

**PUBLIC SATISFACTION LEVEL IN *E-KTP* SERVICE IN *TAMBAKSARI*  
DISTRICT, SURABAYA**

**Niken Yustianing Tyas**

Public Administration Department,  
Faculty Of Social and Political Sciences,  
Universitas 17 Agustus 1945 Surabaya,  
[nikenyustianingtyas54@gmail.com](mailto:nikenyustianingtyas54@gmail.com);

**ABSTRACT**

Public service providers must evaluate the performance of public service delivery periodically. To carry out The performance assessment as referred to in paragraph (1), is carried out by measuring the community satisfaction index by the public service standards of each public service provider; If there is a discrepancy between the value of the community satisfaction index and the standard of public services, coaching and capacity building for public service delivery will be carried out. The procedure for implementing the guidance and capacity building for the provision of public services is regulated by a Governor's Regulation. Based on the above requirements, the Governor of East Java instructed all public service units in the Regency/City/Province in East Java to conduct periodic evaluations every three months. Weaknesses or weaknesses of each public service unit must be informed about how to handle them to the public. Therefore, to measure the degree of community satisfaction level in the *E-KTP* service in *Tambaksari* District, Surabaya City, it is very urgent, to write a final project in the Public Administration Department. As for the formulation of the problem of this research, how much is the degree of community satisfaction in the *E-KTP* service in *Tambaksari* District, Surabaya City? *E-KTP* service in *Tambaksari* Subdistrict Surabaya The interval value is 3.35 if converted the *IKM* Interval Value is between 81.26 - 100.00 with the predicate of service quality = A = Very good. From research results.

**Keywords:** *Community Satisfaction – E-KTP*

**A. PRELIMINARY**

Public responsibility is a concept that includes professional standards and technical competencies possessed by state administrators in carrying out their duties. This aspect relates to a sense of responsibility and ownership of adequate abilities and skills in carrying out their duties. The essence of this aspect is that state administrators in the public sector are required to be able to carry out their duties as well as public servants. The new paradigm of public sector performance no longer places the public sector as being served by the public, but rather the people must be served as well as possible by the public sector.

Many factors cause the quality of our public sector services to experience many problems. In addition to the structural and cultural factors of our public sector actors, one important factor to note is the absence of Standard Operating Procedures for each service unit which is to the expectations of the community

held by each service unit. The absence of Standard Operating Procedures that are to the expectations of the community is caused because each service unit does not have complete information about the expectations, desires, and satisfaction of the customers it serves. Based on the *Surat Keputusan Menteri Pemberdayaan Aparatur Negara Nomor: KEP/25/M.PAN/2/2004* concerning General Guidelines for Compiling the Public Satisfaction Index of Service Units of State Organizing Agencies:

- a. that services to the community by state organizing apparatus need to be continuously improved, to achieve the expected quality;
- b. that to determine the performance of state organizing apparatus services to the community, it is necessary to assess public opinion on the service, through the compilation of a public satisfaction index;
- c. Based on the *Undang-Undang Republik Indonesia Nomor 25 Tahun 2000* concerning the National Development Program (*PROPENAS*), one of the activities to improve public services is to compile a Public Satisfaction Index as a benchmark for optimizing the performance of public services by state apparatus to the public.

Therefore, based on this idea, it is necessary to conduct studies that explain the level of public satisfaction with the services provided by existing public service institutions. Thus, improving the quality of services by state institutions is a must because if this is not done, service users will eventually leave the services provided by state institutions and switch to using services provided by institutions organized by the private sector which always strive to improve the services they provide.

Therefore, based on this idea, it is necessary to conduct research that explains the level of public satisfaction with the services provided by existing public service institutions, namely *E-KTP* services in *Tambaksari* District, Surabaya.

The state organizers of East Java Province through the *Peraturan Daerah Kota Surabaya Nomor 11 Tahun 2005* concerning Public Services in East Java Province, especially Article 11, states the following:

1. Public service organizers are required to periodically assess the performance of public service implementation.
2. To carry out the performance assessment as referred to in the paragraph, is carried out through measuring the public satisfaction index by the public service standards of each public service organizer.
3. If there is a discrepancy between the value of the public satisfaction index and the public service standards, then coaching and development of the capacity of public service implementation will be carried out.
4. The procedures for implementing coaching and development of the capacity of public service implementation are regulated by the Governor's Regulation.

