

ANALYSIS SATISFACTION PUBLIC TO SERVICE IN KUA REVITALIZATION OF PANCA RIJANG DISTRICT

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Abstract. Minister of Religion issues Minister of Religion Decree Number 758 of 2001 concerning the Revitalization of Subdistrict Religious Affairs Offices. The research aims to find out the level of public satisfaction measured through 9 dimensions (ICM) to service in the Religious Affairs Office of the District of Panca Rijang which has been revitalized. Furthermore, the 9 Dimensions of Public Satisfaction will be correlated with the General Satisfying Perception to find out what satisfaction factors most affect overall satisfaction. This research uses quantitative methodology while the type of research is descriptive research. Data collection techniques use interviews, observations, documentation, and questionnaires. Primary data sources are obtained from sample, determination of sample using purposive sampling techniques while secondary data is derived from related instance documents. Process and analyze data using descriptive methods. The results of the research showed that, based on the results of our research, it was found that the quality of service at Religious Affairs Office of Panca Rijang was very good (79.18%) after revitalization. In general, public satisfaction perception of Religious Affairs Office's service (76.61%). It was noted that the nine dimensions of service can predict satisfaction of service in general with a regression of 74%. There are six services dimensions that are positively correlated with the general satisfaction; simplicity of procedures, officer discipline, speed of service, decency and hospitality of officers, justice of officials, and a sense of comfort as well.

Keywords: public satisfaction; revitalization of religious affair office

I. INTRODUCTION

Public service is an aspect that has a big role in the life of the nation's society. Public service is not allowed run carelessly, but must meet certain requirements or standards. Its implementation should always lead to increased professionalism or professionalization of public services. Quality and satisfactory public services are one of the main indicators of a government's success in meeting the needs and expectations of the community. (Keban, 2014). Bureaucratic behavior is one of the indicators that must be met in order to achieve target service public. Which excellent, this is because bureaucratic behavior is a form/system of assessment of good government performance, in accordance with Law Number 25 of 2009 which states that good service Excellent service is fast, easy, sure, cheap and accountable. The success of a government in providing effective and responsive services will have a positive impact on the quality of life of the community and social welfare. The development of society is always changing with its dynamic nature. This dynamic is centered on public services and occupies a core position in the interaction between government and society. Professional public services are the key to ensuring that people's needs and rights can be met properly (Keban, 2014; Hardiyansyah, 2007). In the era of globalization and social change Which fast, There is demands

Which higher towards improving the quality of service in all sectors, including service religion. Existence institution which specifically serves religious affairs can have a significant impact on people's quality of life, social stability and harmony in a diverse society. In Indonesia, the Ministry of Religion has a vital role in providing services to the community regarding various religious and social aspects. Looking at the performance of the Ministry of Religion, in recent years, it is still well recorded in the digital footprint of the mass media institution Ministry of Religion repeated time facing the onslaught of negative issues in particular related with accountability public. Indonesia Corruption Watch, as one of the independent institutions that consistently participates in monitoring corruption cases in Indonesia, has repeatedly studied corrupt practices in the Ministry of Religion as a religious institution that simultaneously carries out public services.

Minister of Religion Yaquut Khalil Qoumas, no long after start period position, acted quickly to seek bureaucratic reform in the Ministry of Religion. One strategic step that can be taken to improve service quality is through revitalization. One of the public service sectors that has a strategic role in guiding, supporting and meeting the spiritual needs of the community is the Office of Religious Affairs as units derivative from Ministry Religions are located in each sub-district.

The Office of Religious Affairs has the responsibility to provide quality services in the fields of religious education, religious counseling, as well as various activities related to worship and religious life. It is hoped that the policy of revitalizing the KUA as the closest service unit to the community, with local coverage that can be accessed in every sub-district, will be immediately felt by the community. Realizing the important role of the Office of Religious Affairs in meeting spiritual and spiritual needs give service Which best For the community, the implementation of the revitalization of the religious affairs office has become something that needs attention. KUA revitalization refers to changes and renewal efforts in various aspects, including physical infrastructure, management, and the type and quality of services provided. Through the Decree of the Minister of Religion No. 758 of 2021, Minister of Religion Yaquut wants to activate and revive the vital services of the Office of Religious Affairs which have so far seemed dormant or less popular. In general, people only think about marriage registration and registration services when they hear the name KUA, whereas the services provided are not only that, but also covers counseling House ladder, zakat, grants and waqf, to asset management of worship facilities such as mosques, churches, and so on. Efforts to revive the vital services of the Office of Religious Affairs are being boosted through improving services in two major patterns, both physically and externally non physique. Matter This Of course in line with a passion for transforming public services, starting from Old Public Administration which developed into a New Public Management model, until now become New Public Service, Where organization public make a change For achieve good governance that produces policies that are pro-society or that support the fulfillment of community needs.

