

CHAPTER III

RESULT AND DISCUSSION

A. Data Description

This part of the chapter will present the results and discussion of data collected from the study sample, consisting of 93 samples population from the service user of the Investment and One-Stop Service Agency of Tanah Bumbu Regency. The questionnaire distribution was carried out from January 28, 2019 to February 28, 2019 with the type of questionnaire used was a closed and structured questionnaire. It helps respondents to answer quickly and also makes it easier for the researcher to analyze data on all collected questionnaires. The quantitative data was analyzed by of SmartPLS 3.0 program.

The sampling technique used in this study was a non-probability sampling technique with incidental sampling. Incidental sampling is a technique of determining samples based on coincidence, meaning that anyone who happens to meet the researcher and in accordance with the characteristics of the service user of the Investment and One-Stop Service Agency of Tanah Bumbu Regency can be used as a sample or respondent.

The distribution of questionnaires was carried out directly by researcher by visiting the research locations in the Investment and One-Stop Service Agency of Tanah Bumbu Regency. The distribution of questionnaires directly was done to obtain the overall rate of return of the questionnaire. Filling out the questionnaire accompanied by the researcher directly was intended to help respondents understand about the filling system or even the

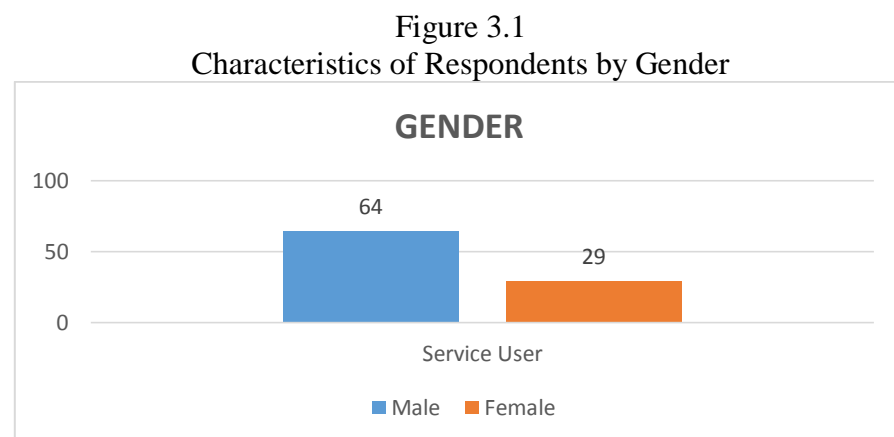
purpose of the questionnaire. With the direct contact between the researcher and the respondent, it was creating a fairly good condition, so the respondents voluntarily provided data objectively and quickly. Thus, data retrieval was carried out with the rate of return of the questionnaires distributed reaching 100% because all questionnaires were immediately returned to the researcher after the respondents filled them out.

1. Descriptive Data of Respondent

General description or description of the characteristics of respondents in this study includes gender, age, recent education, and main occupation of the respondents. A detailed description of each respondents profile can be explained as follows:

a. Gender

The description of the characteristics of respondents based on gender is presented in figure of 3.1 below:



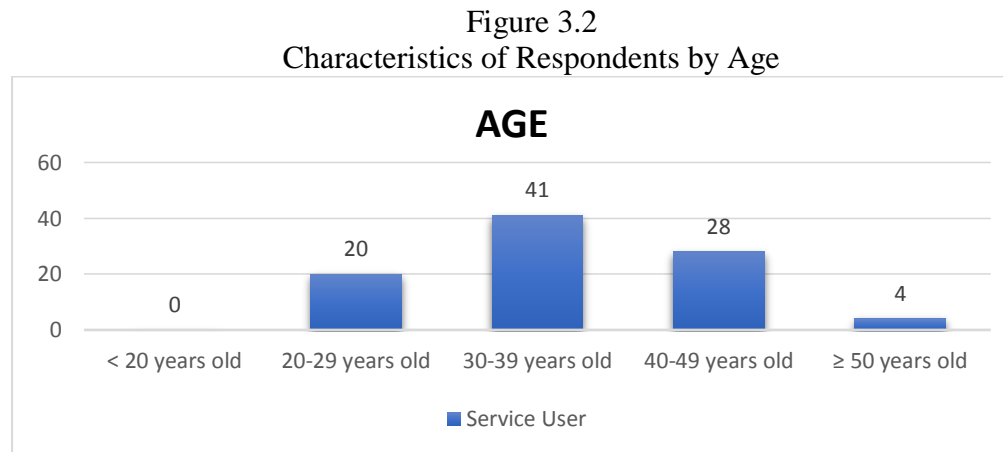
Source: The data is compiled from the primary data, 2019.

The chart above shows that most of the respondents in this study were male of 64 respondents or 68,8%, and the remaining, 29

respondents or 31,2% were female. Thus, it can be concluded that most respondents of the study were male or men.

b. Age

The description of the characteristics of respondents based on age can be seen in figure of 3.2 below:



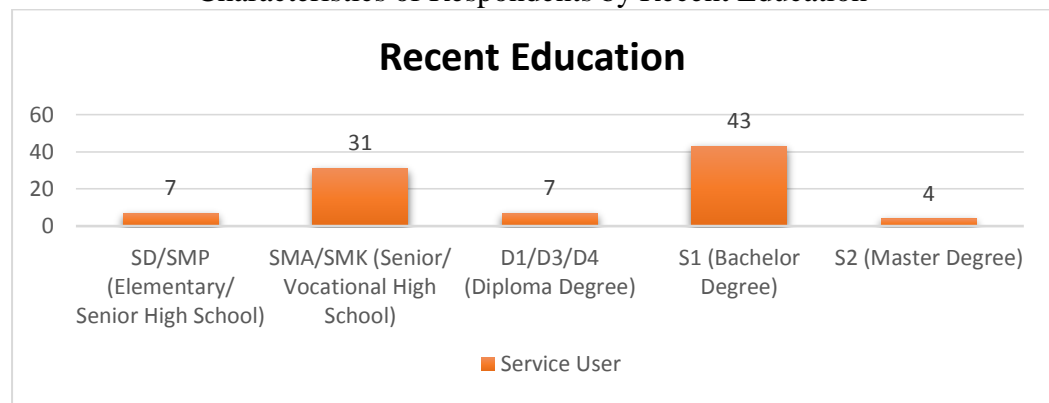
Source: The data is compiled from the primary data, 2019.

The chart above shows that a number of respondents in this study were in the age range between 20 to >50 years. The most respondents were 41 respondents or 44,1% aged around 30-39 years old. The remaining, there were 28 respondents or 30,1% aged around 40-49 years old, 20 respondents or 21,5% aged at 20-29 years old, 4 respondents or 4,3% aged at ≥ 50 years old and there were none respondents at <20 years old. Thus, it can be concluded that most respondents were around 30-39 years old.

c. Recent Education

The description of the characteristics of respondents based on recent education can be seen in figure of 3.3 below.

Figure 3.3
Characteristics of Respondents by Recent Education



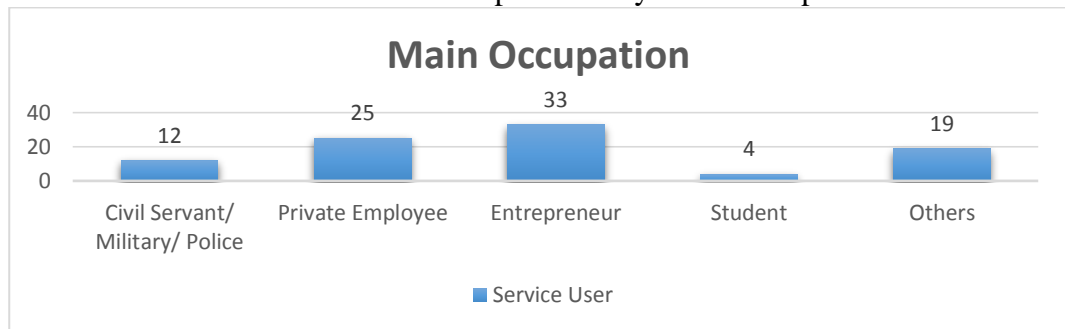
Source: The data is compiled from the primary data, 2019.

The chart above shows that a number of respondents by recent education has a diverse distribution. The most respondents completing their final education at the S1 level (Bachelor Degree) were 43 respondents or 46,2% and the least respondents were 4 respondents or 4,3% who completed their last education at the S2 level (Master Degree). Moreover, the respondents who completed their last education at the Senior High School/ Vocational High School level were 32 respondents or 34,4%. Meanwhile, the respondents who completed their last education at the D1/D3/D4 level (Diploma Degree) were 7 respondent or 7,5 % and also there were 7 respondents or 7,5 % who completed their last education at SD/SMP (Elementary/ Junior High School) level. Thus, it can be concluded that most respondents completed their last education at the S1 level or Bachelor Degree.

d. Main Occupation

The description of the characteristics of respondents based on main occupation can be seen in figure of 3.4.

Figure 3.4
Characteristics of Respondents by Main Occupation



Source: The data is compiled from the primary data, 2019.

The chart above shows that a number of respondents by main occupation has a diverse distribution. The most of the respondents in this study were 33 respondents or 35,5% who have a main occupation as an entrepreneur and the least respondents were 4 or 4,3% respondents who have a main occupation as a student. Furthermore, there were 25 respondents or 26,9% who have a main occupation as the private employee and 12 or 12,9% respondents who have a main occupation as the civil servant/ military/ police. The remaining, 19 respondents or 20,4% have others main occupation. Thus, it can be concluded that most of respondents in this study were an entrepreneur.

B. The Level of Citizen Satisfaction in Getting Public Service

The level of citizen satisfaction in getting public service in The Investment and One-Stop Service Agency of Tanah Bumbu Regency can be seen in table of 3.1 and figure of 3.5 below. It shows the level of citizen satisfaction as the service user of the public service based on the principles or indicators of Simplicity, Openness, Efficiency, Economic, Fairness, and Timeliness.

Table 3.1
The Level of Citizen Satisfaction by Index Value

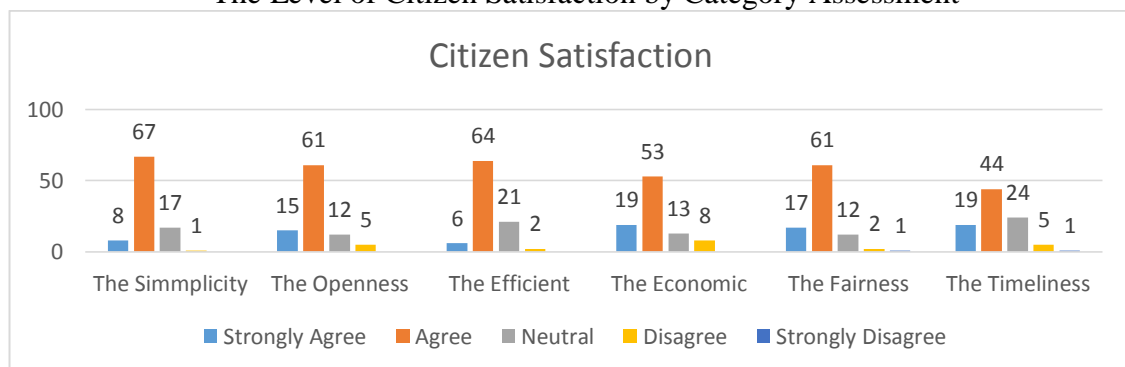
	Indicators	Index Value
1	The Simplicity	3,88
2	The Openness	3,92
3	The Efficiency	3,80
4	The Economic	3,89
5	The Fairness	3,98
6	The Timeliness	3,81
Citizen Satisfaction		3,88

Source: The data is compiled from the primary data, 2019.

Table 3.1 shows the index value of each indicator and the total index value as a whole. Each index value is obtained from the average score of the respondent's answer based on the Likert Scale.

Futhermore, for result compilation of the level of citizen satisfaction by category assessment provided from the service user for each indicators can be seen on figure 3.5 as follows:

Figure 3.5
The Level of Citizen Satisfaction by Category Assessment



Source: The data is compiled from the primary data, 2019.