Based on the provisions above, the Governor of East Java instructed all public service units in the Regency/City/Province in East Java to conduct periodic evaluations every three months. The shortcomings or weaknesses of each public service unit must be informed of how to handle them to the public.

Therefore, measuring the degree of public satisfaction with *E-KTP* services in *Tambaksari* District, Surabaya City is very urgent, as a final assignment in the Public Administration Study Program. The formulation of the problem of this research is how much is the degree of public satisfaction in *E-KTP* services in *Tambaksari* District, Surabaya City? The purpose of this study is to analyze the degree of public satisfaction with *E-KTP* services in *Tambaksari* District, Surabaya City.

The results of the study can be used by *SKPD* Services in Surabaya City to improve public sector services so that it is possible to realize public satisfaction with *E-KTP* services.

## B. RESEARCH METHODS

The research method used in this study is a quantitative descriptive method. The descriptive quantitative method is a research method that describes the average number for each parameter of each research indicator. The results can be analyzed for patterns or levels of tendencies/phenomena from each parameter in the *IKM* variable.

The focus of the research is the level of satisfaction with *E-KTP* services in *Tambaksari* District, Surabaya City, and these levels include:

1. Service Procedures.
2. Service Requirements.
3. Clarity of Service Officers.
4. Discipline of Service Officers.
5. Responsibility of Service Officers.
6. Ability of Service Officers.
7. Speed of Service.
8. Fairness in Getting Service.
9. Politeness and Friendliness of Officers.
10. Reasonableness of Service Fees.
11. Certainty of Service Fees.
12. Certainty of Service Schedules.
13. Environmental Comfort.
14. Service Security.
15. Community Expectations.

Researchers have distributed questionnaires to 30 respondents/residents who have processed *E-KTP* in *Tambaksari* District, Surabaya City. There are 15 indicators assessed based on the *IKM* (Community Satisfaction Index) instrument. The results of the tabulation of respondents' opinions are shown in the following frequency table.

The data technique in this study uses a survey method, where researchers go directly to the research location by distributing questionnaires as an instrument to measure the level of satisfaction.

The population and data samples are all customers who receive *E-KTP* services at the *Tambaksari* District service agency. While the sampling technique used is Quota sampling, namely by determining a sample of 30 users using purposive sampling.

The analysis method is carried out descriptively qualitatively, with the Cross Tabulation analysis technique, and quantitatively using the Community Satisfaction Index (*IKM*) with the following formula:

$$IKM = \frac{\text{Total of (Perceived Value x Weighing Value)}}{\text{Total weight of all completed questions}}$$

The *IKM* value obtained will range from 1 to 4, and to facilitate interpretation, the *IKM* value is converted into a service quality value on a scale of 100 with the following formula:

Service quality value = *IKM* conversion

$$= \frac{IKM}{4} \times 100$$

**Table 1: IKM**

Perception Value	<i>Ik</i> m Interval Value	<i>Ik</i> m Conversion Interval Value	Quality of Service	Service Unit Performance
1	1,00 – 1,75	25 – 43,75	D	Not good
2	1,76 – 2,50	43,76 – 62,50	C	Not good enough
3	2,51 – 3,25	62,51 – 81,25	B	Good
4	3,26 – 4,00	81,26 – 100,00	A	Very Good

Source: *Tambaksari* District Office, 2018

### C. RESULTS AND DISCUSSION

The location of *Tambaksari* District is included in the Geographical area of Surabaya City which is part of the East Surabaya area with Height ± 4 (four) meters above sea level. The northern boundary: Kenjeran and Bulak Districts. The eastern boundary: Mulyorejo District. The southern boundary: Gubeng District. The western boundary: Simokerto and Genteng Districts. The total area of *Tambaksari* District is ± 9.10 km<sup>2</sup> divided into 8 (eight) sub-districts.

Area, Height, and Distance from Sub-district to Sub-district Per Sub-district in 2018.

