




Analysis Of User Satisfaction Surveys Of Electronic-Based Government System Services In Realizing Integrity Zones

Deby Febriyan Eprilianto¹ , Dita Perwitasari², Riyadi³, Refti Handini Listyani⁴, Dinar Rizky Listyaputri⁵, Yuyun Eka Kartika Sari⁶ and Yeni Puspitasari¹ and Nur Fadillah Sebti Sulistiana¹

¹ Public Administration Department, Faculty of Social Sciences and Law, Universitas Negeri Surabaya, Surabaya, Indonesia

² Law Department, Faculty of Social Sciences and Law, Universitas Negeri Surabaya, Surabaya, Indonesia

³ History Education Department, Faculty of Social Sciences and Law, Universitas Negeri Surabaya, Surabaya, Indonesia

⁴ Sociology Education Department, Faculty of Social Sciences and Law, Universitas Negeri Surabaya, Surabaya, Indonesia

⁶ Vocational Public Administration Department, Faculty of Vocational, Universitas Negeri Surabaya, Surabaya, Indonesia

debyeprilianto@unesa.ac.id

Abstract. The integrity zone is the concept of organizing quality public services. Every service provider is currently competing to get the title as an integrity zone area. One of the efforts to support the implementation is through the implementation of an electronic scholarship government system. The Faculty of Social Sciences and Law, Surabaya State University has committed to realizing the integrity zone area by developing a service digitization system application or SIDILAN. Of course, as a public service provider, it is mandatory to conduct a satisfaction survey of the services provided. This study aims to analyze the results of a service satisfaction survey on a digital-based government system at the Faculty of Social Sciences, especially correspondence services for students. The research method uses a quatitative method based on the Regulation of the Minister of Administrative Reform and Bureaucratic Reform of the Republic of Indonesia Number 14 of 2017 concerning Guidelines for Preparing Community Satisfaction Surveys. This research was conducted by distributing google form questionnaires using 9 indicators with a Likert Scale. The number of samples in the study was 366 people determined by the Slovin formula. The results showed that the level of student satisfaction with electronic-based services received an A or Very Good predicate with a Conversion Interval Value of 83.92. Where from the results of the survey conducted among the 9 existing indicators, the indicator with the highest interval value is the indicator for handling complaints, suggestions, and input. While the indicator that gets the lowest interval value is the indicator of the requirements indicator.

Keywords: Satisfaction Survey, e-Government, Service Quality

1 Introduction

The implementation of government, development and community affairs is one of the tasks that must be carried out by the state civil apparatus. Where public services become one of the important aspects of government functions to provide the best service to the community. Problems that are still often found in public services in government agencies / organizations are services that are less responsive, untimely, discriminatory, convoluted and arbitrary [1]. Therefore, to realize good public services, it is necessary to make service changes in accordance with public expectations, namely an easy, fast, precise and transparent service system [2]. As the purpose of implementing bureaucratic reform is to establish a professional bureaucracy with characteristics, integrity, free, high performance, and clean from corruption, capable of serving the public, neutral, prosperous, dedicated and upholding increasing the capacity and accountability of an organization, and useful for achieving a clean and ideal of government and free from acts of corruption is expected to improve the quality of public services.

As an effort to harmonize the goals to be achieved in the implementation of Reformation of Bureaucracy, it is necessary to have a pilot project for the implementation of Bureaucratic Reform, one of which is building an zone of integrity. An zone of integrity is defined as a predicate given to public sector whose leaders and staff are committed to realizing and contribution areas free from corruption, serving and clean bureaucratic areas through bureaucratic reform, especially in terms of improving the quality of services and preventing corruption.

Surabaya State University is one of the campuses that is aggressively realizing the integrity zone area towards an area free from corruption, serving and clean bureaucratic area where the Faculty of Social Sciences and Law is a representative of Surabaya State University for the integrity zone [3]. In order to realize the integrity zone, there are six areas of change that are the determining factors for achieving the target of these development results [4]. One of the main factors lies in the area of change in the arrangement of governance obligations that must be carried out, namely improving the quality of services through an Electronic Government. Where the Based Electronic Government can be defined as the administration activity of public sector that utilizes technology of information and communication to provide public services to users of the Based Electronic Government [5]. At the Social Sciences and Law Faculty, the embodiment of the innovation of the Based Electronic Government is seen in the existence of online correspondence services that can be accessed by students through an application called the Service Digitalization System (SIDILAN) which can be accessed at <https://sidilan.fish.unesa.ac.id/>. In the application there are 5 service menus that can be accessed by stakeholders (in this case lecturers, staff, students, alumni and other users).