Based on data above, it shows that the indicator or principle of the fairness got the highest score, meanwhile the efficiency got the lowest score. It means that the principle of fairness in public service is the principle that has the most optimal of its application compared to other principles, that make citizen satisfied in getting public services at the Investment and One-Stop Service

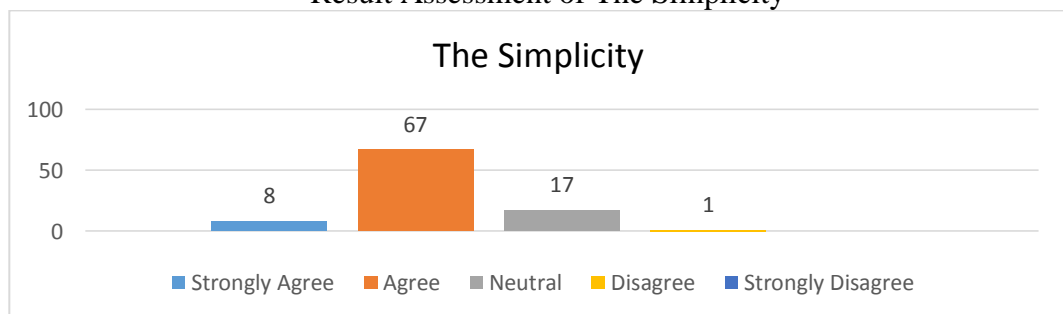
Agency of Tanah Bumbu Regency. In addition, for the total index score as a whole, the citizen satisfaction variable gets a score of 3.88. That means that the level of citizen satisfaction in getting public services in the Investment and One-Stop Service Agency of Tanah Bumbu Regency is included in the category "Satisfied".

The explanation of the results above, can be specified per indicators as follows:

1) The Simplicity

This simplicity implies that services need to be established and implemented easily, smoothly, quickly, precisely, not convoluted, easy to understand and easily implemented by the society of service users. The principle of simplicity emphasizes the aspects of procedures for the implementation of public services, including service mechanisms and requirements. The result of study for the principle of simplicity can be seen on the figure 3.6 below.

Figure. 3.6
Result Assessment of The Simplicity



Source: The data is compiled from the primary data, 2019.

Figure 3.6 shows that the level of citizen satisfaction with public services based on simplicity indicators has a diverse answer to the first statement. The most respondent gave Agree answers of 67 respondents.

The remaining, 17 respondents gave Neutral answers, 8 respondents gave answers Strongly Agree, only 1 respondent gave an answer Disagree and were none of the respondent that gave answer Strongly Disagree. Thus, most respondents Agree to the indicator of the simplicity of service in the Investment and the One-Stop Service Agency of Tanah Bumbu Regency.

Table. 3.2
The Index Value of Simplicity

	Indicators	Index Value
1	The Simplicity	3,88

Source: The data is compiled from the primary data, 2019.

Furthermore, the total score for the indicator of simplicity in public service gets a score of 361 with an accumulated mean or index value of 3.88. The index value is included in the interval value from 3.41 to 4.20 with the category "Satisfied". It can be concluded that the application of the principle of simplicity in public services is included in the category good and service users feel "Satisfied" for the simplicity in public services provided by the Investment and One-Stop Service Agency of Tanah Bumbu Regency.

The data findings that the researcher found on the fields can be explained as follows.

Here are the response of Mr. Gatot as the Head of the Licensing and Non-Licensing Department about applying simplicity to aspects of service procedures.

"Regarding the procedure, we are referring to how the applicant is certainly not experiencing a prolonged affair. However, there are several permits that require technical studies or survey because indeed we still need recommendations from technical agencies or other Regional Work Units. Thus, simply, if the applicant's document is complete, we will proceed immediately. We can serve

quickly if the complete document is taken at that time, 1 day can be completed but of course with the appropriate queue". (Result of interview with Head of the Licencing and Non-Licensing Department of The Investment and One-Stop Service Agency, Tanah Bumbu Regency, Mr. Gatot on March 27th, 2019)

Mr. Gatot's statement above shows that service providers have tried to provide a procedure that is as simple as possible so that there is no occurrence of the process of issuing prolonged licenses takes a long time. but for permits requiring technical studies, it must still be approved by the technical agency. It is different with the permit without the recommendation of the technical agency, the service provider will immediately complete the permit and issue the permit provided that all requirements have been completed by the service user and the service provider will serve quickly in accordance with the appropriate queue.

Mr. Gatot's statement above was supported by the response conveyed by Mr. Sungkono as the Front Officer below.

"The service mechanism is simple, namely: the applicant comes, verifies the completeness of documents, technical agencies conducts technical studies and issues technical recommendations and returns to DPMPTSP through the front office (if the permit requires technical recommendations), the process of typing permits, typing verification processes, is examined more continued by the head of the licensing field, determined by the Head of DPMPTSP and the document submitted to the applicant" (Result of interview with the Front Officer of The Investment and One-Stop Service Agency, Tanah Bumbu Regency, Mr. Sungkono on March 27th, 2019)

The statement above shows that the service mechanism in the Investment and One-Stop Service Agency of Tanah Bumbu Regency is simple, from the submission of the licensing process to the issuance of permits, the service user is only necessary to come to one place, both for

the permission with and without the recommendation of the technical agency. For the licensing with the recommendation of the technical agency, the applicant only came to apply for the permit, waiting for the technical team to conduct a survey and then publishing carried out at DPMPTSP. Moreover, for permission without technical recommendations, the service providers can complete and issue permits for 1 day of processing in one place.

Likewise in the aspect of requirements, the principle of simplicity has also been applied. This is as stated by Mr. Gatot as Head of the Licencing and Non-Licensing Department as follows.

"Permission requirements at The Investment and One-Stop Service Agency still refer to the simplification of procedures, which are more simple in terms of better requirements. However, because some permits still have to do with related technical agencies. Thus, in issuing permits we still use a system of recommendations from each institution or ministry or related Regional Work Unit, so that technical requirements are needed." (Result of interview with Head of the Licencing and Non-Licensing Department of The Investment and One-Stop Service Agency, Tanah Bumbu Regency, Mr. Gatot on March 27th, 2019).

from the statement above Mr. Gatot added that service providers have tried to implement requirements that are easy to be fulfilled by the community and oriented to simple procedures. But the Investment and Stop-Service Agency of Tanah Bumbu Regency is only responsible for administrative affairs, for technical affairs, it still requires approval from each technical agency. Therefore, there is still some permission that needs a recommendation from the relevant technical agency.

Mr. Gatot as Head of the Licensing and Non-Licensing Department adding his statement related to OSS system, he said that:

"Right now we are using an integrated electronic licensing system called Online Single Submission (OSS). With this OSS application these entrepreneurs no longer need to come to our Service, so entrepreneurs only have to open the website www.oss.go.id. He can register himself by following the OSS procedure listed on the website, then fulfilling the required documents, and if completed the employer can already print the permit himself in his own house, if the infrastructure is adequate." (Result of interview with Head of the Licencing and Non-Licensing Department of The Investment and One-Stop Service Agency, Tanah Bumbu Regency, Mr. Gatot on March 27th, 2019).

The simplicity in the implementation of public services is supported by the Online Single Submission (OSS) system which was implemented in The Investment and One-Stop Service Agency of Tanah Bumbu Regency since September 2018 for the management of TDP and SIUP. Service providers hope that with this OSS system, making the licensing submission process becomes simpler and easier for service users.

The following is the response of the service users about the implementation of the principle of simplicity at The Investment and One-Stop Service Agency, Tanah Bumbu Regency.

"The service procedure is very simple from the application stage until the document publishing stage, I just come to one place and meet with front officers only, as long as my requirements document is complete, the permit is immediately processed. This makes the service process of the Investment and One-Stop Service Agency of Tanah Bumbu Regency seem simple." (Result of interview with Mrs. Nurin as the service user on February 11th, 2019).

Statement from Mrs. Nurin shows that service user has felt the simplicity that exists in the Investment and One-Stop Service Agency related to the simplicity of service procedures, namely from the application stage to the document publishing stage, the applicants just need to come to one place and meet with front office officers are only and as long as the

requirements for the service user is complete, the permit is immediately processed. This supports Mr. Gatot's statement before. Following are statement was supported by the response conveyed by Mr. Taufik as the service user as follows.

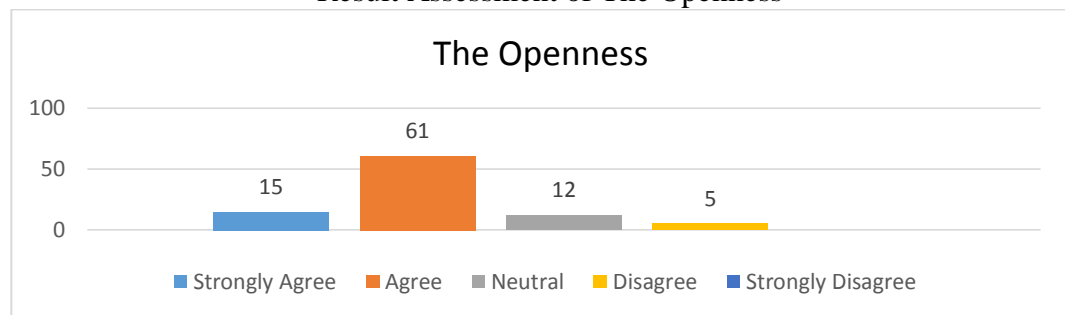
"Now the TDP submission must be done through the OSS website. This system makes the process of submitting permits simpler when is online without having to come to the location. However, the fulfillment of requirements is a bit more complicated, because there are additional requirements that must be fulfilled, namely the IMB and NPWP which were not available when the submission was made directly." (Result of interview with Mr. Taufik as the service user on February 7th, 2019).

From some of the interview results obtained above, it shows that the Investment and One-Stop Service Agency of Tanah Bumbu Regency has applied the principle of simplicity to aspects of services such as procedures, service mechanisms, and service requirements. Most applicants respond positively and feel satisfied with aspects of simplicity in service. However still there is aspect of simplicity that need improvement, that is requirements, especially requirement of licensing that need other licensing as the requirements (among requirements is connected each other).

2) The Openness

Openness is in the sense of being open (transparent) in the process and implementation of public services, so that it is easily known and understood by the service user (applicants). The result of study for the principle of openness can be seen on the figure 3.7 below.

Figure. 3.7
Result Assessment of The Openness



Source: The data is compiled from the primary data, 2019.

Figure 3.7 shows that the level of citizen satisfaction with public services based on indicators of openness has a diverse answer to the second statement. The most respondent gives an agreed answer of 61 respondents. The remaining, 12 respondents gave the answer of Very Agree, 15 respondents gave the answer of Neutral, 5 respondents gave the answer of Disagree and there none of the respondents that gave the answer of Strongly Disagree. Thus, the most respondent agree to the indicator of openness.

Table. 3.3
The Index Value of Openness

	Indicators	Index Value
2	The Openness	3,92

Source: The data is compiled from the primary data, 2019.

Furthermore, the total score for the indicator of economic in public service gets a score of 365 with an accumulated mean or index value of 3.92. Index value is included in the interval value from 3.41 to 4.20 with the category "Satisfied". It can be concluded that the application of the principle of openness to public services is included in the category good and service users feel "Satisfied" for the openness in public services

provided by the Investment and One-Stop Service Agency of Tanah Bumbu Regency.

The data is supported by the findings that the researcher found on field which can be seen of the interview excerpts from several sources below.

The following is an excerpt from an interview conducted with Mr. Burhanis as the service user regarding the perceived openness of service:

"In my opinion, openness has been well implemented by DPMPTSP. The officer openly informs about the procedure, service mechanisms and requirements for the services that I need, and informs the service fee honestly." (Result of interview with Mr. Burhanis as the service user on February 25th, 2019).

The statement above shows that the service provider has been transparent in informing related instrument services openly. this can make the community understand what requirements are needed and easily follow how the procedures and service mechanisms are implemented. The statement of Mr. Burhanis above is in line with Mrs. Nurin as the service user below.