**Table 2: Urban Village**

Urban Village	Area (Km2)	Area Altitude (m)	Distance to sub-district (Km)
(1)	(2)	(3)	(4)
01. Pacar Keling	0,70	4	1
02. Pacar Kembang	2,09	4	1,5
03. Ploso	1,49	4	1
04. <i>Tambaksari</i>	0,63	4	1
05. Rangkah	0,70	4	1,3
06. Gading	0,79	4	2
07. Kapas Madya Baru	1,58	4	2,5
08. Dukuh Setro	1,12	4	3
Amount	9,10		
2017	9,10		

Source: *Tambaksari* District Office, 2018

**Table 3: E-KTP Service Procedures in *Tambaksari* District.**

No	Criteria	Amount	Percentage
1.	Very Good	17	57%
2.	Good	8	27%
3.	Not Good Enough	3	10%
4.	Not Good	2	6%
	Amount	30	100%

Source: Results of a questionnaire processed by researchers, 2021

Table 3 shows that the service procedures carried out by service officers are considered very satisfactory by service users (people who are processing *E-KTP* in *Tambaksari* District), as evidenced by 57% of service users assessing them as very satisfied and 27% of service users assessing them as satisfied.

**Table 4: *E-KTP* Service Requirements in *Tambaksari* District.**

No	Criteria	Amount	Percentage
1.	Very Good	18	60%
2.	Good	7	24%
3.	Not Good Enough	3	10%
4.	Not Good	2	6%
	Amount	30	100%

Source: Results of a questionnaire processed by researchers, 2021

Table 4 shows that the *E-KTP* Service Requirements (people who process *E-KTP* in *Tambaksari* District) are very satisfactory, as proven by 60% of service users who rate them as very satisfied and 24% of service users who rate them as satisfied.

**Table 5: Service Procedures carried out by *E-KTP* Service Officers in *Tambaksari* District.**

No	Criteria	Amount	Percentage
1.	Very Good	18	60%
2.	Good	7	24%
3.	Not Good Enough	2	6%
4.	Not Good	3	10%
	Amount	30	100%

Source: Results of a questionnaire processed by researchers, 2021

Table 5 shows that the service procedures carried out by the *E-KTP* service officers (people who process *E-KTP* in *Tambaksari* District) are very satisfactory,

as proven by 60% of service users who rate them as very satisfied and 24% of service users who rate them as satisfied.

**Table 6: Explanation of Clarity of Service Officers by *E-KTP* Service Officers in *Tambaksari* District.**

No	Criteria	Amount	Percentage
1.	Very Good	17	57%
2.	Good	8	27%
3.	Not Good Enough	2	6%
4.	Not Good	3	10%
	Amount	30	100%

Source: Results of a questionnaire processed by researchers, 2021

Table 6 shows that the explanation regarding the clarity of service officers by *E-KTP* service officers (people who are processing *E-KTP* in *Tambaksari* District) is very satisfying, as proven by 57% of service users who consider themselves very satisfied and 27% of service users who consider themselves satisfied.

**Table 7: Explanation of Officer Discipline, Service by *E-KTP* Service Officers in *Tambaksari* District.**

No	Criteria	Amount	Percentage
1.	Very Good	19	64%
2.	Good	6	20%
3.	Not Good Enough	3	10%
4.	Not Good	2	6%
	Amount	30	100%

Source: Results of a questionnaire processed by researchers, 2021

Table 7 shows that the Explanation of Officer Discipline, Service by *E-KTP* *E-KTP* Service Officers (people who process *E-KTP* in *Tambaksari* District) is very satisfying as proven by 64% of service users who rate them as very satisfied and 20% of service users who rate them as satisfied.

And Table 8 below shows that the service procedures carried out by service officers are considered very satisfactory by service users (people who are processing *E-KTP* in *Tambaksari* District), as evidenced by 57% of service users assessing them as very satisfied and 27% of service users assessing them as satisfied.

**Table 8: *E-KTP* Service Procedures in *Tambaksari* District.**

No	Criteria	Amount	Percentage
1.	Very Good	17	57%
2.	Good	8	27%
3.	Not Good Enough	3	10%
4.	Not Good	2	6%
	Amount	30	100%

Source: Results of a questionnaire processed by researchers, 2021

**Table 9: *E-KTP* Service Requirements in *Tambaksari* District.**

No	Criteria	Amount	Percentage
1.	Very Good	18	60%
2.	Good	7	24%
3.	Not Good Enough	3	10%
4.	Not Good	2	6%
	Amount	30	100%

Source: Results of a questionnaire processed by researchers, 2021

Table 9 shows that the explanation of the *E-KTP* Service Requirements (people who process *E-KTP* in *Tambaksari* District) is very satisfying, as evidenced by 60% of service users rating themselves as very satisfied and 24% of service users rating themselves satisfied.