The above services must always be improved to create quality services. To improve the quality of service, a satisfaction survey must be conducted at least once a

year. However, so far the implementation of the Government-Based System within the Social Sciences and Law Faculty has never carried out a satisfaction survey so that public service providers do not know the extent of the performance carried out and the level satisfaction of student in using services. So, the implementation of satisfaction surveys is very important to do in order to determine the quality of service and integrity carried out by service providers, namely the administration of the Faculty of Social Sciences and Law. This is in line with the Regulation concerning guidelines for the implementation of services which explains that: "the measure of the success of service delivery is determined by the level of recipient satisfaction" [6]. Where service recipient satisfaction is achieved if the service recipient gets the service as expected and needed. In addition, public services which include public service standards including public satisfaction or public satisfaction with service products are an important part of the study of Public Administration. So that in the context of administrative science, the urgency survey of the community satisfaction in providing an assessment of the implementation of Based Electronic Government services is very important to do.

Public service is the provision of services by the public sector and private sector to the community to meet the needs of the community [7]. Public service also means all forms of service activities carried out by the central and regional governments as an effort to meet community needs [9]. One important element in the public service process is customer satisfaction [7]. his is very important considering that the satisfaction that the public gets from providing public services is closely related to the quality of the services they receive. According to Parasuraman and Berry, these quality standards are based on five indicators including the following: Reliability, Responsiveness, Empathy, Tangibles, and Assurance [10].

The community satisfaction survey was carried out in accordance with the provisions in the regulations stipulated by the Indonesian Minister of State Apparatus Empowerment and Bureaucratic Reform [11]. Previous studies have not been discussed comprehensively in the realm of electronic services. Research is limited to the impact of electronic services in both public and business areas in securing energy [12], news-based public services in the news domain by mixing soft and hard news into news [13], looking at the challenges of co-creation and co-production as one of the digital-based public services in Malta [14], How the public participates in co-production in public service delivery [15]. The challenges of digital public administration during the Covid-19 pandemic in rural areas [16]. There is research with a specific locus of public services at the university level in Indonesia, but the discussion is related to the electronic system only [17] [18], not in the realm of public services that see the quality of services using public satisfaction surveys based on established laws and regulations and have not been associated with the concept of integrity zones.

2 Method

The selection of a descriptive quantitative approach in this study is because it adapts the research objectives [19], namely to measure, describe, and analyze the quality a

service user satisfaction survey on the Electronic-Based Government System in Realizing the Integrity Zone at the Social Sciences and Law Faculty, Surabaya State University in accordance with the Regulation [11]. Based on this, this research uses independent variables which are then taken using an online questionnaire to respondents (students of the Social Sciences and Law Faculty). Determination of the research sample based on the Slovin formula with the results of the calculation of 366 respondents. The following are the stages of analysis carried out in this study:

1. In analysing the public satisfaction index, it refers to the variables in this study referring to the Regulation consisting of: a) Requirements, b) Systems, Mechanisms, and Procedures, c) Completion Time, d) Costs / Tariffs, e) Service Type Specifications Products, f) Executor Competence, g) Executor Behavior, h) Handling Complaints, Suggestions, and Feedback, and i) Infrastructure and other facilities [11].
2. The value is calculated using a 4-point Likert scale given at the time of giving the questionnaire about each service element and data entry processing and index calculation using Microsoft Excel.
3. After knowing the average value, continue calculating to obtain the Survey value for the service unit.
4. To facilitate interpretation of the Survey assessment, which is between 25-100, the results of the above assessment are converted to the base value which is obtained based on the Likert scale in this study, namely 4 points.
5. The data obtained through the distribution of questionnaires is then carried out a data entry process in the Community Satisfaction Index processing table per Respondent and per Service Element according to the perception value of the service user, which can be seen in the table below.