"I am satisfied with the officer's openness when I came to DPMPTSP to ask about the progress of the service being processed. The officer honestly explained related to the service process. This makes me sure of the services provided and the open attitude of the officers who can cooperate with the service user." (Result of interview with Mrs. Nurin as the service user on February 11th, 2019)

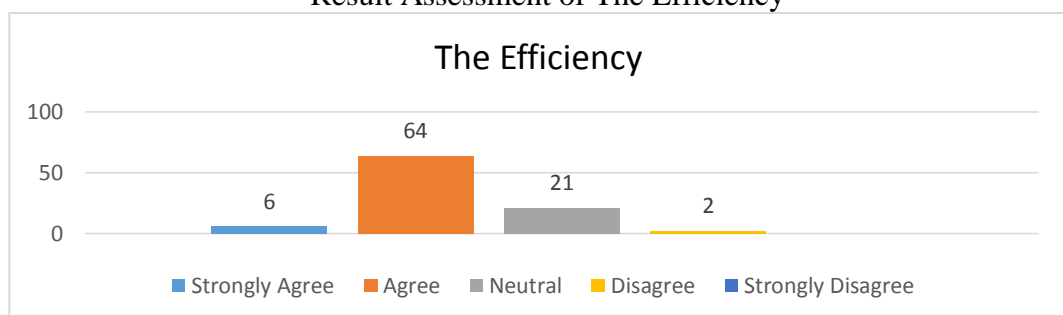
Based on the interview above, it shows that the service user is satisfied with the openness of the Investment and One-Stop Service Agency of Tanah Bumbu Regency as the service provider. This is evidenced by the positive response from service users to the efforts of

service providers in applying the principle of service transparency, both in the process and implementation of services. The positive response from service users is because officers can be open when communicating with the service user in providing information related to services. In addition, officers can also honestly explain the development of the service process without any secrets that try to be covered up and all of that has been done well. This is important so that service users better understand how the service process is run and become convinced of the services provided by the Investment and One-Stop Service Agency of Tanah Bumbu Regency.

3) The Efficiency

The principle of efficiency emphasizes the policy regarding the implementation of public services that do not have an impact on excessive expenditure and do not burden the community. In this case, the intended efficiency is the integration between the burden of requirements with the length of time and the costs incurred. The result of study for the principle of efficiency can be seen on the figure 3. 8 below.

Figure. 3.8
Result Assessment of The Efficiency



Source: The data is compiled from the primary data, 2019.

Figure 3.8 shows that the level of community satisfaction with public services based on efficiency indicators has a diverse answer to the third

statement. Most respondents gave Agree on answers of 64 respondents. The remaining, 21 respondents gave Neutral answers, 6 respondents gave answers Strongly Agree, 2 respondents gave answers Disagree and there were none of the respondents that gave answer Strongly Disagree. Thus, most respondent agree to the indicator of service efficiency.

Table. 3.4
The Index Value of Efficiency

	Indicators	Index Value
3	The Efficiency	3,80

Source: The data is compiled from the primary data, 2019.

Furthermore, the total score for the indicator of efficiency in public service gets a score of 353 with an accumulated mean or index value of 3.80. The index value is included in the interval value from 3.41 to 4.20 with the category "Satisfied". It can be concluded that the application of the principle of efficiency to public services is included in the category good and service users feel "Satisfied" for the efficiency of services provided. However, when compared with other indicators, service efficiency has a small and even the smallest index value among other indicators. Therefore, efficient indicators are the principle that most requires the improvement, improvement, and optimization of its application in the Investment and One-Stop Service Agency of Tanah Bumbu Regency.

The data findings that researcher found on field can be explained as follows.

Related to the requirements, to achieve efficiency, ideally, in matters of services, agencies provide requirements that are easy and fast to

be met by service users. For the Investment and One-Stop Service Agency of Tanah Bumbu Regency, licensing services only require administrative requirements and some require both administrative and technical requirements. This is as stated by Mr. Eka as the Head of Agency as follows:

"One-Stop Integrated Services is a pattern of licensing services held in one place, which was once licensed in each Regional Work Unit, now one place in accordance with the rules. There are permits that require technical studies and some do not require. Those who do not need it, the permits are immediately processed as usual. The important thing is that the requirements are complete. If you need a recommendation from the technical agency, then that requires the implementation of a technical study, so, all permissions are entered through One-Stop Integrated Services. However, for permits that require technical studies, technical recommendations remain with technical agencies. After that comes out, new licenses can be issued." (Result of interview with Head of The Investment and One-Stop Service Agency, Tanah Bumbu Regency, Mr. Eka on March 25th, 2019).

From the statement above shows that the licensing service in the Investigation and One-Stop Service Agency of Tanah Bumbu Regency is carried out with the One-Stop Integrated Service pattern. All permissions are entered through One-Stop Integrated Services. However, still, there are some permissions that need recommendations from technical agencies as the technical requirements that must be met by the service user (applicant). This was also conveyed by Mr. Gatot as Head of the Licencing and Non-Licensing Department below.

"For licensing services that require technical studies we cannot give a definite time, because indeed this technical study still depends on other Regional Work Units and the Regional Work Units are generally still many that do not have correct operational procedures about time, so we can not limit the time of completion of the recommendations of the technical agency of each Regional Work

Unit will take how many days, but generally what we have experienced so far, the longest takes 5 days.” (Result of interview with Head of the Licencing and Non-Licensing Department of The Investment and One-Stop Service Agency, Tanah Bumbu Regency, Mr. Gatot on March 27th, 2019).

From the statement above there is a connection between the issuance of permits carried out by the Investment and the One-Stop Service Agency of Tanah Bumbu Regency with other Regional work Units in issuing technical recommendation letters. The tardiness in publishing permissions can occur due to tardiness from the technical agency. That is because most technical agencies do not have good operational procedures. In addition, Mr. Gatot as Head of adds an explanation regarding service rates for technical studies as follows.

"For licensing services, we basically do not charge any fees, unless there is indeed retribution that must be paid, which refers to the regulations of the regulations. Then, it is for no additional tariffs for the technical study officer.” (Result of interview with Head of the Licencing and Non-Licensing Department of The Investment and One-Stop Service Agency, Tanah Bumbu Regency, Mr. Gatot on March 27th, 2019).

Thus, the statement above shows that there are no fees or tariffs that must be paid by the service user for the implementation of technical studies. This is because there are no rules governing additional retribution on the implementation. However, it takes time for technical agencies to issue the results of technical studies, namely in the form of recommendations. The service user must wait until the technical agency's recommendations are issued and then can be processed administratively by the licensing service. It means that service user needs more time than licensing without recommendations in the licensing issuance process.

The following are some excerpts from interviews with the public regarding citizen satisfaction with the efficiency of services related to technical requirements. Following are the statements conveyed by Mr. Burhanis as a service user.

"In my opinion, The Investment and One-Stop Service Agency of Tanah Bumbu Regency has provided fast service, but the Public Health Office needs time to issue recommendations." (Result of interview with Mr. Burhanis as the service user on February 25th, 2019).

Mr. Statement Burhanis above shows that the publishing of permits that occurred at The Investment and One-Stop Service Agency of Tanah Bumbu Regency was due to the Public Health Office as the technical agency in issuing a technical recommendation. This supports Mr. Gatot's statement before. The statement from Mr. Burhanis was supported by Mrs. Vidyah who said that:

"Good coordination with each of the relevant institutions needs to be improved so that the recommendations of technical agencies can be quickly issued." (Result of interview with Mrs. Vidyah as the service user on March 12th, 2019).

Mrs. Statement Vidyah indicated that there was a need to improve coordination between The Investment and One-Stop Service Agency of Tanah Bumbu Regency and others from the Regional Office of Units. Coordination can occur well if there is cooperation from each party, so that a common goal will be formed, namely a common goal to provide the best service to the society. In line with Mr. Burhanis and Mrs. Vidyah, Mr. Kusma said that:

" In terms of matters related to other services, it is hoped that more attention will be given, because when I applied for SIUJK, for the results of technical recommendations, I was asked to take the

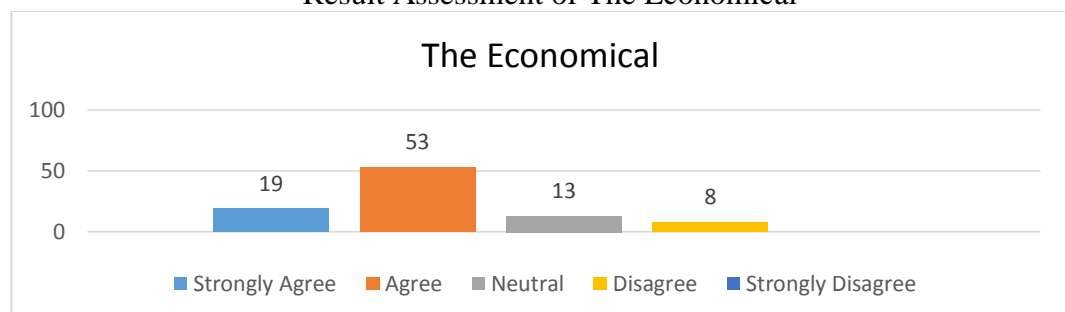
recommendation in the Ministry of Public Works office by myself, with the reason that DPMPTSP had not received it. Permit issuance takes a long time because the recommendations of technical agencies take a long time.” (Result of interview with Mr. Kusma as the service user on Februari 21th, 2019).

From the results of the interview above, it is shows that service efficiency still needs more attention, whether it is integration between the burden of requirements and the length of time and the costs incurred by the service user, which is primarily the length of service time. From the results of the interview above it is also known that service efficiency also depends on coordination between the Investment and One-Stop Service Agency of Tanah Bumbu Regency with other Regional Work Units.

4) The Economical

The economics referred to is the imposition of fees or service tariffs fairly determined by taking into the value of goods and services, the ability of the community to pay, and the applicable legal provisions. The result of study for the principle of economic can be seen on the figure 3.9 below.

Figure 3.9
Result Assessment of The Economical



Source: The data is compiled from the primary data, 2019.

Figure 3.9 shows that the level of citizen satisfaction with public services based on economic indicators has a diverse answer to the fourth

statement. The most respondent gives an Agree answer of 53 respondents. The remaining, 19 respondents gave answers Strongly Agree, 13 respondents gave Neutral answers, 8 respondents gave answers Disagree and there were none of the respondent who gave answer Strongly Disagree. Therefore, most respondent agrees to economic indicators.

Table 3.5
The Index Value of Economical

	Indicators	Index Value
4	The Economical	3,89

Source: The data is compiled from the primary data, 2019.

Furthermore, the total score for the indicator of economic in public service gets a score of 362 with an accumulated mean or index value of 3.89. The index value is included in the interval value from 3.41 to 4.20 with the category "Good". It can be concluded that the application of economic principles in public services is included in the "Good" category and service users feel "Satisfied" on the economic service costs in public services provided by the Investment and One-Stop Service Agency of Tanah Bumbu Regency.

The data is supported by the findings that researcher found on field. To be clearer, these reasons are explained in the results of interviews from several sources below.

The following is the response of The Investment and One-Stop Service Agency of Tanah Bumbu Regency regarding the cost of licensing services as stated by Mr. Eka as Head of the Licensing and Non-Licensing Department of the Investment and One-Stop Service Agency of the Tanah Bumbu Regency.

"The cost for licensing services is basically we do not charge any fees, unless there is indeed a levy that must be paid based on the provisions of the applicable regulations. For example, HO is subject to retribution in accordance with Regional Regulation No.3 of 2012. IMB is in accordance with Regional Regulation No.53 of 2012. Then, there is 1 more that is not retribution but tax, for billboard permits. The requirement for making billboard permits is proof of tax exemption, so people must pay taxes in advance at the revenue office before the permit is processed." (Result of interview with Head of The Investment and One-Stop Service Agency, Tanah Bumbu Regency, Mr. Eka on March 25th, 2019).

The statement above shows that the costs incurred by The Investment and One-Stop Service Agency of Tanah Bumbu Regency to the service user are based on existing regulations, and some requirement that incurred the costs such as proof of tax exemption, this is another purpose of the government so that the public obeys its obligation to pay taxes.

The following are findings data that researcher found on field from the results of interviews with several service users related. This is as stated by Mrs. Nurin as the service user below.

