL MANGGA DUA SELATAN	87.65	Good (B)
161	KEL PETOJO SELATAN	87.54	Good (B)
162	KEL RAWA BARAT	87.50	Good (B)
163	KEL KUNINGAN BARAT	87.50	Good (B)
164	KEL JATI PADANG	87.50	Good (B)
165	KEL KEDOYA UTARA	87.50	Good (B)
166	KEL CIJANTUNG	87.50	Good (B)
167	KEL KAMPUNG BARU	87.50	Good (B)
168	KEL PULAU HARAPAN	87.50	Good (B)
169	KEL LEBAK BULUS	87.30	Good (B)
170	KEL DURI PULO	87.22	Good (B)
171	KEL SUMUR BATU	87.15	Good (B)
172	KEL KALINYAR	87.12	Good (B)
173	KEL SEMANAN	86.90	Good (B)
174	KEL KRENDANG	86.90	Good (B)
175	KEL SENAYAN	86.81	Good (B)
176	KEL TEBET TIMUR	86.75	Good (B)
177	KEL RAWA BADAH UTARA	86.75	Good (B)
178	KEL KAMAL	86.73	Good (B)
179	KEL PASEBAN	86.72	Good (B)
180	KEL PASAR MANGGIS	86.67	Good (B)
181	KEL KWITANG	86.67	Good (B)
182	KEL KEBAGUSAN	86.67	Good (B)
183	KEL PETUKANGAN SELATAN	86.67	Good (B)
184	KEL CIPETE SELATAN	86.42	Good (B)
185	KEL LENTENG AGUNG	86.31	Good (B)
186	KEL JAGAKARSA	86.22	Good (B)
187	KEL MANGGARAI SELATAN	86.11	Good (B)
188	KEL PINANGSIA	86.11	Good (B)
189	KEL TANAH TINGGI	86.11	Good (B)
190	KEL UJUNG MENTENG	86.11	Good (B)
191	KEL SEMPER TIMUR	86.11	Good (B)
192	KEL DUREN SAWIT	85.93	Good (B)
193	KEL CILANDAK TIMUR	85.91	Good (B)
194	KEL RAMBUTAN	85.83	Good (B)
195	KEL KAMPUNG MELAYU	85.82	Good (B)
196	KEL PENGADEGAN	85.65	Good (B)
197	KEL RAWASARI	85.65	Good (B)
198	KEL SEMPER BARAT	85.59	Good (B)
199	KEL BUNGUR	85.56	Good (B)
200	KEL DUREN TIGA	85.42	Good (B)
201	KEL PONDOK KOPI	85.42	Good (B)
202	KEL KEBON BAWANG	85.19	Good (B)
203	KEL TAMANSARI	85.19	Good (B)
204	KEL CIPINANG BESAR UTARA	85.19	Good (B)
205	KEL KAMPUNG RAWA	85.07	Good (B)
206	KEL MENTENG DALAM	85.00	Good (B)
207	KEL KARANG ANYAR	85.00	Good (B)
208	KEL PULO GEBANG	84.91	Good (B)
209	KEL RAWA BADAH SELATAN	84.72	Good (B)
210	KEL KALIDERES	84.62	Good (B)
211	KEL SUKABUMI UTARA	84.44	Good (B)
212	KEL KEBON KOSONG	84.38	Good (B)

213	KEL TANJUNG PRIOK	84.26	Good (B)
214	KEL HARAPAN MULYA	84.26	Good (B)
215	KEL PEGANGSAAN DUA	84.13	Good (B)
216	KEL PADEMANGAN BARAT	83.97	Good (B)
217	KEL CENGKARENG BARAT	83.59	Good (B)
218	KEL PEJAGALAN	83.55	Good (B)
219	KEL PULAU TIDUNG	83.33	Good (B)
220	KEL KALISARI	83.33	Good (B)
221	KEL CIGANJUR	83.33	Good (B)
222	KEL PONDOK LABU	83.33	Good (B)
223	KEL SLIPI	83.33	Good (B)
224	KEL UTAN PANJANG	83.33	Good (B)
225	KEL PULO GADUNG	83.06	Good (B)
226	KEL KEMANGGISAN	83.02	Good (B)
227	KEL GEDONG	82.91	Good (B)
228	KEL SUNTER JAYA	82.87	Good (B)
229	KEL GUNUNG SAHARI SELATAN	82.54	Good (B)
230	KEL KAMPUNG TENGAH	82.54	Good (B)
231	KEL PALMERAH	82.54	Good (B)
232	KEL CAKUNG BARAT	82.41	Good (B)
233	KEL GROGOL SELATAN	82.14	Good (B)
234	KEL TANJUNG DUREN UTARA	82.14	Good (B)
235	KEL CIPINANG MUARA	81.94	Good (B)
236	KEL PONDOK BAMBU	81.73	Good (B)
237	KEL MENTENG ATAS	81.67	Good (B)
238	KEL ANGKE	81.25	Good (B)
239	KEL SETU	81.25	Good (B)
240	KEL TUGU UTARA	81.13	Good (B)
241	KEL DURI KOSAMBI	80.56	Good (B)
242	KEL MELAWA	80.56	Good (B)
243	KEL CIPINANG BESAR SELATAN	80.41	Good (B)
244	KEL TEBET BARAT	80.31	Good (B)
245	KEL GONDANGDIA	80.30	Good (B)
246	KEL DURI SELATAN	80.25	Good (B)
247	KEL SUKAPURA	80.00	Good (B)
248	KEL GALUR	80.00	Good (B)
249	KEL PETUKANGAN UTARA	79.86	Good (B)
250	KEL BALIMESTER	79,76	Good (B)
251	KEL JATIPULO	79.69	Good (B)
252	KEL CAKUNG TIMUR	79.67	Good (B)
253	KEL BIDARA CINA	79.63	Good (B)
254	KEL TOMANG	79.47	Good (B)
255	KEL MUNJUL	79.17	Good (B)
256	KEL KEMBANGAN SELATAN	78.57	Good (B)
257	KEL SENEN	78.37	Good (B)
258	KEL PALMERIAM	78.26	Good (B)
259	KEL MANGGARAI	77.78	Good (B)
260	KEL GLODOK	76.39	Less Good (C)
261	KEL KARET SEMANGGI	76.19	Less Good (C)
262	KEL ANCOL	76.11	Less Good (C)
263	KEL KEBON PALA	75.82	Less Good (C)
264	KEL SUKABUMI SELATAN	75.00	Less Good (C)
265	KEL JEMBATAN BESI	75.00	Less Good (C)
266	KEL KARTINI	75.00	Less Good (C)
267	KEL GANDARIA SELATAN	71.43	Less Good (C)