**Table 10: Service Procedures carried out by *E-KTP* Service Officers in *Tambaksari* District.**

No	Criteria	Amount	Percentage
1.	Very Good	18	60%
2.	Good	7	24%
3.	Not Good Enough	2	6%
4.	Not Good	3	10%
	Amount	30	100%

Source: Results of a questionnaire processed by researchers, 2021

Table 10 shows that the explanation of the service procedures carried out by the *E-KTP* service officers (people who are processing *E-KTP* in *Tambaksari* District) is very satisfactory, as proven by 60% of service users who rate them as very satisfied and 24% of service users who rate them as satisfied.

**Table 11: Explanation of Clarity of Service Officers by *E-KTP* Service Officers in *Tambaksari* District.**

No	Criteria	Amount	Percentage
1.	Very Good	17	57%
2.	Good	8	27%
3.	Not Good Enough	2	6%
4.	Not Good	3	10%
	Amount	30	100%

Source: Results of a questionnaire processed by researchers, 2021

Table 11 shows that the explanation of the clarity of service officers by *E-KTP* service officers (people who process *E-KTP* in *Tambaksari* District) is very satisfying, as evidenced by 57% of service users rating themselves as very satisfied and 27% of service users rating themselves satisfied.

**Table 12: Explanation of Officer Discipline, Service by *E-KTP* Service Officers in *Tambaksari* District.**

No	Criteria	Amount	Percentage
1.	Very Good	19	64%
2.	Good	6	20%
3.	Not Good Enough	3	10%
4.	Not Good	2	6%
	Amount	30	100%

Source: Results of a questionnaire processed by researchers, 2021

Table 12 shows that the explanation of the discipline of service officers by *E-KTP* service officers (people who process *E-KTP* in *Tambaksari* District) is very good, as evidenced by 64% of service users rating it very good and 20% of service users rating it good.

**Table 13: *E-KTP* Service Procedures in *Tambaksari* District.**

No	Criteria	Amount	Percentage
1.	Very Good	17	57%
2.	Good	8	27%
3.	Not Good Enough	3	10%
4.	Not Good	2	6%
	Amount	30	100%

Source: Results of a questionnaire processed by researchers, 2021

Table 13 shows that the service procedures carried out by service officers are considered very good by service users (people who are processing *E-KTP* in *Tambaksari* District), as evidenced by 57% of service users rating it very good and 27% of service users rating it good.

**Table 14: *E-KTP* Service Requirements in *Tambaksari* District.**

No	Criteria	Amount	Percentage
1.	Very Good	18	60%
2.	Good	7	24%
3.	Not Good Enough	3	10%
4.	Not Good	2	6%
	Amount	30	100%

Source: Results of a questionnaire processed by researchers, 2021

Table 14 shows that the requirements explained and carried out by service officers are considered very good by service users (people who process *E-KTP* in

*Tambaksari* District), as proven by 60% of service users rating it very good and 24% of service users rating it good.

**Table 15: Clarity of *E-KTP* Service Officers in *Tambaksari* District.**

No	Criteria	Amount	Percentage
1.	Very Good	18	60%
2.	Good	7	24%
3.	Not Good Enough	2	6%
4.	Not Good	3	10%
	Amount	30	100%

Source: Results of a questionnaire processed by researchers, 2021

Table 15 shows that the clarity of service officers is assessed by service users (people who are processing *E-KTP* in *Tambaksari* District) as very good, as proven by 60% of service users assessing it as very good and 24% of service users assessing it as good.

**Table 16: Discipline of *E-KTP* Services in *Tambaksari* District.**

No	Criteria	Amount	Percentage
1.	Very Good	17	57%
2.	Good	8	27%
3.	Not Good Enough	2	6%
4.	Not Good	3	10%
	Amount	30	100%

Source: Results of a questionnaire processed by researchers, 2021

Table 16 shows that the discipline of service officers is considered very good by service users (people who are processing *E-KTP* in *Tambaksari* District), as proven by 57% of service users who consider it very good and 27% of service users consider it good.