Currently, the government's role must be directed towards serving the community in order to achieve democratic governance. The implementation of revitalization certainly involves community participation in the change process. Community participation can help understand their needs and expectations for religious services, as well as build acceptance of these changes. A deep understanding of the community's views regarding the implementation of revitalization and evaluation of community satisfaction with the changes implemented can provide guidance for more appropriate policy making. (Rondinelli, 2007 in Keban, 2014). In a number of year final, The concept of public service has also undergone a transformation with the development of information and communication technology. Public moment This own access Which greater awareness of information and have expectations of faster, more efficient and transparent service.

The KUA revitalization mechanism is outlined in Decision Minister religion No. 758 of 2021 is in line with the opinion Cleveland which is supported by Janet V. Denhart and Robert B. Denhart that public administration, through its services, has a role in creating democracy. This was done effectively through innovation, application principle good governance, use of technology, strengthening public institutions, community participation, capacity development, decentralization, empowerment and sector partnerships public And private. However,

Implementing change in an organization, including the office of religious affairs, is often faced with challenges and complexity. These challenges can include changes in organizational culture, resistance from parties who do not agree with the change, and limited resources. (Denhart & Denhart, 2003 in Keban, 2014). Based on previous legal analysis, in 2007, the Ministry of Religion, which at that time was still called the Ministry of Religion, issued Minister of Religion Regulation No. 11/2007 and states the definition of the Office of Religious Affairs. However, at that time, only one religious aspect was attached to society, the function and duties of the KUA were marriage. In fact, the spirit of revitalization is stated in Minister of Religion Regulation Number 34 of 2016 concerning the Organization and Work Procedures of the Office of Religious Affairs. Definition of Office of Affairs Religion very clear displayed in Chapter I Article 1 Regulation of the Minister of Religion Number 34 of 2016, which is abbreviated as KUA is the Technical Implementation Unit at the Ministry of Religion, is under and is responsible to the Director General of Islamic Community Guidance and is operationally supervised by the Head of the Regency/City Ministry of Religion Office in charge carry out, provide services and guidance to the Islamic community in its work area. From explanation the, KUA It could be said that the representation of the Ministry of Religion Office on a more minimalist scale would be but own scope function Which wider. There is development definition, duties, and roles at the KUA of course.

Background behind this research triggered by the need to gain deeper insight into the level of community satisfaction with the services provided by the Religious Affairs Office in Panca Rijang District. In an effort to meet demands for better and more effective services, as well as to improve interaction between government and society, a comprehensive evaluation of existing services is very important. Therefore, this research becomes increasingly relevant in order to understand the extent of the services provided by the Office of Religious Affairs in particular in Five Chert, capable meet the expectations and needs of diverse communities. Therefore, there is a need for a comprehensive analysis regarding the implementation of revitalization and its impact on services and community satisfaction. It is in this context that research regarding the implementation of the revitalization of the religious affairs office in Panca Rijang District has significant relevance. This research is directed at exploring the process implementation revitalization office religious affairs, involving community participation, as well measure level satisfaction community regarding the services provided by the office after the revitalization was carried out. Through analysis Which comprehensive, It is hoped that this research can provide guidance for local governments, especially in improving and increasing the quality of services at the Panca Rijang District Religious Affairs Office, as well as providing input for improving policies in the future.

