ABSTRACT

SURVEY OF PUBLIC SATISFACTION ON THE SERVICES OF RELIGIOUS AFFAIRS OFFICE OF* PANAKKUKANG *DISTRICT

Author : Ria Ahriani
Supervisor : Ilima Fitri Azmi

*This research originated from the importance of quality public services as a right of the people and the obligation of the state. However, public services by the government bureaucracy are often performed with complicated procedures, uncertainty of time and cost, and a lack of evaluation of public satisfaction. For this reason, a community satisfaction survey is required. The Religious Affairs Office (*Kantor Urusan Agama or KUA*) as one of the agencies providing services to the people at the local government level has never conducted a satisfaction survey previously, even though this is required by government regulations. The purpose of this study is to measure the level of community satisfaction with the services provided by the Religious Affairs Office of* Panakkukang *District.*

This study applied a mixed methods method, by combining a quantitative approach through the distribution of questionnaires to 331 respondents, and a qualitative approach through interviews, observations, and document reviews.

The results of the study show that the value of the Community Satisfaction Index was at 84.25, which can be categorized into a "Good" category. The service elements that get the highest value are the cost elements and complaint handling. Meanwhile, the elements of facilities and infrastructure as well as the provision of supporting documents are still considered inadequate. In conclusion, generally the services at the Religious Affairs Office a *of* Panakkukang *District are good, but there is still room for improvement in several elements, especially related to the completeness of supporting documents, physical facilities, and service procedure standards. This survey is expected to be the basis for improving the quality of public services in the future.*

Keywords: *Community Satisfaction Survey, Public Service, Religious Affairs Office of* Panakkukang *District, Community Satisfaction Index*

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