



# Public Service Policy Study In Increasing Community Satisfaction

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## ABSTRACT

*The aim of this research is to find out and analyze the public's satisfaction with public services at the Probolinggo City Public Works and Spatial Planning Office. This type of research is descriptive qualitative, with research locations at the Department of Public Works, Spatial Planning, Housing and Residential Areas of Probolinggo City. The types of data used are primary and secondary. Primary data was carried out using interviews and observations and secondary data using literature and document studies. The data analysis technique uses the theory of Miles, Huberman, and Saldana (2014:31-33), namely Data Condensation, Data Display and Conclusion Drawing/Verifications. Research result shows that the public policies implemented by the Department of Public Works, Spatial Planning, Housing and Settlement Areas have met the expectations and needs of the people of Probolinggo City. This is proven by survey data on 17 types of public services, the average value of the community satisfaction index of the Department of Public Works, Spatial Planning, Probolinggo City Housing and Residential Areas are in the Good category. Judging from the level of positive response given by the community to the value of the Accumulated Community Satisfaction Index by measuring various indicators/aspects of services that have been adapted to Regulation of the Minister for Administrative Reform and Bureaucratic Reform of the Republic of Indonesia. However, there are still several variables/indicators that need further improvement, namely Infrastructure and Service Procedures. This can be seen from the criticism and suggestions given by the community as service users. Therefore, department heads must be able to increase the effectiveness and supervision of all levels of employees in providing services to the community.*

**Keywords:** Community Satisfaction, Public Services, Public Policy.

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## 1. INTRODUCTION

The quality of public services is a main indicator in government administration good ones, from the central government to regional governments. . The Ministry of State Apparatus Empowerment and Bureaucratic Reform (PANRB) encourages improving the quality of public services through awards for government agencies that develop and innovate public services. However, it is felt that the implementation of public services in Indonesia is still less than optimal, which can be seen from various complaints from the public as users or consumers. Some of the things that the public complains about include service procedures that are too long and convoluted, service requirements that are felt to be heavy and the ability of service staff that is still low. This condition represents a low level of service to the community and is related to the performance of public services. This problem has an impact on the emergence of a bad image for the government as a public service provider.

Various efforts have been made by the government to improve te's imageThis, both by improving services to the community directly and through policies at both the central and regional levels. Organizers are obliged to periodically assess the performance of public service delivery. It is necessary to prepare a Community Satisfaction Survey as a benchmark for assessing the level of service quality. Satisfaction measurement is an important element in the performance evaluation process where the final goal to be achieved is to provide better, more efficient and more effective service.

The same thing happened to the Department of Public Works, Spatial Planning, Housing and Settlement Areas of Probolinggo City, which is a government agency at the city level which is responsible for providing various services related to public works, spatial planning and arrangement of residential areas. The services provided by the Department of Public Works, Spatial Planning, Housing and Settlement Areas of Probolinggo City cover various

aspects, such as public infrastructure development, urban spatial planning, clean water and sanitation management, and maintenance of public facilities.

Research on public satisfaction with public services at the Department of Public Works, Spatial Planning, Housing and Residential Areas of Probolinggo City is based on several relevant reasons. First, Probolinggo was chosen because it is a representative city in the context of public services in Indonesia. As a city that has a variety of public services, including from the Department of Public Works, Spatial Planning, Housing and Settlement Areas, Probolinggo provides a fairly good picture for evaluating public policies based on established guidelines.

The average satisfaction of the people of the Public Works, Spatial Planning, Housing and Settlement Areas Department of Probolinggo City in 2022 is in the good category. This research will look at it from the perspective of 2023 and be evaluated based on the Regulation of the Minister for Empowerment of State Apparatus and Indonesian Bureaucratic Reform Number 14 of 2017 concerning guidelines for preparing community satisfaction surveys for public service delivery units for the Public Works, Spatial Planning, Housing and Settlement Areas of Probolinggo City. The level of citizen satisfaction with public services provided by the Department of Public Works, Spatial Planning, Housing and Settlement Areas in Probolinggo City can be assessed through various methods such as surveys, feedback mechanisms, community meetings and performance evaluations. By analyzing these indicators, authorities can measure how well their services meet people's expectations and needs.

Research on public satisfaction with public services can provide a comprehensive picture of the extent to which public policies have succeeded in meeting society's expectations and needs. In addition, identifying the challenges faced by the Department of Public Works, Spatial Planning, Housing and Settlement Areas in providing satisfactory public services is very important to implement targeted improvements. Some common challenges may include budget constraints, resource constraints, bureaucratic obstacles, or technical issues. Proactively addressing these challenges can create opportunities to improve service quality and increase community satisfaction levels. Therefore, researchers are interested in conducting research on public satisfaction in public services in the public service delivery units of the Public Works, Spatial Planning, Housing and Settlement Areas of Probolinggo City.

The aim of this research is to find out and analyze the public's satisfaction with public services at the Pek Service office Public Works, Spatial Planning, Housing and Settlement Areas Probolinggo City Government. The benefit of this research is that it is hoped that it can provide input for practitioners, and also increase the public's insight into public satisfaction with public services at the Public Works, Spatial Planning, Housing and Settlement Areas offices of the Probolinggo City Government.