Table 1. Interval Value In Surveys of Community Satisfaction

Perception Score	Interval Value	Conversion Interval Value	Predicate Service of Quality	Description Predicate Quality of Services
1	1,00 to 1,75	25,00 to 43,75	D	Not good
2	1,76 to 2,50	43,76 to 62,50	C	Less Good
3	2,51 to 3,25	62,51 to 81,25	B	Good
4	3,26 to 4,00	81,26 to 100	A	Very Good

Source: [11]

6. After all the data processing processes of the community satisfaction level are carried out, the Social Sciences and Law Faculty, Universitas Negeri Surabaya students' satisfaction index value for
7. Electronic services at the public service mall will be known. After the entire series of analysis processes is complete, conclusions can be obtained on this research

3 Result and Discussion

Implementation of an Electronic Government System in supporting the realization of the Social Sciences and Law Faculty into an integrity zone is one of them by implementing a Service Digitalization System (SIDILAN) which can be accessed at <https://sidilan.fish.unesa.ac.id/>. This application is an innovation created by the Faculty of Social Sciences and Law to improve the quality of public services to service users, including students. Administrative services are the main services provided by the Faculty to students, which can be processed through the application. Here is the main display of the SIDILAN application.

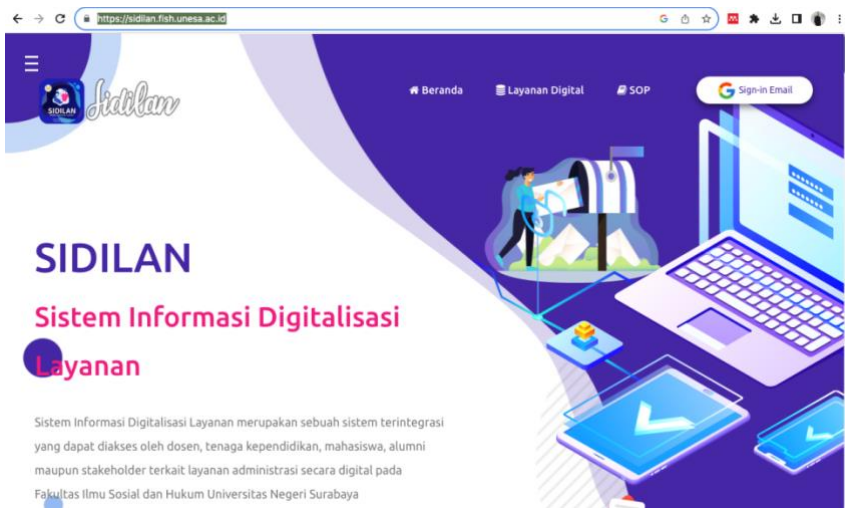


Fig. 1. Main Page of SIDILAN Application, Source SIDILAN Website (2023)

As one of the public service provider agencies, the Social Sciences and Law Faculty in the context of implementing an electronic government system through the SIDILAN application is certainly obliged to conduct a satisfaction survey. Which survey is carried out in accordance with the Regulation [11]. However, until now a survey has not been carried out in accordance with these regulations. Therefore, to support the improvement of public services to users and support the realization of integrity zones, satisfaction surveys in this study are important to do. The results showed that the distribution of respondents in this study was as follows.

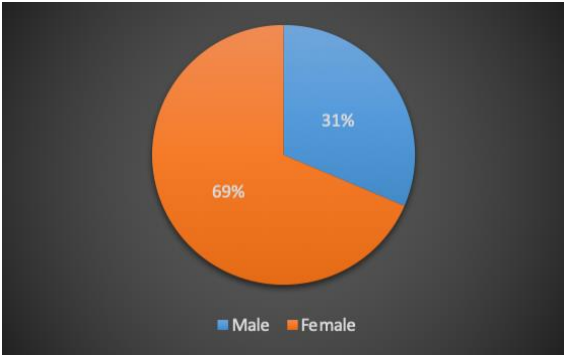


Fig. 2. Distribution of Respondents by Gender, Source of Research Data (2023)

From this figure it can be seen that as many as 366 respondents whose numbers have been determined consist of 66% women or 251 people and 31% men or 115 people. Meanwhile, when viewed from the study program and class, the distribution of respondents in this study is as shown below.