"Licensing costs are relatively expensive for the middle and lower classes of the service users." (Result of interview with Mrs. Nurin as the user service on February 11th, 2019).

Statement from Mr. Nurin shows that indeed some of the middle and lower class of service use (applicant) felt that the costs charged to service users were relatively expensive. In line with the above opinion Mrs. Vidyah as the service user, she said that:

"For us, small entrepreneurs with small businesses, the costs that are added are quite expensive." (Result of interview with Mrs. Vidyah as the user service on March 12th, 2019).

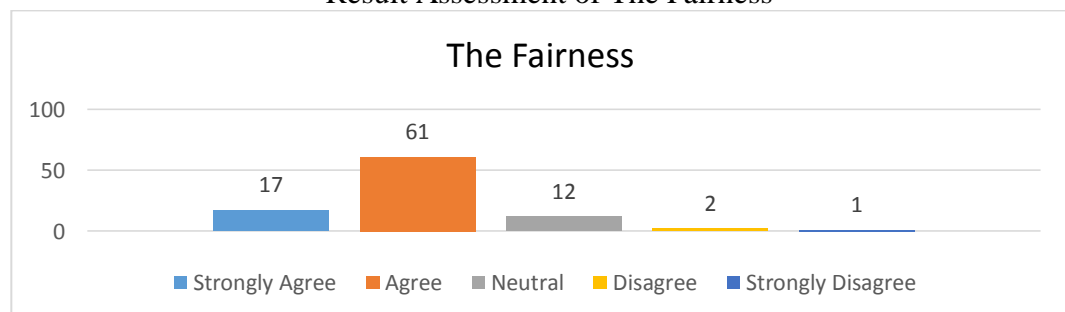
The results of the interview above show that the economic principle of service fees or tariffs charged to applicants (applicant), for

some people is considered relatively expensive for the lower middle-class community. Meanwhile, The Investment and One-Stop Service Agency of Tanah Bumbu Regency has applied the economic principle to service fees or tariffs charged to the society of service users. Almost all licensing services do not charge fees for services (free) and only a few licensing services which fees are indeed regulated in local regulations. However, there are still some people who say that service fees or tariffs charged to applicants are relatively expensive for the lower middle class. This is because these economic costs are relative, which is in accordance with the conditions and the ability of the society to pay.

5) The Fairness

Fairness intended is equalization and non-discriminatory attitudes, both in the context of costs, actions in the delivery of services, and equal time to service applicants (applicant). The result of study for the principle of fairness can be seen on the figure 3.10 below.

Figure. 3.10
Result Assessment of The Fairness



Source: The data is compiled from the primary data, 2019.

Figure 3.10 shows that the level of citizen satisfaction with public services based on justice indicators has a diverse answer to the fifth statement. The most respondent gave the answer of Agree of 61

respondents and the least respondent gave the answer of Very Disagree that is 1 person. The remaining, 17 respondents gave the answer of Very Agree, 12 respondents gave Neutral answers, and 2 respondents disagree. Thus, most respondent agree to the indicator of justice.

Table. 3.6
The Index Value of Economical

	Indicators	Index Value
5	The Fairness	3,98

Source: The data is compiled from the primary data, 2019.

Furthermore, the total score for the indicator of fairness in public service gets a score of 370 with an accumulated mean or index value of 3.98. The index value is included in the interval value from 3.41 to 4.20 with the category "Good". It can be concluded that the application of the principle of justice in public services is included in the category good and service users feel "Satisfied" for the justice in public services provided by the Investment and One-Stop Service Agency of Tanah Bumbu Regency. The index value on the justice indicator is the highest index value among other indicators. It means that the implementation of the principle of justice is the best and optimal implementation and is felt by users of the Investment and One-Stop Service Agency of Tanah Bumbu Regency.

The data is supported by the findings that researcher found on field. Following is the response of Mr. Sungono as the Front Officer about the implementation of the principle of justice in the services provided to the service user.

"When providing services, we try to treat the service applicants equally, helping the service user if there are those who do not understand, providing information according to our ability to serve the applicant, in line with the queue and do not discriminate against

them and imposing licensing fees and times according to the type of licensing they processing. Even though, in the field, sometimes there are individuals who use the emotional relationship with DPMPSTSP officers." (Result of interview with the Front Officer of The Investment and One-Stop Service Agency, Tanah Bumbu Regency, Mr. Sungkono on March 27th, 2019)

From the results of the interview above, it was shows that the officers had tried to apply the principle of justice to the services provided, although sometimes civil servants encountered emotional use with The Investment and One-Stop Service Agency's officers. However, officers tried to provide the same treatment, so the service user could feel the same service process. Following is the response of one of the service users regarding justice, which was conveyed by Mr. Taufik as the service user.

"I am happy with the services provided to the service user. The officer serves regardless of the service user's position and strata, so it he does not discriminate between the licensing applicants." (Result of interview with Mr. Taufik as the Service User on February 7th, 2019)

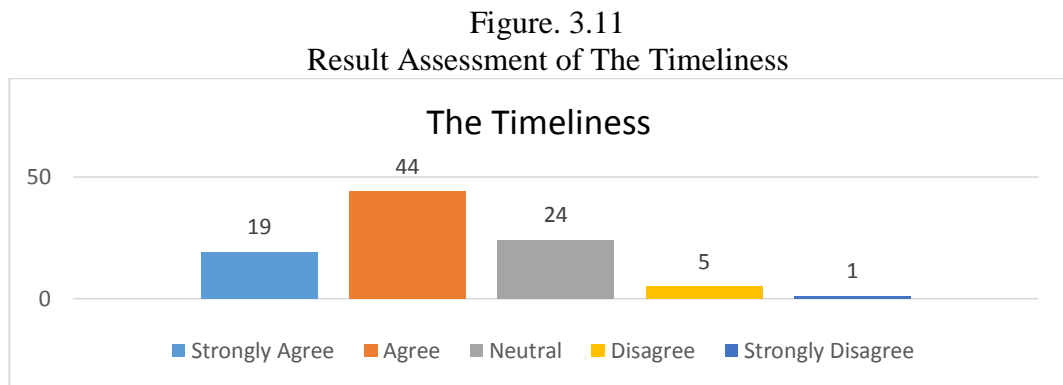
From the statement above shows that the service user has received the same treatment, does not feel discriminated and service providers have been able to respond to all service users equally. The statement regarding justice for services was also delivered by Mrs. Nurin below.

"I am satisfied with the services provided because each service user who comes gets the same treatment and takes the same procedure mechanism and the same costs." (Result of interview with Mrs. Nurin as the Service User on February 7th, 2019)

From the interview results above, it can be concluded that efforts to implement equitable justice have been sought by service providers and justice felt or responded positively by service users of the Investments and One-Stop Service Agency of Tanah Bumbu Regency.

6) The Timeliness

The result of study for the principle of timeliness can be seen on the figure 3.11 below.



Source: The data is compiled from the primary data, 2019.

Figure 3.11 shows that the level of citizen satisfaction with public services based on indicators of timeliness which has a diverse answer to the sixth statement. The most respondent gave the answer of Agree of 61 respondents and the least respondent gave the answer of Very Disagree that is 1 person. The remaining, 24 respondents gave Neutral answers, 19 respondents gave answers Strongly Agree, and 5 respondents gave answers Disagree. Therefore, it can concluded that most respondent agree to the indicator of accuracy.

Table. 3.7
The Index Value of Timeliness

	Indicators	Index Value
6	The Timeliness	3,81

Source: The data is compiled from the primary data, 2019.

Furthermore, the total score for the indicator of timeliness in public service gets a score of 354 with an accumulated mean or index value of 3.81. The index value is included in the interval value from 3.41 to 4.20 with the category "Good". It can be concluded that the application of the

principle of timeliness in public services has been good and service users feel "satisfied" for the timeliness in public services provided by the Investment and One-Stop Service Agency of Tanah Bumbu Regency. However, when compared to other indicators, timeliness has a small index value even though the interval value is still in good category.

The data is supported by the findings that researcher found on field, which can be seen from the results of interviews from several sources below.

The following is an excerpt from the interview delivered by Mr. Gatot as Head of the Licensing and Non-Licensing Department regarding service time for licensing without recommendations from technical agencies.

"Regarding time, we actually still use the 1-day process, but with complete document requirements. This means that if indeed the document is complete, then the licensing will be completed on the same day, with the note that the queue is not long. Thus, we never delay the issuance of permits unless there are indeed obstacles." (Result of interview with Head of the Licencing and Non-Licensing Department of The Investment and One-Stop Service Agency, Tanah Bumbu Regency, Mr. Gatot on March 27th, 2019).

The statement above shows that service providers have endeavored to provide services in a timely manner without any procrastination. the service provider will immediately process the required permit services as soon as possible if the requirements have been completed by the applicant. This was also conveyed by Mr. Gatot as Head of the Licencing and Non-Licensing Department, regarding service time for permits that require technical studies below.

"For licensing services that require technical studies we cannot give a definite time, because indeed this technical study still depends on other Regional Work Units and the Regional Work Units generally still many that do not have correct operational procedures about time, so we can not limit the time of completion of the recommendations of the technical agency of each Regional Work Unit will take how many days, but generally what we have experienced so far, the longest takes 5 days." (Result of interview with Head of the Licencing and Non-Licensing Department of The Investment and One-Stop Service Agency, Tanah Bumbu Regency, Mr. Gatot on March 27th, 2019).

In addition, there is no appropriate and definite time for the licensed publishing for the licensing services that require recommendations from technical agencies. This is because most technical agencies do not have a well operational procedure regarding time. So that the timely publishing of permits cannot be ascertained by The Investment and One-Stop Service Agency of Tanah Bumbu Regency. This shows the need for good coordination between agencies related to public services provided to the society of service users. Then, the response delivered by Mr. Sungkono as the service officer below.

"For the time of issuance of licenses depends on the issuance of recommendations from the technical agencies of the relevant technical agencies and the schedule for the implementation of technical studies. The service user will be informed after the permit is completed or published by telephone and message." (Result of interview with Mr. Sungkono as the Front Officer on March 27th, 2019).

From Mr. statement Sungkono above shows that there is indeed no time for the appropriate and definite time of licenses publishing, for permits that require recommendations from technical agencies, the licensing completion will be informed to the service user after the permit

has been issued. Below are some responses from service users regarding the timeliness of services provided. Mr. Burhanis said that:

"The issuance of recommendations from technical agencies must be timely. The time period for issuing permits because the recommendation of the technical agency takes a long time".(Result of interview with Mr. Burhanis as the Service User on February 25th, 2019).

The above statement shows that the service user wants a clear publishing schedule from the technical agencies to issue recommendations so that the publishing of permits can be done on time. This is also in line with what was conveyed by Mr. Kusuma as the service user, he said:

"The length of time for issuing technical recommendations needs to be scheduled clearly and coordinated with each of the Regional Work Units concerned so that technical recommendations are quickly released and permits are completed quickly." (Result of interview with Mr. Kusuma as the Service User on February 21th, 2019).

From Mr. Kusuma's statement above shows that the service user wants better coordination between the Investment and One-Stop Service Agency of Tanah Bumbu Regency with each of the Regional Work Units so that the technical recommendations can be issued quickly and permits are published quickly. The two statements above are supported by a statement delivered by Mrs. Vidyah as follows.

"For two times applying for permits at The Investment and One-Stop Service Agency of Tanah Bumbu Regency, issuance of licenses was sometimes completed quickly and sometimes for a long time, there was no fixed schedule. For the first process, I was satisfied, but the second time the officers forgot to provide information to the applicant that the permit had been issued.". (Result of interview with Mrs. Vidyah as the Service User on March 12th, 2019).

From all the result interviews above, both from service providers and service users, it can be concluded that the timeliness at The Investment and One-Stop Service Agency of Tanah Bumbu Regency is on schedule for licensing service processes without recommendations from technical agencies, but not for licensing services with technical agency recommendations. For the licensing service process with the recommendation of technical agencies, the licensing issuance schedule cannot be ascertained because it still depends on each of the relevant technical agencies. This resulted in no definite schedule for issuing permits requiring recommendations from technical agencies. The front officer will inform the service user while the permit has been issued. In the implementation of services, it is necessary to maintain consistency with the schedule in the delivery of services.