In order to produce quality and useful findings, this research will use approach qualitative combination And quantitative descriptive. This approach is expected to provide a more complete and in-depth picture of the implementation of

KUA revitalization and its impact on society. Thus, it is hoped that this research can make a significant contribution to efforts to improve public services in the sector religion And support sustainable development in terms of the benefit of religious communities in Panca Rijang sub-district. Through this research, it is hoped that the strengths and weaknesses of existing services and influencing factors can be identified level satisfaction society, as well recommendation Which can given to improve the quality of service and create better interaction between the Ministry of Religion Office and the community. Thus, this research contributes to building better public services, transparent, and responsive to the needs of the community in Sidenreng Rappang Regency.

a. *Quality & Satisfaction of Public Services.*

Public Service Law Number 25 of 2009 states that service public is activity or Suite activity in frame Fulfillment of service needs in accordance with statutory regulations for every citizen and resident for goods, services and/or administrative services provided by public service providers. Service is A organizational activities that come into direct contact with customers. When it comes to the public, so activity the have direct contact with society. However, nowadays, services to the public are a bit modern, so they rarely interact directly with the public, but instead use machines and are completely automated. (Lukman, 2004). Service is an activity that occurs between a person's direct interaction with other people or physical machines, and provides customer satisfaction. Meanwhile, in the Big Indonesian Dictionary, service is described as things, methods, or results of work that are of a service nature (Sinambela, 2006).

In general, 70 – 80% of services in the form of actions are carried out by middle and lower level officers. The emergence of public or public services is due to interests, and these interests take various forms so that the public services provided are also of several kinds, so the government has established the principles of public services based on the Decree of the Minister of State for the Empowerment of State Apparatus (SK. Men-Pan) : 63/KEP/M.PAN/7/2003 concerning General Guidelines for the Implementation of Public Services, as follows:

1. Simplicity, It means No convoluted and does not go through a long and troublesome plot.
2. Clarity, meaning it is clear from the perspective of the person in charge, costs, and according to procedures.
3. Time certainty, meaning that implementation can be completed within a predetermined time period.
4. Security, meaning the process from start to finish become product must provide a sense of security and legal certainty.
5. Responsibility, meaning the head of the organizer and each servant or staff responsible answer for his duties.
6. Completeness of facilities and infrastructure, meaning that all supporting tools are available smooth service public.
7. Ease of access, meaning that the place and location are adequate, easy for the public to reach by utilizing existing technology.

8. Discipline and politeness, meaning friendliness in give Service to the community must have a disciplined, polite and sincere attitude.

9. Comfort, meaning that the service environment must be orderly, orderly, not noisy, hot and crowded.

The keywords for the quality of public services are, the people are consumers, and the organizers are producers. Organizers can be from the government, or private parties who have interaction with the community. In that sense, the people are the stakeholders and the organizers Which confess, respect, fulfill and protect. When we talk about quality, we are talking about internal efforts meet consumer expectations. Apart from that, quality also talks about products, services, people, processes and the environment and we also talk about A condition Which can change from time to time (Tjiptono in Samad, 2016). If the service can satisfy the community, it does not mean that the service provider has achieved its goal end. Will but, party Organizers should look for new innovations in accordance with the dynamics and service needs desired by the community by realizing service quality that is smaller, better, and cheaper than government . (Osborne & Geabler, 1992). Thus, whether a service quality is good or not depends on ability organizer in meet expectations public Good That goods or services, in fact consistent and end on customer assessment (Samad, 2016). But in recent years, there has been a shift in the public service paradigm which is in line with the shift in the public administration paradigm such as Old Public Administration, New Public Administration , and New Public Service . The most substantial differences are in theory and epistemology, rationality and models behavior man, draft community needs, government role, mechanisms, accountability approaches, policies, assumption from structure organization and basic motivation for public services (Samad, 2016).

Besides That in service public There are also several important supporting factors according to Moenir (2010), including :

1. The awareness factor of officials and officers involved in public services
2. Factor rule Which become base service work
3. Organizational factors are tools and systems that enable the functioning of service activity mechanisms
4. Factor income Which can meet minimum living needs
5. Organizer skill and resource factors
6. Facility factors in carrying out service tasks. (Moenir, 2010).