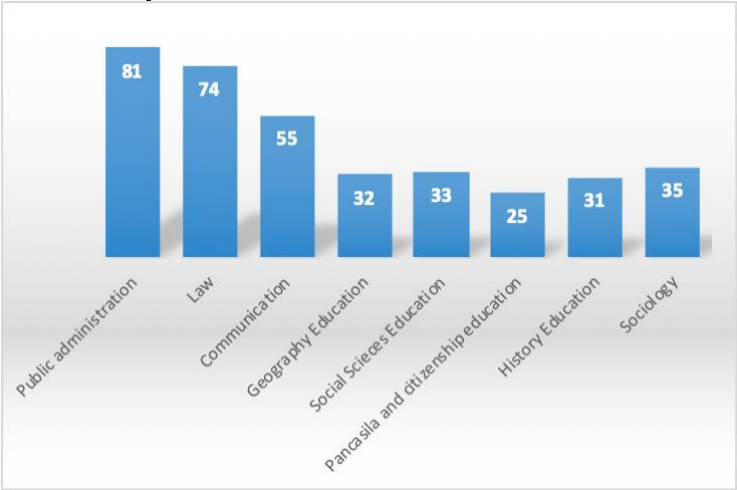


Fig. 3. Number of Respondents by Study Program, Source Researcher Data (2023)

From the data above, the highest number of respondents in the public administration study program was 81 people, law study program was 74 people, communication study program was 55 people, geography education study program was 32 people, social science education study program was 33 people, Pancasila and civic education study program was 25 people, history education study program was 31 people and sociology study program was 35 people. The next number of questions on each indicator in this survey can be seen in the table below.

Table 2. Number of Questions in the Survey Questionnaire

Indicator	Description of Indicator	Number of Questions
I1	Requirements	2
I2	System, Mechanism, and Procedure	3
I3	Completion Time	2
I4	Cost / Tariff	2
I5	Product Specifications Type of Service	2
I6	Executor Competence	2
I7	Executor Behavior	3
I8	Handling Complaints, Suggestions, and Feedback	2
I9	Facilities and infrastructure	2
TOTAL		20

Source: Researcher Data (2023)

From the results of calculating respondent data, which is then processed and further analyzed based on table 1, can be concluded that the predicate quality of services in the service user satisfaction survey on the electronic-based government system at the Social Sciences and Law Faculty is A or Very Good with a Conversion Interval Value of 83.92. This means that organizing an electronic-based government system, students very satisfied with the service he received. Meanwhile, the results of the student satisfaction survey when viewed from each indicator, the results can be seen in the figure below.

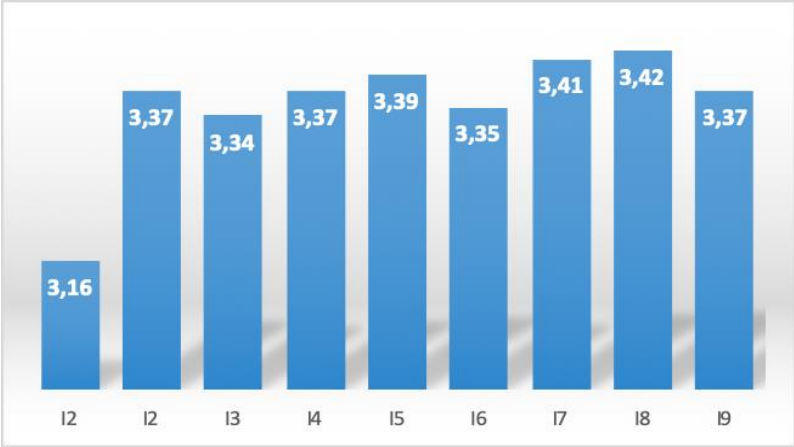


Fig. 4. Interval Value of Each Survey Indicator, Source of Researcher Data (2023)

From the data above and analyzed based on table 1, it can be seen that under the results of measuring the public satisfaction survey on the implementation of SIDILAN application in Social Sciences and Law Faculty, Universitas Negeri Surabaya, the highest interval value is indicator 8 (handling complaints, suggestions, and input) which gets an interval value of 3.42 or gets an A or very good predicate.

While the indicator that gets the lowest interval value is indicator 1 (requirement indicator) which gets an interval value of 3.16 or gets a predicate B or Good.

In addition, in order by indicator, the acquisition of the interval value of each indicator is as follows: a) indicator 1 (requirements) gets an interval value of 3.16 or gets a predicate B or Good, b) indicator 2 (system, mechanism, and procedure) gets an interval value of 3.37 or gets a predicate A or Very Good, c) indicator 3 (completion time) gets an interval value of 3.34 or gets a predicate A or Very Good, d) indicator 4 (cost / tariff) gets an interval value of 3, 37 or get a predicate A or Very Good, e) indicator 5 (product specification type of service) gets an interval value of 3.39 or gets a predicate A or Very Good, f) indicator 6 (executor competence) gets an interval value of 3.35 or gets a predicate A or Very Good, g) indicator 7 (executor behavior) gets an interval value of 3.41 or gets a predicate A or Very Good, h) indicator 8 (handling complaints, suggestions, and input) received an interval score of 3.42 or received an A or Very Good predicate, and i) indicator 9 (facilities and infrastructure) received an interval score of 3.37 or received an A or Very Good predicate.