C. The Factor Influencing Citizen Satisfaction in Getting Public Service

This part will present the results and discussion of data collected from the study samples population from the service user of The Investment and One-Stop Service Agency of Tanah Bumbu Regency. The quantitative data analyzed by of SmartPLS 3.0 program.

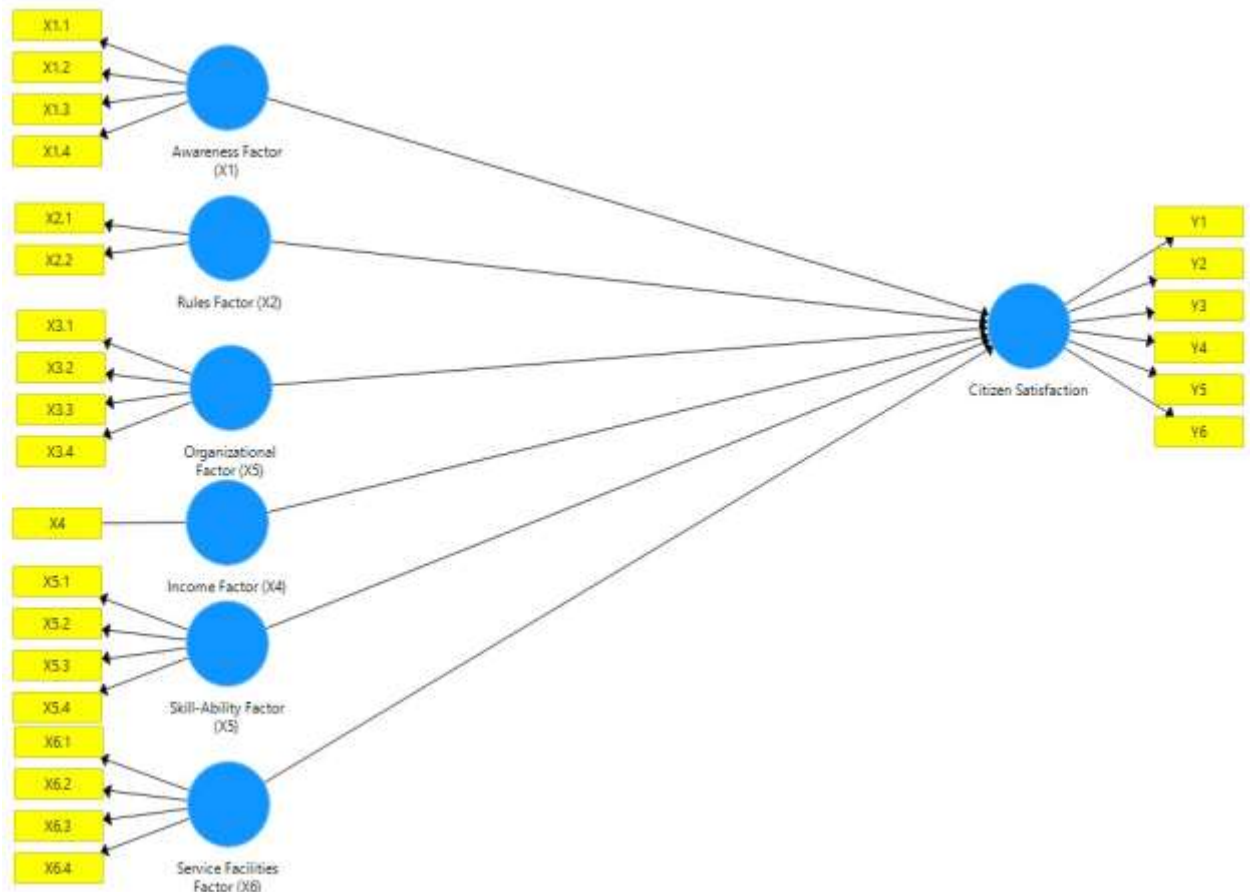
1. Outer Model Evaluation

a) Outer Model Designing

The design of the outer model or measurement model will define how each block of the indicators can relate to the latent variables. The design of the outer model or measurement model

determines the nature of the indicators of each latent variable based on the operational definition.

Figure 3. 12
Outer Model Designing



Source: The data is compiled from the primary data, 2019.

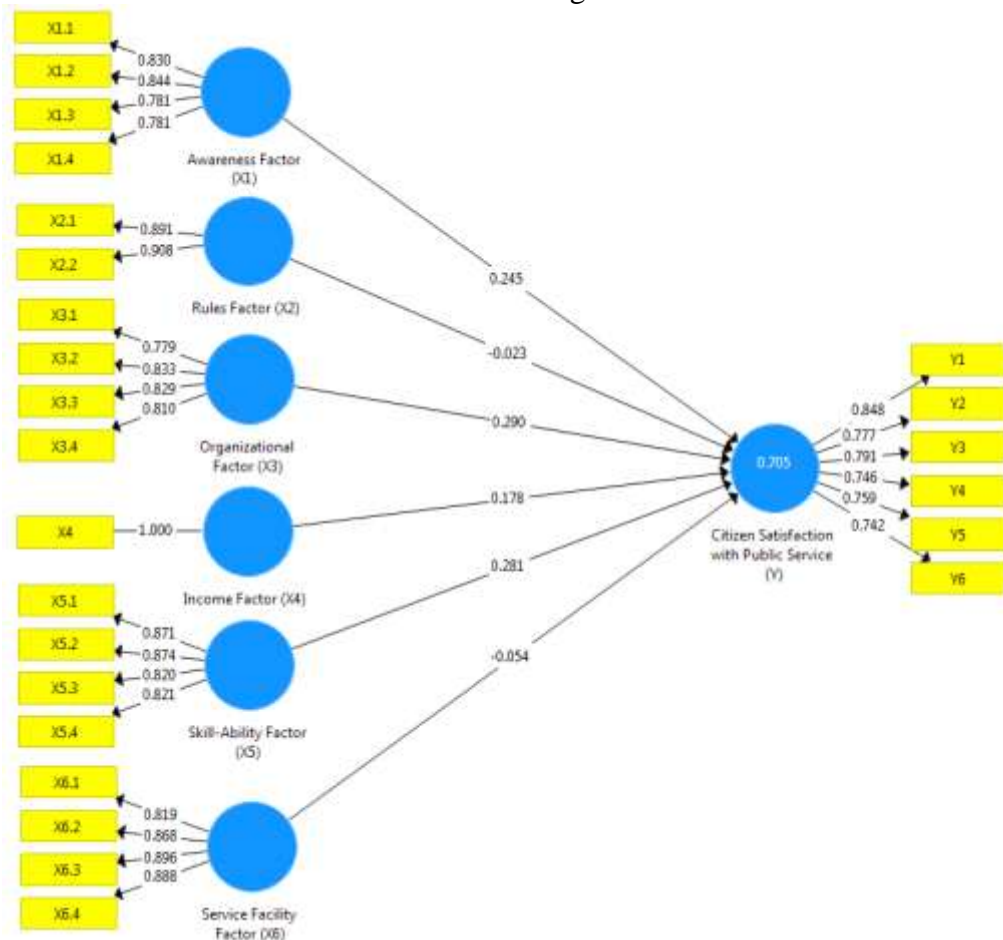
Figure 3.12 shows the design of the relationship model between Awareness Factor, Rules Factor, Organizational Factor, Income Factor, Skill-Ability Factor and Service Facility Factor towards Citizen Satisfaction with Public Service.

b) Outer Model Testing

The outer model or measurement model testing is done by evaluating the outer model with its reflection indicators. There are 3 criteria of indicators of reflection, namely convergent validity,

discriminant validity and composite reliability. The following are the result of output of loading factor which can be seen in figure of 3.13.

Figure 3.13
Loading Factors



Source: The data is compiled from the primary data, 2019.

Figure 3. 13 is the output of the loading factor that will be used as a basis for measuring and knowing the results and interpretation of the outer loading.

The first and second criteria, namely Convergent Validity and Discriminant Validity can be seen from the results of the score from the outer model, namely the value of AVE and loading factor. Validity of data that can be seen from AVE has a value limit for a data that can be said to be valid. The AVE value is said to be valid if the score of

AVE is more than 0.50 and if the score of AVE is less than 0.05 then the data cannot be said to be valid. Validity of data that can be seen from loading factor also has a value limit for a data that can be said to be valid. The loading factor value is said to be valid if the score from loading factor is more than 0.50, and if the score from loading factor is less than 0.50 then the data cannot be said to be valid.

Table 3.8
Convergent Validity and Discriminant Validity

<i>Variabel</i>	<i>Item</i>	<i>Discriminant Validity</i>	<i>Convergent Validity</i>	<i>Critical Value</i>	<i>Model Evaluation</i>	
		<i>Loading Factor</i>	<i>AVE</i>			
Citizen Satisfaction	CS.1	0,848	0,605	> 0,50	Valid	
	CS.2	0,777				
	CS.3	0,791				
	CS.4	0,746				
	CS.5	0,759				
	CS.6	0,742				
Awareness Factor	AF.1	0,830	0,655		> 0,50	Valid
	AF.2	0,844				
	AF.3	0,781				
	AF.4	0,781				
Rules Factor	RF.1	0,891	0,809		> 0,50	Valid
	RF.2	0,908				
Organizational Factor	OF.1	0,779	0,661	> 0,50	Valid	
	OF.2	0,833				
	OF.3	0,829				
	OF.4	0,810				
Income Factor	IF.1	1,000	1,000	> 0,50	Valid	
Skill-Ability Factor	SAF.1	0,871	0,717	> 0,50	Valid	
	SAF.2	0,874				
	SAF.3	0,820				
	SAF.4	0,821				
Service Facility Factor	SFF.1	0,819	0,754	> 0,50	Valid	
	SFF.2	0,868				
	SFF.3	0,896				
	SFF.4	0,888				

Source: The data is compiled from the primary data, 2019.

Validity test results in table 3.8 show that all the questions in each research variable consisting of Awareness Factor, Rules Factor, Organizational Factor, Income Factor, Skill-Ability Factor and Service Facility Factor have a value of loading factor bigger than 0.50 and most variables research have AVE value bigger than 0.50. Thus, it can be concluded that all questions in all research variables are declared valid or have fulfilled the convergent and discriminant validity.

In addition to the validity test, reliability tests were also measured using two criteria, namely Composite Reliability and Cronbach's Alpha from the indicator block that measured the construct. Constructions are declared reliable if the composite reliability value and Cronbach's Alpha are above 0.70 (Ghozali & Latan, 2014). The composite reliability output and Cronbach's alpha can be seen in table 3.9.

Table 3.9
Composite Reliability and Cronbachs Alpha

Variabel	Composite Reliability	Cronbach's Alpha	Critical Value	Model Evaluation
Citizen Satisfaction	0,902	0,869	>0,70	Reliable
Awareness Factor	0,884	0,825		Reliable
Rules Factor	0,895	0,765		Reliable
Organizational Factor	0,887	0,829		Reliable
Income Factor	1,000	1,000		Reliable
Skill-Ability Factor	0,910	0,868		Reliable
Service Facility Factor	0,924	0,891		Reliable

Source: The data is compiled from the primary data, 2019.

Based on Composite Reliability and Cronbach's Alpha values or outputs in table 3.9, it shows that the value of each construct is above 0.70. Thus, it can be concluded that each construct in the estimated model has good reliability. The Variable of Income Factor has the largest Composite Reliability and Cronbach's Alpha value of 1,000. Meanwhile the Variable of Rules Factor has the lowest Composite Reliability and Cronbach's Alpha values which are 0.895 and 0.765.

The reliability test result shows that all research variables have a Composite Reliability value and Cronbach's Alpha more than 0.70. Therefore, it can be concluded that all the questions contained in each research variable in the questionnaire are declared reliable and the questionnaire can be used to retrieve research data.

2. Inner Model Testing

The inner model or structural model testing is done to see the relationship between constructs, significance values and R-square of the research model. The structural model is evaluated using R-square for the dependent construct of the t-test and the significance of the structural path parameter coefficients. In assessing the model with PLS it is started by looking at the R-square for each Latent Dependent variable. Table 3.10 is the result of the R-square estimation using SmartPLS.