These six factors each have a different role but influence each other, whether verbal service, written service or service in the form of movement/action with or without equipment. If one factor of six element the No fulfilled, especially in the awareness factor, excellent service cannot be created because it emerges from within each individual (Nancy, 2015). Apart from that, the character of a service can be seen from the level of public satisfaction, whether there is a match between expectations and reality or perceived results. Although on generally, problem It focuses on customer satisfaction and dissatisfaction. There are three dimensions of service characteristics, namely:

1. Intangibility , that service Basically it is performance and the result of experience, not an object. Most services No can calculated, be measured, be touched before delivery to ensure quality. This is different from goods produced by organizers which can be tested, felt and enjoyed by the public.
2. Heterogeneity , that service users or customers have very heterogeneous needs. Customers with the same service may have priority different, so Also performance often varies from procedure to procedure or over time.
3. Inseparability , that production and consumption of a service are inseparable. Quality can be created if there is interaction between organizers And public. Knowing The quality of service provided by an organization is important because it can provide benefits to the organization concerned. If this is done at least the organization or agency Which concerned Already has concern for its customers. (Zethaml & Warella, 1997).

b. Revitalization KUA

Revitalization of District KUA is a priority program of the Ministry of Religion of the Republic of Indonesia through SK.MA Number 758 of 2001 which was directly ratified by Minister Religion R.I Yaqut Kholil Qoumas. In the letter it is stated that the Revitalization of the District KUA as intended in the first dictum is carried out through the strategy:

1. Enhancement capacity institutional;
2. Improvement standard service;
3. Transformation digital service;
4. Enhancement quality source human power ;
5. Strengthening regulation; And
6. Data strengthening and integration.

As in the introduction, KUA revitalization refers to changes and renewal efforts in various aspects, including physical infrastructure, management, and the type and quality of services provided. Through the KMA, Minister of Religion Yaqut wants to activate and revive the vital services of the Office of Religious Affairs which have so far seemed dormant or less popular. The Office of Religious Affairs has the responsibility to provide quality services in the fields of religious education, religious counseling, as well as various activities related to worship and religious life. It is hoped that the policy of revitalizing the KUA as the closest service unit to the community, with local coverage that can be accessed in every sub-district, will be immediately felt by the community. Realizing the important role of the Office of Religious Affairs in meeting spiritual and spiritual needs give service Which best for society, implementation revitalization office

Religious affairs have become something that needs attention. As opening stage, the Ministry of Religion has finish revitalization 400 KUA in the first semester of 2022 as reported on the kemenag.go.id website in the news entitled "Kemenag Revitalizes 400 KUA in the First Semester of 2022, Here Are the Criteria". Director of KUA Development And Family Sakinah DG Islamic Guidance of the Ministry of Religion, M. Adib explained, Revitalization KUA based on four criteria. No only means And infrastructure, capabilities give service to society Also made as parameter.

Furthermore, there are 4 (four) criteria become base election KUA Which will be revitalized, namely: (1) Physical Condition of the Office Building, (2) Number of Marriages Correlated with Amount Resident, (3) Conveniently located in Regency/City capital, and (4) Has supporting human resources in terms of number and competency. Within the regional scope of Sidenreng Rappang Regency, since its launch two years ago, Office Affairs Religion Panca Rijang District will be the first to be revitalized in 2022. Distinctive characteristics Subdistrict Five Chert, Which occupied by 31,808 people spread across 8 (eight) villages/sub-districts, it is a sub-district that is similar to a district/city capital but with a smaller population. The choice of KUA Panca Rijang was based on the reason that there was a correlation between the number of marriages, which in 2020 saw the number of marriages reach 259 incidents. (BPS data, 2020). In South Sulawesi, the KUA Revitalization program has also targeted around 27 KUAs spread across 24 districts/cities since 2021 until now, always experiencing an increase every year. There is 6 indicator Which observed in service evaluations such as increasing service capacity, improving service standards, digital transformation of services, improving human resource quality, strengthening regulation, and data integration. Of the 27 KUA Revitalization in South Sulawesi, KUA Tanete Riattang Bone district achieved the highest score with a score of 127 points, followed by KUA Panca Rijang Sidrap district with a score of 122, and KUA Biringkanaya Makassar City got score 120 points. Matter This This is an achievement that the Ministry of Religion of Sidenreng Rappang Regency should be proud of, because KUA Panca Rijang occupies ranking 2nd best throughout South Sulawesi defeat KUA in Makassar city.