And Table 17 below shows that the responsibility of service officers is assessed by service users (people who process *E-KTP* in *Tambaksari* District) as very good, as proven by 64% of service users assessing it as very good and 20% of service users assessing it as good.

**Table 17: Responsibilities of *E-KTP* Service Officers in *Tambaksari* District.**

No	Criteria	Amount	Percentage
1.	Very Good	19	64%
2.	Good	6	20%
3.	Not Good Enough	3	10%
4.	Not Good	2	6%
	Amount	30	100%

Source: Results of a questionnaire processed by researchers, 2021

**Table 18: Capabilities of *E-KTP* Service Officers in *Tambaksari* District.**

No	Criteria	Amount	Percentage
1.	Very Good	17	57%
2.	Good	8	27%
3.	Not Good Enough	3	10%
4.	Not Good	2	6%
	Amount	30	100%

Source: Results of a questionnaire processed by researchers, 2021

Table 18 shows that the ability of service officers is assessed by service users (people who are processing *E-KTP* in *Tambaksari* District) as very good, as proven by 60% of service users assessing it as very good and 24% of service users assessing it as good.

**Table 19: Speed of *E-KTP* Services in *Tambaksari* District.**

No	Criteria	Amount	Percentage
1.	Very Good	18	60%
2.	Good	7	24%
3.	Not Good Enough	3	10%
4.	Not Good	2	6%

	Amount	30	100%
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Source: Results of a questionnaire processed by researchers, 2021

Table 19 shows that the speed of service officers is assessed by service users (people who are processing *E-KTP* in *Tambaksari* District) as very good, as proven by 60% of service users assessing it as very good and 24% of service users assessing it as good.

**Table 20: Justice Gets Served**

No	Criteria	Amount	Percentage
1.	Very Good	18	60%
2.	Good	7	24%
3.	Not Good Enough	2	6%
4.	Not Good	3	10%
	Amount	30	100%

Source: Results of a questionnaire processed by researchers, 2021

Table 20 shows that the fairness of getting services from service officers is assessed by service users (people who are processing *E-KTP* in *Tambaksari* District) as very good, as proven by 60% of service users assessing it as very good and 24% of service users assessing it as good.

**Table 21: Courtesy and Friendliness of Staff**

No	Criteria	Amount	Percentage
1.	Very Good	17	57%
2.	Good	8	27%
3.	Not Good Enough	2	6%
4.	Not Good	3	10%
	Amount	30	100%

Source: Results of a questionnaire processed by researchers, 2021

Table 21 shows that the politeness and friendliness of the service officers are assessed by service users (people who are processing *E-KTP* in *Tambaksari* District) as very good, as evidenced by 57% of service users assessing it as very good, and 27% of service users assessing it as good.

**Table 22: Reasonableness of *E-KTP* Service Fees in *Tambaksari* District.**

No	Criteria	Amount	Percentage
1.	Very Good	29	97%
2.	Good	1	3%
3.	Not Good Enough	0	0
4.	Not Good	0	0
	Amount	30	100%

Source: Results of a questionnaire processed by researchers, 2021

Table 22 shows that the fairness of the service fee is considered by service users (people who are processing *E-KTP* in *Tambaksari* District) as very good, as proven by 97% of service users rating it as very good and 3% of service users rating it as good. This is already free of charge for *E-KTP* services.

**Table 23: Certainty of *E-KTP* Service Fees in *Tambaksari* District.**

No	Criteria	Amount	Percentage
1.	Very Good	29	97%
2.	Good	1	3%
3.	Not Good Enough	0	0
4.	Not Good	0	0
	Amount	30	100%

Source: Results of a questionnaire processed by researchers, 2021

Table 23 shows that the certainty of service costs for managing EKTP is considered very good by service users (people who manage *E-KTP* in *Tambaksari* District) as proven by 97% of service users rating it very good and 3% of service users rating it good. This is free of charge for *E-KTP* services.

And Table 24 below shows that the comfort of the service environment where the service is provided is assessed by service users (people who process *E-KTP* in *Tambaksari* District) as very good, as evidenced by 60% of service users assessing it as very good and 24% of service users assessing it as good.