Table 3.10
Output R Square

	R Square	R Square Adjusted
Citizen Satisfaction with Public Service (Y)	0,705	0,685

Source: The data is compiled from the primary data, 2019.

Table 3.10 shows the R-square value of the Citizen Satisfaction with Public Service variable was obtained at 0.705, which can be explained that variable of Citizen Satisfaction with Public Service is influenced by variables of Awareness Factor, Rules Factor, Organizational Factor, Income Factor, Skill-Ability Factor and Service Facility Factor for 70,5%.

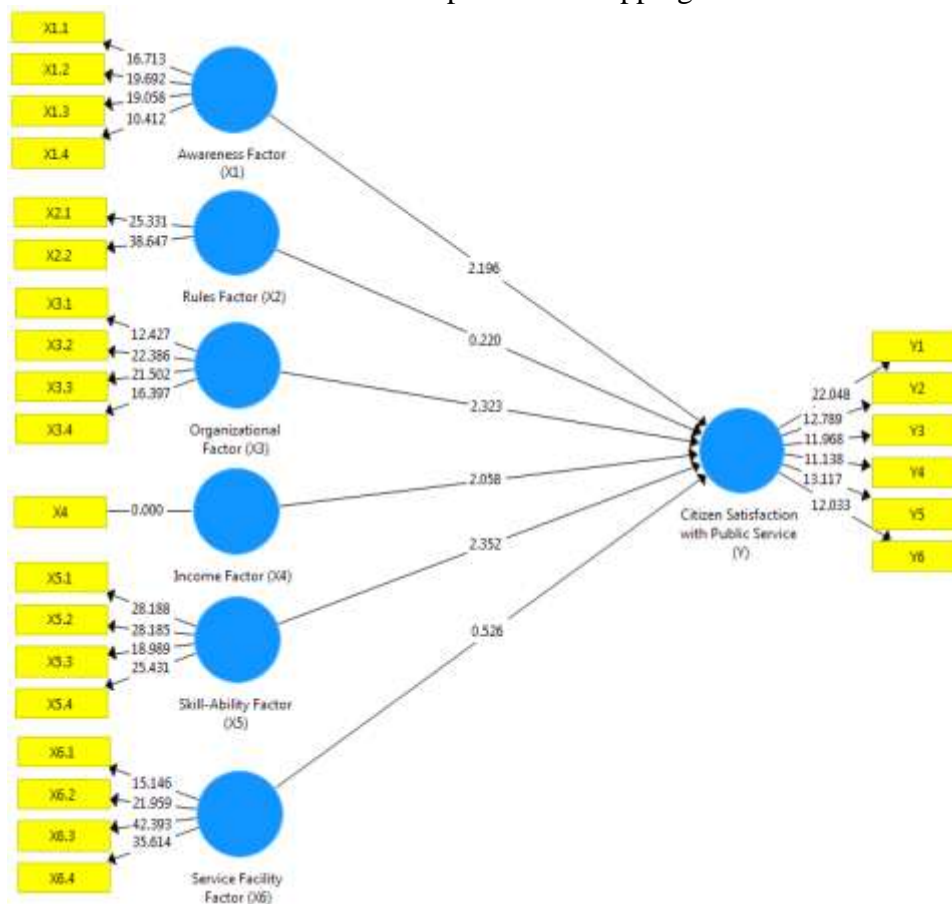
If it is associated with the Rule of Thumb for R Square testing according to (Ghozali & Latan, 2014)), the structural model that has an R-square result (R²) of 0.67 indicates that the model is "good", R-square (R²) of 0.33 indicates that the model "Moderate", and R-square (R²) of 0.19 indicates that the model is "weak". Then it can be concluded that the variables that affect the Citizen Satisfaction with Public Service variable have a "good" level of influence because they

have an R-square result (R²) of 0.705 and it can be categorized as a "good" model.

3. Hypothesis Testing

Hypothesis testing between variables namely exogenous variables towards endogenous variables (γ) and endogenous variables towards endogenous variables (β) is done by bootstrap resampling method. The test statistics used is t statistics or t tests. The comparison t value in this study was obtained from table t. The test is significant if the value of T-statistic is >1.96 and P values is <0.050 . (Ghozali & Latan, 2014). Hypothesis testing is done by looking at the output path coefficient from the results of bootstrap resampling which can be seen in Figures and Tables.

Figure 3.14
Output Bootstrapping



Source: The data is compiled from the primary data, 2019.

Tabel 3.11
Hypothesis Testing

Variable	Original Sample (O)	Sample Mean (M)	Standard Deviation (STDEV)	T Statistics (O/STDEV)	P Values	Hypothesis Result
Awr → CS	0,245	0,253	0,111	2,196	0,029	Accepted
Rs → CS	-0,023	-0,031	0,105	0,22	0,826	Rejected
Org → CS	0,29	0,279	0,125	2,323	0,021	Accepted
Inc → CS	0,178	0,171	0,086	2,058	0,04	Accepted
Skab → CS	0,281	0,301	0,12	2,352	0,019	Accepted
Serf → CS	-0,054	-0,063	0,102	0,526	0,599	Rejected

Source: The data is compiled from the primary data, 2019.

Based on figure 3.14 and table 3.11 above, the Awareness Factor, Rules Factor, Organizational Factor, and Skill-Ability Factor has a positive and significant influence on citizen satisfaction with Public

Service. Meanwhile, the Rules Factor and Service Facility Factor do not have a significant influence on Citizen Satisfaction with Public Service. The Rules Factor hypothesis has a T Statistic of 0.22 and where the value is lower than the T statistic creativity that is >1.96 and has a P Values of 0.826 where the value is higher than the standard P Values criteria which is <0.05 . Likewise, the hypothesis that the Service Facility Factor has 0.526 where the value is lower than the T statistic creativity is >1.96 and has P Values of 0.599 where the value is higher than the standard P Values criteria which is <0.05 .

Explanation of the results of the above hypothesis can be specified as follows:

a. Hypothesis Results 1

The first hypothesis test in this study is

H_a : Awareness Factor has a significant influence on Citizen Satisfaction in getting Public Service.

H_0 : Awareness Factor does not have a significant influence on Citizen Satisfaction in getting Public Service.

Tabel 3.12
Hypothesis 1 Awareness Factor \rightarrow Citizen Satisfaction with Public Service

Variable	Original Sample (O)	Sample Mean (M)	Standard Deviation (STDEV)	T Statistics (O/STDEV)	P Values	Hypothesis Result
Awr \rightarrow CS	0,245	0,253	0,111	2,196	0,029	Accepted

Source: The data is compiled from the primary data, 2019.

Table 3.12 shows that the statistical findings in the first hypothesis have a T Statistic value of 2.196. This figure shows that the results of the T statistic exceed the standard value T Statistic which is

1.96. In addition, the P Values results are equal to 0.029 where the P Values are smaller than 0.05. This means that awareness factors has a positive and significant influence on citizen satisfaction in getting public services. Based on these results, the first hypothesis is accepted or proven (H_a is accepted and H_0 is rejected).

The data is supported by the findings that researcher found on field explained as follows. The following is a statement from one of the services user (applicant), Mr. Kusuma, who said that:

"I think the first thing that service providers must do is be aware of their position as public servants. This will make them always service oriented and care about people's satisfaction, so they will provide good service to service users." (Result of interview with Mr. Kusuma as the service user on Februari 21th, 2019).

From the interview quoted above, it shows that the awareness of DPMPTSP service providers as public servants will influence community satisfaction. This is because if the service provider is aware of his position or duty as a public servant, then when they are on duty they will always be service oriented and care about community satisfaction. Thus the awareness of service providers as public servants in the real public service process has a positive impact on community satisfaction.

The following is a statement from one of the licensing service applicants, Mrs. Vidyah.

"I will be happy and enjoy the service process if I see and feel there is sincerity and sincerity from the service provider when they are serving. If the service provider feels happy when serving us, then service users will also feel happy". (Result of

interview with Mrs. Vidyah as the service user on March 12th, 2019).

From the interview quoted above, it shows that the sincerity and sincerity of DPMPTSP service providers when serving the service user will affect citizen satisfaction. That is because awareness can bring someone to sincerity and sincerity carrying out a task that is their responsibility. Thus, the sincerity and sincerity of service providers when serving the service user in the real public service process has a positive impact on citizen satisfaction.

The following is a statement from one of the licensing applicants, Mrs. Nurin.

"The DMPTSP service officer gave good treatment to the service applicants, I was greeted with a friendly and polite, the service officer asked for the needs I wanted to process. That makes me excited about the service process." (Result of interview with Mrs. Nurin as the service user on Februari 11th, 2019).

It shows that good treatment from DPMPTSP service officers to service applicants while serving will affect citizen satisfaction. That is because the awareness of service providers on their position and duty serves as a baseline that will underlie the actions of service providers when serving. Thus, the existence of good treatment from service providers while serving the community in the process of public service has a positive impact on community satisfaction.

The following is a statement from one of the licensing applicant's services, Mr. Taufik.

"When I found obstacles in fulfilling the licensing requirements that I processed, the officers were willing to help

by finding solutions and giving direction that I had to do so that the permits I needed could be processed immediately." (Result of interview with Mr. Taufik as the service user on Februari 7th, 2019).

From the interview quoted above, it shows that by paying attention and prioritizing the interests of the service user in the service process will affect citizen satisfaction. That is because when the services desired by the service user can be completed in accordance with what they expect or even exceed what they expect, the service user will feel satisfied with the services they obtain. Thus, the attitude of paying attention and prioritizing the interests of the service user in the real public service process has a positive impact on citizen satisfaction.

Based on all of the above results, it shows that Hypothesis 1 (H_1), namely Awareness Factor has a significant influence on Citizen Satisfaction in getting Public Service is accepted.

b. Hypothesis Results 2

The second hypothesis test in this study is

H_a : Rules Factor has a significant influence on Citizen Satisfaction in getting Public Service.

H_0 : Rules Factor does not have a significant influence on citizen satisfaction in getting Public Service.

Tabel 3.13
Hypothesis 2 Rules Factor → Citizen Satisfaction with Public Service

Variable	Original Sample (O)	Sample Mean (M)	Standard Deviation (STDEV)	T Statistics (O/STDEV)	P Values	Hypothesis Result
Rs → CS	-0,023	-0,031	0,105	0,22	0,826	Rejected

Source: The data is compiled from the primary data, 2019.

Table 3.13 shows that the statistical findings of the second hypothesis have a T Statistics value of 0.22. This number shows that the results of the T statistic are below the T statistics standard value, which is 1.96. In addition, the result of P Values are 0.826, where the P Values are greater than 0.05. This means that the rules factor does not have a significant influence on citizen satisfaction in getting public service. Based on these results, the second hypothesis is rejected or not proven (H_a is rejected and H_0 is accepted).

The findings above show that the rules factor has a negative and not significant influence to citizen satisfaction. The data is supported by the findings that the researcher found on the field explained as follows:

The following is a statement from one of the licensing service applicants, Mr. Burhanis.

"I do not know whether the rules in DPMPTS are good or not. Likewise, whether the officers understand or not with the rules, because I do not know what can be used as a benchmark. I am more focused on meeting the requirements needed to obtain license services." (Result of interview with Mr. Burhanis as the service user on February 25th, 2019).

From the excerpt of the interview above, it shows that the service user tends not to pay attention to the good or bad rules that exist in DPMPTS. All regulations in DPMPTSP are good or bad, it has a not influence on citizen satisfaction, because they tend not to know the benchmarks of good or bad a rules and tend to focus only on what things are needed for completion of the permit. This is supported by a statement from Mr. Sungkono as the front office who said that:

"Not all regulations in the PMPTSP Service are understood by all service officers. With various types of permits that exist with different rules that underlie each type of licensing, not all officers understand the rules. Officers are only required to understand the basic rules which are our main tasks or responsibilities and for other rules officers are only advised to know." (Result of interview with Mr. Sungkono as the front office of The Investment and One-Stop Service Agency, Tanah Bumbu Regency on March 27th, 2019).