II. RESEARCH METHODS

This research uses a descriptive quantitative approach to determine community satisfaction after the Revitalization was held based on philosophy positivism Which used to research certain samples (Sugiyono, 2010). Technique collection data in study this uses data primary And data secondary. Primary data was obtained through interviews, direct observation, questionnaires and enumerators, while secondary data was obtained through literature studies or literature reviews originating from books, journals, articles, news, the internet, word of mouth and documentation related to services at KUA Revitalization. The informant selection technique in this research used a purposive sampling technique. Then analyzed using correlational statistical analysis Pearson Product Moment & Linear Regression to find out which indicators have a positive correlation And negative to service with general public satisfaction. As much 45 sample public selected by accidental sampling method who met the characteristic criteria who came to KUA Kec. Five Cherts. The average population is 74 people/month, calculated since January-November 2023.

III. RESULTS AND DISCUSSION

In this study, researchers determined a sample of 45 people by dividing the characteristics of respondents based on

age, gender, education and the type of service desired at the Office of Religious Affairs as follows:

Tabel 1.1 Karakteristik Responden Berdasarkan Jenis Kelamin

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid L	19	42.2	42.2	42.2
P	26	57.8	57.8	100.0
Total	45	100.0	100.0	

Sumber : Olahan Data SPSS, September 2023

Tabel 1.3 Karakteristik Responden Berdasarkan Tingkat Pendidikan

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid D1	5	11.1	11.1	11.1
S1	17	37.8	37.8	48.9
SD	1	2.2	2.2	51.1
SLTA	19	42.2	42.2	93.3
SLTP	3	6.7	6.7	100.0
Total	45	100.0	100.0	

Sumber : Olahan Data SPSS, September 2023

Tabel 1.4 Karakteristik Responden Berdasarkan Layanan

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid HAJI	5	11.1	11.1	11.1
NIKAH	22	48.9	48.9	60.0
WAKAF	7	15.6	15.6	75.6
ZAKAT	11	24.4	24.4	100.0
Total	45	100.0	100.0	

Sumber : Olahan Data SPSS, September 2023

The table above is a classification of Covid-19 vaccination achievements in the Province As for results study based on 9 Dimensions of General Guidelines for Public Service Delivery Standards that have been determined by the government as stated in KEPMENPAN No. 63/KEP/M.PAN/7/2003 namely:

1. Simplicity Procedure Service

Tabel 2.1 Dimensi Kesederhanaan Prosedur (Kemudahan)

No	Pilihan Jawaban	Frekuensi	Bobot	Skor	Persentase
1	Tidak Mudah	0	0	0	0%
2	Kurang Mudah	7	2	14	15.6%
3	Cukup Mudah	13	3	39	28.9%
4	Sangat Mudah	25	4	100	55.6%
Jumlah		45		153	100%
Rata-rata skor = $\text{Skor} / \text{Frekuensi} = 153 / 45 = 3.4$ Rata-rata Persentase = $\text{Rata-rata Skor} / \text{SkorBobot tertinggi} \times 100\% = 3.4 / 4 \times 100 = 85\%$					

Sumber : Olahan Data, September 2023

The score obtained describes the ease or simplicity of the procedure which is quite good and is considered to meet the wishes and conditions of the community using services at the Panca Rijang District Religious Affairs Office . This analysis is based on a satisfaction score of 85%. Ease of procedure certainly plays a role big in taking community decisions For use or how satisfied with service public related. The existence of a complicated bureaucracy will take up more time, energy and costs. No doubt a long and uncertain process will create a bad reputation for Indonesian services. This is the main goal to be achieved through the revitalization of the KUA, namely breaking the lines of coordination that are too long by decentralizing service functions. Before KUA revitalization, a lot religious services which must be carried out at the Regency level Ministry of Religion Office, whereas now everything can be accessed in the sub-district, in accordance with the theory that organizations

must strive to increase effectiveness and efficiency by making changes due to environmental demands (Robbins, 2003).