Students in filling out the questionnaire gave scores according to the feeling conditions they felt in the public service process through an electronic-based government system. The requirements indicator consists of 2 questions related to the level of ease of management and fulfillment of technical and administrative requirements. The System, Mechanism and Procedure indicator consists of 3 questions related to the level of information disclosure regarding the service system, service mechanism and standard operating procedures. The service time indicator consists of 2 questions related to the level of transparency of service completion time and the accuracy of the service implementation process. The cost / tariff indicator consists of 2 questions related to the level of transparency of costs / tariffs, and the level of accuracy of costs / tariffs in services. Indicators of product specifications of service types consist of 2 questions related to the openness of product specifications of service types and the accuracy of product specifications of service types. The executor competency indicator consists of 2 questions related to the level of sophistication and ease of service system. Indicators of executor behavior consisting of 3 questions, namely the level of responsiveness, politeness, and friendliness of employees in service. Indicators of handling complaints, suggestions and input consisting of 2 questions related to the level of openness and ease of the system for handling complaints, suggestions and input. Finally, the facilities and infrastructure indicator consists of 2 questions related to the level of completeness of the main and supporting facilities and infrastructure in the public service process

4 Conclusion

The results of this research show that the level of satisfaction of service users in the electronic-based government system at the Social Sciences and Law Faculty is included in the predicate A or Very Good with a Conversion Interval Value of 83.92 in accordance with the Regulation. Where from the results of the survey conducted among the 9 existing indicators, the indicator with the highest interval value is indicator 8 (handling complaints, suggestions, and input) which gets an interval value of 3.42 or gets an A or very good predicate because there is a complaints service unit and an online complaints system. While the indicator that gets the lowest interval value is indicator 1 (requirement indicator) which gets an interval value of 3.16 or gets a predicate B or Good because there is no standard operating procedure for services on the service system. In the future, it is hoped that the Faculty of Social Sciences and Law can consistently and continuously carry out community satisfaction surveys in accordance with these regulations.

Acknowledgement

This article is a research publication funded by the Institute for Research and Community Service (LP2M) Surabaya State University. The researcher would like to thank the support and financial assistance for this research. The researcher also thanks all the respondents who agreed to fill out the questionnaire in this study.

Autors' Contribution

The authors consist of six lecturers and two students who also contributed to writing the article. Article writing is separated into several stages of research and writing which are completed in approximately 3 (three) months. The first author was tasked with coordinating the team in carrying out the research. The second and third authors were tasked with preparing interview guidelines and observation guidelines. The fourth and fifth authors were in charge of processing the data obtained in the research. The sixth author provides assistance and guidance to student writers. Student writers are in charge of the data collection process in the field. After the research process was complete, all authors analyzed the data together to draw conclusions.

References

1. J. A. T. Gimanto, *Membangun Integritas Aparatur Kelurahan Prenggan Dalam Upaya Mewujudkan Kualitas Pelayanan Pemerintahan yang Prima di Lingkungan Pemerintah Kelurahan Prenggan Kemantren Kotagede Yogyakarta*, Yogyakarta: Sekolah Tinggi Pembangunan Masyarakat Desa, 2022.