From the excerpt of the interview above results, it shows that the service user tends not to pay attention to whether the officers understand the rules or not in DPMPTSP. Likewise, the officers' compliance with the rules in DPMPTSP has not influence on citizen satisfaction, because there tends to be no obligation for service officers to understand all existing rules, but only required to understand the basic rules which are their main duties or responsibilities. Thus, the interview quoted above supports the first finding, namely that the rules factor has a negative influence and is not significant to citizen satisfaction.

Based on all of the above, it shows that Hypothesis 2 (H₂), namely Rules Factor does not have a influence on Citizen Satisfaction in getting Public Service is rejected.

c. Hypothesis Results 3

The third hypothesis test in this study is

H_a: Organizational Factor has a significant influence on Citizen Satisfaction in getting Public Service.

H₀: Organizational Factor does not have a significant influence on Citizen Satisfaction in getting Public Service.

Tabel 3.14
Hypothesis 3 Organizational Factor → Citizen Satisfaction with
Public Service

Variable	Original Sample (O)	Sample Mean (M)	Standard Deviation (STDEV)	T Statistics (O/STDEV)	P Values	Hypothesis Result
Org → CS	0,29	0,279	0,125	2,323	0,021	Accepted

Source: The data is compiled from the primary data, 2019.

Table 3.14 shows that the statistical findings in the third hypothesis have the value of T Statistics 2,323. This number shows that the results of the T statistic exceed the standard value of T Statistic which is 1.96. In addition, the results of P Values is 0.021, where P Values are smaller than 0.05. This means organizational factor has a significant influence on citizen satisfaction in getting public service. Based on these results, the third hypothesis is accepted or proven (Ha is accepted and H0 is rejected).

The data is supported by the findings that the researcher found on the field as follows. The following is a statement from one of the licensing service applicants, Mrs. Vidyah who said that:

"There needs to be a more coordinated relationship between the DPMPTSP service and the respective technical agencies. This greatly determines the citizen satisfaction because the licensing issuance process depends on the relevant technical agencies. Documents will be processed after the technical agency issues the technical recommendations. Thus, the technical agency also determines the speed with which the issuance of permits can be completed sooner or later. (Result of interview with Mrs. Vidyah as the service user on March 12th, 2019).

The Investment and One-Stop Service Agency of Tanah Bumbu Regency must be able to make lobbies with the heads of technical agencies from the relevant technical agencies because the

coordination responsibility lies with the leadership. So that if The Investment and One-Stop Service Agency of Tanah Bumbu Regency can lobby the leadership, the coordination between The Investment and One-Stop Service Agency of Tanah Bumbu Regency and related agencies will run well. This supports with the statement by Mr. Eka as the Head of the Investment and One-Stop Service Agency of Tanah Bumbu Regency, as follows.

"The authority of the DPMPTSP is limited to administrative matters. Our capabilities are limited to the ability to verify files and signatory authority. Whereas regarding the approval of our licensing issuance, it still refers to the recommendations of technical agencies. This is an obstacle for us to be able to issue licensing documents in a timely manner. This is often a complaint of the service user." (Result of interview with Head of The Investment and One-Stop Service Agency, Tanah Bumbu Regency, Mr. Eka on March 25th, 2019).

The quote from the interview above shows that good coordination between DPMPTSP and related technical agencies in the service process will affect citizen satisfaction. That is because DPMPTSP's capabilities are limited to administrative arrangements and signing authority. Whereas the issuance of licenses requires approval from the Technical Agency. The speed of the agency issued a technical recommendation determining the time DPMPTSP issued the permit. Then this will affect the satisfaction of the community for the service process provided. Thus, the existence of good coordination between DPMPTSP and related technical agencies in the public service process has a positive impact on citizen satisfaction.

The following is a statement from one of the licensing service applicants, Mr. Kusuma.

"Good cooperation between employees when serving the service applicant is very necessary. This will affect the conduciveness of the service process, does not cause a long queue, and satisfactory service fast." (Result of interview with Mr. Kusma as the service user on Februari 21th, 2019).

From the interview quoted above, it shows that the collaboration between DPMPTSP employees in the service process will give an influence on citizen satisfaction. That is because good cooperation will make the service process conducive when the service becomes fast and documents are issued quickly and free of typos. These are all aspects of the service. Then it will affect the satisfaction of the service user. Thus, the existence of good cooperation between DPMPTSP employees in the public service process has a positive impact on citizen satisfaction.

The following is a statement from one of the licensing service applicants, Mr. Burhanis as the Service User who said that:

"In the implementation of service, responsibility on task and understanding on their respective tasks is very important to be applied to all DPMPTSP employees, so that every employee's actions can be carried out independently and due to the interests of the service user and satisfaction with service." (Result of interview with Mr. Burhanis as the service user on Februari 25th, 2019).

From the interview excerpt above, it shows that by applying responsiveness to tasks and understanding their respective tasks to DPMPTSP the service process will affect citizen satisfaction. That is because by applying responsiveness to the task and understanding

their respective tasks, service officers will be able to carry out their tasks independently and carry out them maximally for the benefit of the service user, so that people will feel the positive impact of satisfying services provided. Satisfying service will satisfy the people who receive the service. Thus, the responsibility for the task and understanding of their respective tasks for DPMPTSP employees in the public service process has a positive impact on citizen satisfaction.

Based on the entire explanation above, Hypothesis 3 (H3), Organizational Factor has a significant influence on Citizen Satisfaction in getting Public Service is accepted.

d. Hypothesis Results 4

The fourth hypothesis test in this study is

H_a: Income Factor has a significant influence on Citizen Satisfaction in getting Public Service.

H₀: Income Factor does not have a significant influence on Citizen Satisfaction in getting Public Service.

Tabel 3.15
Hypothesis 4 Income Factor → Citizen Satisfaction with Public Service

Variable	Original Sample (O)	Sample Mean (M)	Standard Deviation (STDEV)	T Statistics ((O/STDEV))	P Values	Hypothesis Result
Inc → CS	0,178	0,171	0,086	2,058	0,04	Accepted

Source: The data is compiled from the primary data, 2019.

Table 3.15 shows that the statistical findings in the fourth hypothesis have the value of T Statistics of 2.058. This figure shows that the results of the T statistics exceed the standard value of T

Statistics which is 1.96. In addition, the result of P Values is 0.04, where the P Values are smaller than 0.05. This means that the income factor has a significant influence on citizen satisfaction in getting public service. Based on these results, the fourth hypothesis is accepted or proven (H_a is accepted and H_0 is rejected).

The data is supported by the findings that researcher found on field. Based on the results of interviews conducted with service providers and users of services related to the implementation of illegal levies and pander as follows.

Following are the response of service providers delivered by Mr. Eka as the Head of the Investment and One-Stop Service Agency of Tanah Bumbu Regency related to the income or salary of employees with the personal needs of employees.

""The salaries that are owned by DPMPTSP employees, If based on the duties and obligations, there is actually a balance, but this is not associated with personal needs. If it is associated with personal needs it is automatically impossible to balance. This can cause irregularities of action." (Result of interview with Head of The Investment and One-Stop Service Agency, Tanah Bumbu Regency, Mr. Eka on March 25th, 2019).

The response from Mr. Eka above shows that income can affect employee behavior. If the income received by an employee turns out to be far from sufficient even though for minimum needs, it can lead to deviant behavior in order to fulfill his life needs.

Following is the statement conveyed by Mr. Gatot Sunakan, as the Head of the Division of Licensing and Non-Licensing related to pander action.

"It is true that so far those who often come to apply licensing services are not from the parties concerned but officers from other technical agencies who carry the documents directly to the office. Sometimes 1 person who comes here for one time brings between 10 and 50 documents at a time. This causes some of the documents we receive do not have complete data, such as the phone number or e-mail, so we have difficulties in such matters. Until now, we don't expect that to happen. We always rebuke who civil servants come against the law or being unethical. I hope those things will decrease. That is what might be one of our obstacles." (Result of interview with Head of the Licencing and Non-Licensing Department of The Investment and One-Stop Service Agency, Tanah Bumbu Regency, Mr. Gatot on March 27th, 2019).

From Mr.Gatot's statement above, it is confirmed that there are some people are asking for help from third parties to arrange permits (pander).

Following is a statement from the licensing service applicant, Mr. Kusuma, who said that:

"The survey is expected to be completely clean of illegal levies actions because sometimes there are still other officers who intend to carry out other surveys when conducting surveys with the service user by promising services that are faster than usual and others. This made me feel less satisfied with the services provided." (Result of interview with Mr. Kusma as the service user on February 21th, 2019).

From Mr.Kusuma's statement above shows that illegal levies action from the technical team while the implementation survey can make the service user feel dissatisfied, due to a lack of public trust in the government, especially the Investment and One-Stop Service Agency of Tanah Bumbu Regency on the expectation of service user to gets satisfactory service. This is supported by a statement from Mr. Normansyah as the service user below.

"I once applied for SIUP and TDP which nowadays is NIB. For the first time we came to the office, we were only given the OSS instructions leaflets, because the OSS system just implemented. However, because we did not understand, three days later we came to the office again and were given the OSS instructions leaflets again. Actually, we came with the expectation to be directed and processed until we received the NIB, but the officers said it could not because the process was long and took a long time. Finally, I pay the third parties who also work at that agency to process it and in 2 days it's finally finished. This made me dissatisfied with the services provided by the DPMPTSP service provider." (Result of interview with Mr. Normansyah as the service user on March 15th, 2019).

From all the interviews above, it shows that illegal levies and panders actions in the process of implementing services has a effect to citizen satisfaction. That is because, with the implementation of illegal levies and panders in the management of permits, it makes people disappointed by the services provided by service providers which at the end of the process causes the service applicant to feel unsure and not even trust the service will give a clear service. It provides a reason for the service user not to be satisfied with the services provided by the DPMPTSP Service. Thus, illegal levies and panders action in the implementation of public services has an impact on citizen satisfaction.

Based on the explanation above, it shows that Hypothesis 4 (H₄), Income Factor has a significant influence on Citizen Satisfaction in getting Public Service is accepted.

e. Hypothesis Results 5

The fifth hypothesis test in this study is

H_a : Skill-Ability Factor has a significant influence on Citizen Satisfaction in getting Public Service.

H_0 : Skill-Ability Factor does not have a significant influence on Citizen Satisfaction in getting Public Service.

Tabel 3.16
Hypothesis 5 Skill-Ability Factor → Citizen Satisfaction with Public Service

Variable	Original Sample (O)	Sample Mean (M)	Standard Deviation (STDEV)	T Statistics ((O/STDEV))	P Values	Hypothesis Result
Skab → CS	0,281	0,301	0,12	2,352	0,019	Accepted

Source: The data is compiled from the primary data, 2019.

Table 3.16 shows that the statistical findings in the fifth hypothesis have the value of T Statistics 2,352. This number shows that the results of the T statistic exceed the standard value of T Statistics which is 1.96. In addition, the results of P Values are 0.019, where P Values are smaller than 0.05. This means that skill-ability factors has a significant influence on citizen satisfaction in getting public service. Based on these results, the fifth hypothesis is accepted or proven (H_a is accepted and H_0 is rejected).

The data is supported by the findings that researcher found on field explained as follows:

The following is statement from Mrs. Nurin as the Service User regarding communication skill in serving.

"The expertise and ability of officers to communicate with the applicant are very important, especially for the front officer in

explaining licensing service information. In my opinion, a polite and appropriate language style will make the applicant understand clearly what the service officer informed. Therefore, there is no miss understanding that can cause the applicant to feel dissatisfied with the services provided. " (Result of interview with Mrs. Nurin as the service user on Februari 11th, 2019).

The interview quoted above shows that communication skills in serving will affect citizen satisfaction. That is because good communication skills from service officers, namely with a polite and appropriate language style will make communication between the applicant and service staff effective. The officer does not need to give a repeated explanation so it will save time. Communication will produce clear and correct information and direction regarding services and avoid miss-understanding that can cause the applicant to feel less satisfied with the service.

The following is statement from Mr. Taufik as the Service User related expertise in operating the online permit application.