2. Suitability Information

Tabel 2.2 Dimensi Kesesuaian Informasi

No	Pilihan Jawaban	Frekuensi	Bobot	Skor	Persentase
1	Tidak Sesuai	0	0	0	0%
2	Kurang Sesuai	8	2	16	17.8%
3	Cukup Sesuai	20	3	60	44.4%
4	Sangat Sesuai	17	4	68	37.8%
Jumlah		45		144	100%
Rata-rata skor = $\text{Skor} / \text{Frekuensi} = 153 / 45 = 3.2$ Rata-rata Persentase = $\text{Rata-rata Skor} / \text{SkorBobot tertinggi} \times 100\% = 3.2 / 4 \times 100 = 80\%$					

Sumber : Olahan Data, September 2023

The score obtained reflects the suitability of the information provided previously regarding who is responsible, requirements, duration, and costs that are deemed to be in accordance with what is being undertaken by the community. This analysis is based on a satisfaction score of 80%. Satisfaction with this dimension automatically increases trust in the community because there is consistent information regarding the matters required by service officers. Risk Which can happen If dimensions This If officers don't pay attention to it, it will cause great disappointment to the community.

3. Skills Communication

Tabel 2.3 Dimensi Kemampuan dan Keterampilan Komunikasi Petugas

No	Pilihan Jawaban	Frekuensi	Bobot	Skor	Persentase
1	Tidak Jelas	0	0	0	0%
2	Kurang Jelas	9	2	18	17.8%
3	Cukup Jelas	22	3	66	44.4%
4	Sangat Jelas	14	4	56	37.8%
Jumlah		45		140	100%
Rata-rata skor = $\text{Skor} / \text{Frekuensi} = 153 / 45 = 3.1$ Rata-rata Persentase = $\text{Rata-rata Skor} / \text{SkorBobot tertinggi} \times 100\% = 3.1 / 4 \times 100 = 77\%$					

Sumber : Olahan Data, September 2023

Even though the score for this dimension is lower than the previous dimension, the score of 77% is still within the good quality category. The readiness and availability of human resources who have high competency and mastery of their fields will certainly increase the smooth exchange of information between service providers and service recipient communities. Well, organizational change must be in line with arrangement Source Power Man Which There is in organization the (Robbins, 2003).

4. Discipline Officer

Tabel 2.4 Dimensi Kedisiplinan Petugas KUA

No	Pilihan Jawaban	Frekuensi	Bobot	Skor	Persentase
1	Tidak Disiplin	0	0	0	0%
2	Kurang Disiplin	12	2	24	26.7%
3	Cukup Disiplin	24	3	72	53.3%
4	Sangat Disiplin	9	4	36	29.8%
Jumlah		45		132	100%
Rata-rata skor = $\text{Skor} / \text{Frekuensi} = 153 / 45 = 2.93$ Rata-rata Persentase = $\text{Rata-rata Skor} / \text{SkorBobot tertinggi} \times 100\% = 2.93 / 4 \times 100 = 73\%$					

Sumber : Olahan Data, September 2023

Satisfaction respondents on dimensions This is relatively low, namely 73% in terms of categories classified not enough Good. Respondents perceived that service officers were not disciplined in following schedules or times that had been previously informed or agreed upon related giving service. The focus of this dimension is focused on time and orderliness of service flow.

5. Speed Process

Tabel 2.5 Dimensi Kecepatan Proses Pelayanan

No	Pilihan Jawaban	Frekuensi	Bobot	Skor	Persentase
1	Lambat	0	0	0	0%
2	Kurang Cepat	11	2	22	24.4%
3	Cukup Cepat	27	3	81	69%
4	Sangat Cepat	7	4	28	15.4%
Jumlah		45		131	100%
Rata-rata skor = $\text{Skor} / \text{Frekuensi} = 153/45 = 3.39$					
Rata-rata Persentase : Rata-rata Skor/Bobot tertinggi x 100% = $2.91/4 \times 100 = 72\%$					

Sumber : Olah Data, September 2023

The results shown in this dimension are in line with the score results in the discipline dimension, where the service speed score is relatively low, namely 72% and is considered not fast enough. This finding supports previous dimension data which focuses on aspects of implementation time service.