2. I. Damayanti, "Strategi Dinas Kependudukan dan Catatan Sipil Kota Surakarta Dalam Mempertahankan Zona Integritas Wilayah Bebas Korupsi Tahun 2021," *Solidaritas*, vol. 2, no. 3, 2022.
3. Millehelena, "Komitmen Wujudkan WBK, UNESA dan Jajaran Kemendikbudristek Helat FGD Zona Integritas," Universitas Negeri Surabaya, 20 April 2022. [Online]. Available: <https://www.unesa.ac.id/komitmen-wujudkan-wbk-unesa-dan-jajaran-kemendikbudristek-helat-fgd-zona-integritas>. [Accessed 12 April 2023].
4. Peraturan Menteri Pendayagunaan Aparatur negara dan Reformasi Birokrasi Nomor 10 Tahun 2019 tentang Pedoman Pembangunan Zona Integritas Menuju Wilayah Bebas Korupsi dan Wilayah Birokrasi Bersih dan Melayani di Lingkungan Instansi Pemerintah, 2019.
5. Peraturan Presiden Nomor 95 Tahun 2018 tentang Sistem Pemerintahan Berbasis Elektronik, 2018. Keputusan Menteri Pendayagunaan Aparatur Negara Nomor 63 Tahun 2003 tentang Pedoman Umum Penyelenggaraan Pelayanan Publik, 2003.
6. N. S. Maryam, "Mewujudkan Good Governance Melalui Pelayanan Publik," *Jurnal Ilmu Politik dan Komunikasi*, vol. 6, no. 1, pp. 1-18, 2016. *Undang-Undang Nomor 25 Tahun 2009 tentang Pelayanan Publik*, 2009.
7. R. C. D. & Suparno, "Mewujudkan Good Governance Melalui Pelayanan Publik," *Jurnal Media Administrasi*, vol. 7, no. 1, pp. 78-90, 2022.
8. A. R. & F. T. Samuel Nelwan Tarandung, "Penerapan Prinsip-Prinsip Good Governance dalam Meningkatkan Kualitas Pelayanan Publik," *Jurnal Media Administrasi*, vol. 127, no. 9, pp. 54-62, 2023.
9. Peraturan Menteri Pendayagunaan Aparatur Negara dan Reformasi Birokrasi Nomor 14 Tahun 2017 tentang Pedoman Penyusunan Survei Kepuasan Masyarakat, 2017.
10. Achmad, M., Patu, M., & Ashariana, A. The Effect of E-Government Implementation on the Quality of Electronic Identity Card Public Service in Indonesia. *Croatian And Comparative Public Administration*, 21(2), 259-281. doi:<https://doi.org/10.31297/hkju.21.2.3>. (2021).
11. Regulation of the Minister of Administrative Reform and Bureaucratic Reform Number 14 of 2017 concerning Guidelines for Preparing Community Satisfaction Surveys
12. Adhikara, R. Standar Pelayanan Pembuatan Kartu Keluarga di Kantor Kecamatan Balikpapan Tengah Kota Balikpapan. *EJournal Administrasi Negara*. (2016).
13. Attard, J., & Cortis, K. A Study on the Enablers and Challenges of Co-Creation for the Digital Common Household Unit Integrated Public Service in Malta. *Administrative Sciences*, 13(2). doi:<https://doi.org/10.3390/admsci13020029>. (2023).
14. Diwyanto, A. *Reformasi Birokrasi Publik di Indonesia*. Yogyakarta: Yogyakarta Gadjah Mada University Press. (2008).
15. Galushi, L. T., & Malatji, T. L. Digital Public Administration and Inclusive Governance at the South African Local Government, in Depth Analysis of E-Government and Service Delivery in Musina Local Municipality. *Academic Journal of Interdisciplinary Studies*, 11(6), 116. doi:<https://doi.org/10.36941/ajis-2022-0154>. (2022).
16. Ha, L. T. Are digital business and digital public services a driver for better energy security? Evidence from a European sample. *Environmental Science and Pollution Research*, 29, 27232–27256. doi:<https://doi.org/10.1007/s11356-021-17843-2>. (2022).
17. Mu, R., Wang, Y., & Song, H. How does technological system design affect value creation? A systematic literature review of digital co-production. *Global Public Policy and Governance*, 2, 400-426. doi:<https://doi.org/10.1007/s43508-022-00051-0>. (2022).

18. Widholm, A., & Appelgren, E. A softer kind of hard news? Data journalism and the digital renewal of public service news in Sweden. *new media & society*, 24(6), 1363–1381. doi:ps://doi.org/10.1177/1461444820975411. (2022).
19. Sugiyono, Metode Penelitian Kuantitatif, Kualitatif dan R&D, Bandung: CV Alfabeta, 2017.

Open Access This chapter is licensed under the terms of the Creative Commons Attribution-NonCommercial 4.0 International License (<http://creativecommons.org/licenses/by-nc/4.0/>), which permits any noncommercial use, sharing, adaptation, distribution and reproduction in any medium or format, as long as you give appropriate credit to the original author(s) and the source, provide a link to the Creative Commons license and indicate if changes were made.

The images or other third party material in this chapter are included in the chapter's Creative Commons license, unless indicated otherwise in a credit line to the material. If material is not included in the chapter's Creative Commons license and your intended use is not permitted by statutory regulation or exceeds the permitted use, you will need to obtain permission directly from the copyright holder.