"I hope that more and more DPMPTSP officers will have an understanding and expertise in IT so that many staff can assist the service user in operating the OSS system. Many applicants who came, asked to be directed because they didn't have an understanding related to IT, but with limited staff, making services less than optimal, it makes us feel a little disappointed." (Result of interview with Mr. Taufik as the service user of The Investment and One-Stop Service Agency, Tanah Bumbu Regency

From the interview quoted above, it shows that having an understanding of IT and the ability to operate licensing applications online is very important for DPMPTSP service providers. The number of people who do not have an understanding of IT and experience

difficulties in the process of applying for permits through OSS and the limited number of officers who have an understanding of IT make the services provided to be less than optimal which can affect citizen satisfaction.

Another statement delivered is stated by Mrs. Vidyah as the Service User related to the knowledge and experience of service officer below.

"Front officers of the DPMPTSP are able to explain various aspects of services, such as requirements, service flow, and service procedures even from each different permit. The officer is also able to provide solutions for any problems or difficulties faced by the applicant. It is good". (Result of interview with Mrs. Vidyah as the service user on March 12th, 2019).

The interview quoted above shows that with the knowledge and experience of officers in the delivery of services will affect citizen satisfaction. This is because the work done repeatedly has been well mastered by the service officer. By mastering the service material, the officer is able to provide the best solution in overcoming the problems or difficulties faced by the applicant. Thus, the applicant will feel satisfied with the best solution given to them.

Based on all of the above results, it shows that Hypothesis 5 (H₅), Skill-Ability Factor has a significant influence on Citizen Satisfaction in getting Public Service is accepted.

f. Hypothesis Results 6

The sixth hypothesis test in this study is

H_a : Service Facility Factor has a significant influence on Citizen Satisfaction in getting Public Service.

H_0 : Service Facility Factor does not have a significant influence on Citizen Satisfaction in getting Public Service.

Tabel 3.17
Hypothesis 6 Service Facility Factor → Citizen Satisfaction with
Public Service

Variable	Original Sample (O)	Sample Mean (M)	Standard Deviation (STDEV)	T Statistics (O/STDEV)	P Values	Hypothesis Result
Serf → CS	-0,054	-0,063	0,102	0,526	0,599	Rejected

Source: The data is compiled from the primary data, 2019.

Table 3.17 shows that the statistical findings in the sixth hypothesis have a T Statistics value of 0.526. This score shows that the results of the T statistic are below the T statistics standard value, which is 1.96. In addition, the result of P Values are 0.599, where the P Values are greater than 0.05. This means that the service facility factor does not have a significant influence on citizen satisfaction in getting public service. Based on these results, the sixth hypothesis is rejected or not proven (H_a is rejected and H_0 is accepted).

The above findings show that service facility factors have a negative and not significant influence on citizen satisfaction. This is because service users tend to be more concerned with service systems and process than service facilities.

The data is supported by the findings that researcher found on the field as follows.

The public facility has not a significant influence on citizen satisfaction, because service users tend not to give priority to the complete or not public service facility. This is as stated by Mr. Eka as Head of The Investment and One-Stop Service Agency of Tanah Bumbu Regency as follows:

"Public facilities for the service user are not fully accessible, while still processing 60%, because some facilities such as nursing rooms, children's playrooms, and friendly facilities for difables are not yet available." (Result of interview with Head of The Investment and One-Stop Service Agency, Tanah Bumbu Regency, Mr. Eka on March 25th, 2019).

From the interview quoted above, it shows that although the DPMPTSP public service facility has not been fully fulfilled, that is still 60%, but the citizen satisfaction was in the satisfied category (based on primary data of the level of citizen satisfaction). Thus, the existence of public facilities has not a significant influence on citizen satisfaction.

The completeness of the work facility has not a significant influence on citizen satisfaction, because service users tend not to give attention to the complete or not the work facility of agency. This is as stated by Mrs. Nurin as the service user who said that:

"the completeness of the work facility, I not sure to know, it is has been complete or not affect, but it more affects to the DPMPTSP employees than to community". (Result of

interview with Mrs. Nurin as the service user on Februari 11th, 2019).

From the interview quoted above, it shows that the completeness of work facilities in the implementation of public services has not a significant influence on citizen satisfaction but tends to facilitate DPMPTS employees. Thus, the completeness of work facilities in the public service process has not a significant on citizen satisfaction.

So far, there are no service users who experience problems, constraints or severe difficulties, so service users tend to consider not needing the complaint service facility. This is in line with what was conveyed by Mr. Gatot as Head of the Licencing and Non-Licensing Department, who said that:

"For complaints so far, there have been no complaints about a serious problem because everything is still able to be resolved at that time. There is nothing still pending here and we have not yet proceeded to a high level. on the website, no one has ever sent a complaint or criticism in the comments column provided." (Result of interview with Head of the Licencing and Non-Licensing Department of The Investment and One-Stop Service Agency, Tanah Bumbu Regency, Mr. Gatot on March 27th, 2019).

Thus, complaint service facility in public services in DPMPTSP has not a significant influence on citizen satisfaction. Users of service at DMPTSP tend to be indifferent or unconcerned, even tend to ignore and not utilize the information service facility in DPMPTSP public services. They were surer to ask the front officer

directly. This is in accordance with what was conveyed by Mr. Normansyah as the service user below.

"I have never accessed the official website from DPMPTSP to find any information about the services of DPMPTSP. I prefer to come to the office directly asking the front officer. This is because I feel it surer if I get information directly through the front officer". (Result of interview with Mr. Normansyah as the service user on March 15th, 2019).

Thus, the information service facility in public services does not have an impact on citizen satisfaction. Based on all of the result above, it shows that, Hypothesis 6 (H_6), Service Facility Factor does not have a significant influence on Citizen Satisfaction in getting Public Service is rejected.

D. Discussion

The level of citizen satisfaction in getting public service in The Investment and One-Stop Service Agency of Tanah Bumbu Regency can be seen based on the principles or indicators of Simplicity, Openness, Efficiency, Economic, Fairness, and Timeliness. The index value obtained from each indicator is included in the interval value from 3.41 to 4.20 with the category "Satisfied". Among the six principles, there are some aspects that are often complaints or barriers for service users in the licensing process, which are cost, time and requirements of licensing. According to the results of this research, four principles related to these three aspects have a low index value compared to the two other principles. The four principles, namely Economical, Simplicity, Timeliness and the Efficiency which cover the three aspects have got the lowest score. These results are in line with those written by Juniarso.

The data supported is according to Juniarso (in Yusriadi, 2018: 98) that the obstacles that are usually complained of by service users who want to apply for licensing are cost, time and requirements of licensing.

1. Licensing costs: The cost of obtaining permits is very burdensome for small business actors and the amount of licensing cost is often not transparent. The reason for a large cost is because the applicant does not know the official cost for obtaining permits, and also because of illegal levies and pander actions that happened.
2. Time: the time required to administer permits is relatively long because the process is complicated, there is no clarity when the permit is completed and the licensing process depends on the pattern of each regional work unit bureaucracy. For example, in the management of the length of time needed to issue the results of technical recommendations of technical agencies.
3. The same requirements and are asked repeatedly for various types of permits, the requirements set are often difficult to obtain and there are several requirements that cannot be fulfilled especially by small entrepreneurs.

The result of this research shows that from six factors tested there are two factors that have no influence on citizen satisfaction, namely rules factor and service-facility factor.

a. Citizen Satisfaction with Public Service

Citizen satisfaction with public service has an R-square value of 0.705, which can be explained that the variable of Citizen Satisfaction with Public

Service is influenced by variables of Awareness Factor, Rules Factor, Organizational Factor, Income Factor, Skill-Ability Factor dan Service Facility Factor for 70,5%. It means the variables that influence Citizen Satisfaction with Public Service have a "good" level of influence and can be categorized as a "good" model (based on Rule Thumb for testing R Square by Ghozali).

b. The Awareness Factor

Awareness Factor has a positive and significant influence on citizen satisfaction in getting public service with P Values which is less than 0.05 and T Statistics is bigger than 1.96. Therefore, H_1 in this research is accepted. The data is supported by the findings that the researcher found on the field that the service provider awareness of its position and duties serves as a baseline that will underlie the actions of service providers. So, if the service provider is aware of his position or duty as a public servant, then they will always be service oriented and care about citizen satisfaction when he serving. The satisfying customers (service users) is the responsibility of all parties, customers must be given the best service and as optimal as possible (Sedarmayanti, 2009: 266). It means that awareness factor has a significant influence on citizen satisfaction.

c. The Rules Factor

Rules Factor has a negative and not significant influence on citizen satisfaction in getting public service with P value which is bigger than 0.05 and T Statistics is less than 1.96. Therefore, H_2 in this research is rejected. The data is supported by the findings that the researcher found on the field

that service users tend not to pay attention to the good or bad rules that exist, as well as the understanding or not of the officers of the rules in the Investment and One Stop Service Agency of Tanah Bumbu Regency. It means that rules factor does not have a significant influence on citizen satisfaction. This finding is rejected by findings from Mulyono (2017).

d. The Organizational Factor

Organizational factor has a positive and significant influence on citizen satisfaction in getting public service with P Values which is less than 0.05 and T Statistics is bigger than 1.96. Therefore, H_3 in this research is accepted. The data is supported by the findings that the researcher found on the field that the organization's working arrangements and mechanisms can produce adequate services, the organization becomes an effective tool in an effort to achieve goals, in this case, good and satisfying services.

According to Fadillah (in Hasbullah 2013: 32) that the presence of public organizations is a tool to meet needs and create public satisfaction. Public service performance can be said to be successful if it is able to realize what is the main task and function of the organization concerned. For this reason, organizations and employees who carry out activity must always be oriented and concentrate on what is their duty. Public organizations must be able to build a shared commitment to creating a vision in improving the service process so that there is a need for good cooperation and coordination. This finding is supported by the previous research which was conducted by Rohmad (2017) that there is a positive and significant influence of

coordination on citizen satisfaction. It means that organizational factor has a significant influence on citizen satisfaction.

e. The Income Factor

Income factor has a positive and significant influence on citizen satisfaction in getting public service with P Values which is less than 0.05 and T Statistics is bigger than 1.96. Therefore, H₄ in this research is supported. The data is supported by the findings that the researcher found on the field that the inadequate income or salary received by employees for the minimum needs of employees can lead to employee irregularities in the implementation of services to obtain an advantage. It needs honesty in every service effort given to the community, this is in accordance with Zeithaml et al. (in Hardiyansyah, 2018: 185-186) stated that the expected service and perceived service is determined by credibility: trustworthiness, believability, the honesty of the service provider, where the expected service that is in accordance with the perceived service will make service user feel satisfied with the service. It means that income factor has a significant influence on citizen satisfaction.

f. The Skill-Ability Factor

Skill-ability factor has a positive and significant influence on citizen satisfaction in getting public service with P Values which is less than 0.05 and T Statistics is bigger than 1.96. Therefore, H₅ in this research is supported. The data is supported by the findings that the researcher found on the field that the skill-ability of the officer that good, quality and in accordance with the competencies required by the agency will provide

optimal performance in the implementation of public services. This will make the use of services confident in the ability of officers to provide quality and satisfying services. It means that skill-ability factor has a significant influence on citizen satisfaction. This finding supported with the finding of previous research which conducted by Arif (2013) that variable of capability of staff has a positive and significant influence towards the level of user satisfaction of one-stop service. This is in accordance with Zeithaml et al. (in Hardiyansyah, 2018: 185-186) stated that the expected service and perceived service is determined by competence: possession of required skill and knowledge to perform service, where the expected service that is in accordance with the perceived service will make service user feel satisfied with the service.

g. The Service Facility Factor

Service facility has a negative and not significant influence on citizen satisfaction in getting public service with P Value which is bigger than 0.05 and T Statistics is less than 1.96. Therefore, H_6 in this research is rejected. The data is supported by the findings that the researcher found on the field that Service users tend to be more concerned with the quality of the system and service processes than the existing service facility. That means the service facility factor does not have a significant influence on citizen satisfaction. Thus this finding rejected by findings from Sartini, Minarsih & Wulan (2016), and Haryanto (2013) that there is a positive and significant influence of service facilities on citizen satisfaction.