6. Courtesy Officer

Tabel 2.6 Dimensi Kesopanan Petugas

No	Pilihan Jawaban	Frekuensi	Bobot	Skor	Persentase
1	Tidak Sopan	0	0	0	0%
2	Kurang Sopan	6	2	12	26.7%
3	Cukup Sopan	22	3	66	53.3%
4	Sangat Sopan	17	4	68	20.0%
Jumlah		45		146	100%
Rata-rata skor = $\text{Skor} / \text{Frekuensi} = 153/45 = 3.24$					
Rata-rata Persentase : Rata-rata Skor/Bobot tertinggi x 100% = $3.24/4 \times 100 = 81\%$					

Sumber : Olah Data, September 2023

The score obtained in this dimension shows respondents' satisfaction with the good politeness of officers with a value of 81%. This is a psychological factor that improves the quality of interaction between officers and the public in providing services. Respondents felt their rights were respected with treated in a way polite and friendly by the officers. This attitude can also be a means of promotion to other communities regarding the value of services at the Office of Religious Affairs. Respondents' perception of good satisfaction with the assessment of the politeness dimension of KUA services shows a high level quality attitude apparatus or KUA officer. Good speech, the right tone of voice, as well as a body posture that respects the community being served also creates a good psychological effect, namely feeling appreciated.

7. Justice Officer

Tabel 2.7 Dimensi Keadilan Petugas

No	Pilihan Jawaban	Frekuensi	Bobot	Skor	Persentase
1	Tidak Adil	0	0	0	0%
2	Kurang Adil	10	2	20	26.7%
3	Cukup Adil	15	3	45	53.3%
4	Sangat Adil	20	4	80	20.0%
Jumlah		45		145	100%
Rata-rata skor = $\text{Skor} / \text{Frekuensi} = 153/45 = 3.22$					
Rata-rata Persentase : Rata-rata Skor/Bobot tertinggi x 100% = $3.22/4 \times 100 = 80.5\%$					

Sumber : Olah Data, September 2023

with achievements vaccination dose third, all districts/cities in South Sulawesi have not met the specified target, namely 30%. The size score satisfaction on this dimension as much 80.5% describe Respondents' perceptions of equal rights in receiving excellent service with other communities. This is of course in line with the content contained in the Ministerial Decree Empowerment Apparatus Country No. 6 of 1995, that services must have elements of justice and equality.

8. Facility/ Means & Infrastructure

Tabel 2.8 Dimensi Fasilitas/Sarana Pelayanan

No	Pilihan Jawaban	Frekuensi	Bobot	Skor	Persentase
1	Tidak Mendukung	0	0	0	0%
2	Kurang Mendukung	6	2	12	13.3%
3	Cukup Mendukung	18	3	54	40%
4	Sangat Mendukung	21	4	84	46.7%
Jumlah		45		150	100%
Rata-rata skor = $\text{Skor} / \text{Frekuensi} = 153/45 = 3.33$					
Rata-rata Persentase : Rata-rata Skor/Bobot tertinggi x 100% = $3.33/4 \times 100 = 83\%$					

Sumber : Olah Data, September 2023

The existence of office renovations and the addition of sophisticated information technology tools supports the fact that respondents' satisfaction scores regarding the availability of supporting facilities and infrastructure are classified as Good with mark 83%. Based on the results of researchers' observations, there is a digital screen can touched And Already provides a variety type choice service Of course in line with the principle of heterogeneity where people will be happy if their many and varied needs can be served through one door (integrated) access. Draft cohesiveness This expressed as wrong One form efficiency in Letter Decree of the Minister for Empowerment of State Apparatus Number 6 of 1995. Apart from digitizing services, the presence of a comfortable waiting room equipped with air conditioning and seating for waiting provides a different experience than before. Thus, it is natural that this change is considered positive by respondents.

9. Comfort & Security

Tabel 2.9 Dimensi Kenyamanan dan Keamanan Pelayanan

No	Pilihan Jawaban	Frekuensi	Bobot	Skor	Persentase
1	Tidak Nyaman	0	0	0	0%
2	Kurang Nyaman	7	2	14	13.3%
3	Cukup Nyaman	23	3	69	40%
4	Sangat Nyaman	15	4	60	46.7%
Jumlah		45		143	100%
Rata-rata skor = $\text{Skor} / \text{Frekuensi} = 153/45 = 3.17$					
Rata-rata Persentase : Rata-rata Skor/Bobot tertinggi x 100% = $3.17/4 \times 100 = 79\%$					

Sumber : Olah Data, September 2023

The relatively good score results in this dimension, namely 79%, illustrate the interaction between the thoughts and feelings of respondents who feel comfortable with service officers and do not feel threatened. Not only that, respondents tend to feel they have the authority to determine their wishes in obtaining services according to their wishes without being pressured.