## CONCLUSION

1. During the Covid 19 pandemic service, non-licensing permits continued to run well. Licensing and non-licensing services are carried out boldly and also through drop box facilities without face-to-face meetings with the community. So that health protocols in a pandemic situation are maintained.
2. Overall, the quality of service at the DPMPTSP service unit at the DKI Jakarta Provincial level is perceived as Very Good (A) by the public with an IKM score of 90.09.
3. The level of community satisfaction based on the Top 2 Boxes is 98.64%. This means that out of 4,865 respondents 34% of respondents said they were satisfied, 64% of them said they were very satisfied, but there were still those who felt dissatisfied and very dissatisfied, each 1%.
4. When comparing the value of IKM and its constituent elements between levels, data is obtained that the highest IKM score is at the Dinas level with an index value of 90.28, then followed by Kelurahan with an index value of 90.27, Municipality with 90.23 and the lowest index value in District with 89.52 .
5. The element of service considered most satisfactory by respondents at the kelurahan level is "no fees outside the provisions" with an IKM value of 91.72 or category A
6. The service element that is considered the lowest is "Information on the [jakevo.jakarta.go.id](http://jakevo.jakarta.go.id) site is clear and easy to understand" with an IKM score of 89.71. Thus, to improve IKM in the future, service elements that need to improve their performance in all DPMPTSP service units in the DKI Jakarta Province at the urban Urban Village level are **clear and easy-to-understand Jakevo information**.
7. From all DPMPTSP service points at the urban Urban Village level, 57% of the services were considered very good, 40% good and 3% not good. In the fourth quarter there were 9 service points that looked unfavorable (C). The nine service points with poor scores are Glodok Urban Village (IKM 76.39), Karet Semanggi Urban Village (IKM 76.19), Ancol Urban Village (IKM 76.11), Kebon Pala Urban Village (IKM 75.82), South Sukabumi Urban Village (IKM 75.00), Jembatan Besi Urban Village (IKM 75.00), Kartini Urban Village (IKM 75.00), Pancoran District (IKM 73.99) and Gandaria Selatan Urban Village (IKM 71.43). The ten service points with the highest scores were obtained by Cimpedak Urban Village , Gandaria Utara Urban Village , Cikoko Urban Village , Kamal Muara Urban Village , Wijaya Kusuma Urban Village , Mampang Prapatan Urban Village , Jembatan Lima Urban Village , Roa Malaka Urban Village , Menteng Urban Village , and Rawa Terate Urban Urban Village with 100,00 IKM Points.

## REFERENCES

- Atik, and ratminto. 2013. *Service Management, accompanied by contextual model development, implementation of the charter and minimum service citizen standards* . Yogyakarta : Student Library .
- Arif , BP . 2017. *Government Image in the Digital Age (Topology and Reputation Management)* Yogyakarta: Gava Media.
- Dwiyanto, A. 1995. *Performance Assessment of Public Service Organizations* . Yogyakarta: Gajah Mada University Social and Political Sciences.
- Dodi Sukmayana. 2017. *Public satisfaction (a scientific study on the service of members of the Regional Representatives Council of West Java Province* . Yogyakarta: Publish in depth.
- Life. 2017. *Public Service Management* . Depok : PT Raja Grafindo Persada
- Hardiyansyah. 2018. *Quality of Public Services*. Yogyakarta: Gava Media
- Sinambela, Lijan Poltak et al. 2006. *Public Service Reform Theory, Policy and Implementation*. Jakarta: Earth Script .

- Sugiyono. 2018. *Quantitative, Qualitative and R&D Research Methods* . New York : Alfabet .
- Sedarmayanti et al. 2020. *Innovation and Knowledge Management to Create Superior Human Resources*. Bandung: Refika Aditama
- Tjiptono, Fandy and Gregory Chandra. 2005. *Service, Quality & Satisfaction* . Yogyakarta: Andi Offset.
- Minister of Empowerment state regulation No. 63 of 2003 concerning the Nature of Public Service.
- Minister of Administrative Reform. 2004. *General Guidelines for Compiling Public Satisfaction Index Government Agency Service Units*. Jakarta : Ministry of Administrative Reform of the Republic of Indonesia.
- Permenpan No.PER /21/M-PAN/11/2008 concerning Benefits of Standard Operating Procedures (SOP).
- Regulation of the Minister of PANRB Number 36 of 2012 concerning Technical Guidelines for the Preparation, Determination and Application of Service Standards.
- Law Number 25 of 2009 concerning Public Services.