**Table 24: Comfort of EKTP Service Environment in Tambaksari District.**

No	Criteria	Amount	Percentage
1.	Very Good	18	60%
2.	Good	7	24%
3.	Not Good Enough	3	10%
4.	Not Good	2	6%
	Amount	30	100%

Source: Results of a questionnaire processed by researchers, 2021

**Table 25: Security of E-KTP Services in Tambaksari District**

No	Criteria	Amount	Percentage
1.	Very Good	18	60%
2.	Good	7	24%
3.	Not Good Enough	2	6%
4.	Not Good	3	10%
	Amount	30	100%

Source: Results of a questionnaire processed by researchers, 2021

Table 25 shows that service security is considered very good by service users (people who process *E-KTP* in *Tambaksari* District), as proven by 60% of service users rating it as very good and 24% of service users rating it as good.

**Table 26: Community Expectations**

No	Criteria	Amount	Percentage
1.	Very Good	17	57%
2.	Good	8	27%
3.	Not Good Enough	2	6%
4.	Not Good	3	10%

	Amount	30	100%
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Source: Results of a questionnaire processed by researchers, 2021

Table 26, shows that the public's expectations of services are rated by service users (people who process *E-KTPs* in *Tambaksari* District) as very good, as proven by 57% of service users who think it is very good and 27% of service users who think it is good. This means that the community's expectations are matched with evidence that the service is appropriate.

Next, to analyze service quality, interval value analysis is carried out. From the tabulation results, an interval value of 3.35 is obtained. Furthermore, to assess the magnitude of the interval values and their interpretation, the *IKM* table as follows can be used.

Perceived Value	SMI Interval Value	SMI Conversion Interval Value	Service Quality	Service Unit Performance
1	1,00 – 1,75	25 – 43,75	D	Not Good
2	1,76 – 2,50	43,76 – 62,50	C	Not Good Enough
3	2,51 – 3,25	62,51 – 81,25	B	Good
4	3,26 – 4,00	81,26 – 100,00	A	Very Good

The interval value is 3.35 if converted to the SMI Interval Value between 81.26 – 100.00 with a service quality predicate = A = Very good.

The results of this research show that *E-KTP* services in the District *Tambaksari* is going very well. The pattern of public services desired by regional autonomy is a public service that is closer to the parties being served. The service pattern desired, desired, and expected by the public is a service pattern that is faster, cheaper, and better. To fulfill the desires and expectations of the people served, service providers must be closer, faster, and better.

Community dynamics continue to develop and the pressure to change service paradigms both conceptually theoretically and applicatively increases. This requires the government to make various efforts to improve the quality of public services carried out by government institutions. Based on the Surat Keputusan Menteri Pemberdayaan Aparatur Negara Nomor: KEP/25/M.PAN/2/2004 concerning General Guidelines for Preparing Indexes Service Unit Community Satisfaction Government agencies mentioned:

- a. that services to the community by government officials need to continue to be improved, to achieve the expected quality;

- b. that to determine the performance of government officials' services to the community, it is necessary to assess the public's opinion of the service, through the preparation of a community satisfaction index;

Community satisfaction index (*IKM*) *E-KTP* in *Tambaksari* District is data and information about the level of community satisfaction with *E-KTP* services obtained from quantitative measurement results during this research.

In this way, the public's opinion regarding obtaining services from the apparatus in *Tambaksari* District can be captured by carrying out this research to be able to provide input on the extent of *E-KTP* services provided in the District. Public services thus compare expectations and needs. Meanwhile, service satisfaction is interpreted as the result of community opinions and assessments of the service performance provided by sub-district officials in providing public services (*E-KTP* Services). This service performance can lead to a level of satisfaction with a quality score of A = Very good.

#### D. CONCLUSION

*E-KTP* services in the District *Tambaksari* Surabaya The interval value is 3.35 if converted to the *IKM* Interval Value between 81.26 – 100.00 with a service quality predicate = A = Very good. The results of this research show that *E-KTP* services in the District. *Tambaksari* is going very well. Thus, the *E-KTP* service pattern in *Tambaksari* Surabaya is faster, cheaper, and better. This is in line with the desires and expectations of the people served, service providers (apparatus in *Tambaksari* District) use the principles of closer, faster, and more precise (better).

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