10. Perception Satisfaction By General

Tabel 2.10 Dimensi Persepsi Kepuasan Secara Umum

No	Pilihan Jawaban	Frekuensi	Bobot	Skor	Persentase
1	Tidak Puas	0	0	0	0%
2	Kurang Puas	11	2	22	24.4%
3	Cukup Puas	20	3	60	44.4%
4	Sangat Puas	14	4	56	31.1%
Jumlah		45		138	100%
Rata-rata skor = $\text{Skor} / \text{Frekuensi} = 153/45 = 3.05$					
Rata-rata Persentase : Rata-rata Skor/Bobot tertinggi x 100% = $3.05/4 \times 100 = 76.61\%$					

Sumber : Olah Data, September 2023

The scores obtained were dominated by the "quite satisfied" category with a percentage of 44.1%. As for dimension value The 76.61% obtained from the analysis of respondent satisfaction is generally classified as good, even though it is already at the lowest threshold value. Therefore, the

next presentation of data analysis will examine dimensions where Which own positive correlation with perceptions of general satisfaction in the sample of respondents to this study.

11. Correlation of Service Dimensions & General Satisfaction

Model Summary^a

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.743 ^a	.552	.437	.563

a. Predictors: (Constant), keamanan, kedisiplinan, informasi, fasilitas, kecepatan, komunikasi, keadilan, kemudahan, kesopanan

b. Dependent Variable: kepuasan umum

Through correlational statistical analysis of Pearson Product Moment, researchers obtained correlation values for 6 (six) service dimensions Which correlated significant on with general satisfaction, namely simplicity process (convenience) of 0.315* (sig. 0.01), discipline 0.405** (sig. 0.05), speed 0.300* (sig. 0.01), politeness 0.457** (sig. 0.05), fairness 0.432** (sig. 0.05), and security also comfort 0.596** (sig. 0.05). And there are three dimensions that do not correlate significantly with general satisfaction, including clarity of information, communication and facilities. Temporary on analysis regression linear analysis carried out by researchers found positive results where 74% of changes in respondents' satisfaction scores were generally due to the role of 9 service dimensions which together influence.

IV. CONCLUSION

The existence of the Office of Religious Affairs as an extension of the Ministry of Religion's services in providing services is in line with the principle of decentralization of public organizations which is the hallmark of New Public Management. Decision making regarding services as well now present more near in every sub-district, especially Again service Which was only accessible in level regency like pilgrimage, Zakat and waqf can now be accessed at the sub-district level. There is a built-in application that measures satisfaction public And attached to the device for which procurement is carried out after revitalization. This shows that public service organizations provide space for the public to provide direct assessments and participate directly in improving the services provided. The concept of one-stop integrated services was also proposed to simplify the bureaucratic process of providing services for religious affairs. By involving community assessments, public service organizations such as the Ministry of Religion through the Office of Religious Affairs in each sub-district little by little A little has transform and actualize the values promoted by the New Public Service. Based on the research results found, it is known that the revitalization of the Panca Rijang District KUA can be said to have succeeded in fulfilling the hopes or expectations desired by the community regarding religious affairs services in general. It was also found that the 2 (two) lowest service dimensions were obtained in the discipline dimension as well as the speed of service duration considered

not enough prime. Respondent Research perceives low discipline and speed of service duration by officers. As for in a way general, dimensions which are intangible or which cannot be seen and their nature perception public will a concept it turns out more influence perception of satisfaction in a way general compared dimensions nature tangible. Although Respondents assessed discipline and speed of service with mark Which not enough OK, I will but dimensions other like politeness, friendliness, feeling comfortable And tend to be safe make respondents forgive shortcomings Which There is so that satisfaction with overall service generally still good. Thus the organizers bureaucracy service better prioritize repair And improving the quality of intangible things, by providing training service competence on Source Power Man Which involved in task service direct like front officers

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