## **2. LITERATURE REVIEW**

Public services, according to Law Number 25 of 2009, are activities or series of activities in order to fulfill service needs in accordance with statutory regulations for every citizen and resident regarding goods, services and/or administrative services provided by public service providers. . Services provided by the government can be classified into administrative services and development services (Hoesein, 1995).

Based on the government's function in carrying out pePublic services have 3 service functions. First, environmental services. This form includes the provision of environmental facilities and infrastructure (broad meaning) including roads, bridges, drainage, public facilities, etc. Also included in this form of service are personal services, including educational and health services, religious services, etc. Second, developmental services. This form of service is more about enabling and facilitating, or facilities and infrastructure that can support increased economic growth, including services in the form of administrative services that are legal in nature, for example legalizing the ownership or existence of an individual in society in the form of identity card licensing services. , Birth certificate, and so on. Third, protective services. This third form is more about providing security and protection services carried out by the civil service police, military, fire hazards, natural disasters and so on.

There are several methods that can be used to measure customer satisfaction, namely the complaint or suggestion system method, customer satisfaction surveys, ghost shopping method, and lost customer analysis. Customer Satisfaction Index Analysis is one way to determine the level of customer satisfaction using the Customer Satisfaction Survey method. The scope of the community satisfaction survey is 9 variables contained in the Regulations, 9 scope factors that will be assessed, namely clarity and ease of service requirements, clarity and ease of service procedures, timeliness of service, certainty and reasonableness of service costs/tariffs, guarantee of service product specifications, fulfillment of implementation competencies, implementer behavior, service facilities and

infrastructure, as well as the implementation of handling complaints, suggestions and input (Adiananto, Widjajani and Sholahuddin, 2024; Firdaus, Sholahuddin and Wiyani, 2024). Public satisfaction with the performance of government services needs to continue to be measured and compared. One way that can be used to measure public satisfaction with government services is to use the Community Satisfaction Index.

### **3. METHODOLOGY**

#### **3.1 Research Design**

The research approach used in this research is qualitative research. Qualitative is a method based on philosophy about what the subject experiences based on conditions of reality or natural settings, for example behavior, perception, motivation, action and so on.

#### **3.2 Research Location**

In this research, the research location will be the office of the Department of Public Works, Spatial Planning, Housing and Settlement Areas of Probolinggo City. The choice of research location at the Probolinggo City Public Works and Spatial Planning Department is seen from a unique, specific and interesting perspective because it can provide in-depth insight into public satisfaction with public services and provide a positive contribution in evaluating public policy.

#### **3.4 Research Informants**

This research uses purposive sampling and snowball sampling techniques. Because the researcher feels that the sample taken knows the most about the problem to be researched so that it will make it easier for the researcher to explore the object/social situation being studied and this is because the small number of data sources are not yet able to provide data as a data source. The informants used by the researchers were 7 people.

#### **3.4 Data Types and Sources**

In this research, researchers used primary data sources and secondary data. Primary data was collected through direct interviews in a determined number. Meanwhile, secondary data used is in the form of literature, books, reports, etc. that are relevant to the research title.

#### **3.5 Data Collection Procedures**

The data used is secondary data in this research, so the data in this research was obtained by observation, interviews and documentation.

#### **3.6 Data Collection and Analysis Techniques**

In collecting data and information the author used interview, observation and documentation techniques. Data were analyzed using the theoretical concepts of Miles, Huberman and Saldana (2014), namely data collection, data condensation, data presentation, drawing conclusions and verification.

### **4. RESEARCH RESULT AND DISCUSSION**

Evaluation of public policies is an important aspect to ensure government actions are effective, efficient and responsive to community needs. Regulation of the Minister for Administrative Reform and Bureaucratic Reform Number 14 of 2017 provides guidelines for conducting surveys to assess public satisfaction with services provided by public institutions such as the Public Works and Spatial Planning Department in Probolinggo City. This regulation aims to guide public institutions in assessing public satisfaction with their services through surveys. Regulation of the Minister for Empowerment of State Apparatus and Indonesian Bureaucratic Reform Number 14 of 2017 aims to provide guidelines for the Public Administration Unit of the Probolinggo City Public Works and Spatial Planning Service in compiling community satisfaction surveys. Community satisfaction surveys are an important instrument in evaluating the performance of public services carried out by government agencies.

This regulation provides direction regarding the steps that must be followed in compiling a community satisfaction survey. Several things regulated in this regulation include: (1) Procedures for conducting surveys: Explaining procedures for conducting surveys, including survey stages, data collection, data analysis, and reporting survey results; (2) Determination of sample: Explains the method for determining a representative sample of respondents; (3) Use of survey instruments: Explains the development of valid and reliable survey instruments; (4)

Data analysis: Provide guidance regarding appropriate data analysis techniques to obtain accurate information; and (5) Reporting results: Explains the procedures for preparing survey results reports so that they can be used as material for evaluating and improving public services.

Public institutions are required to report survey results and use them to improve service delivery. These requirements ensure that the data collected is not only used internally but also contributes to broader improvements in public administration and governance. The results of community satisfaction surveys must be used as evaluation material to improve service delivery. By knowing the needs and expectations of the community through this survey, the Public Administration Unit of the Probolinggo City Public Works and Spatial Planning Service can make improvements or adjustments in the delivery of services to make them more responsive to community needs.

Regulation of the Minister for Empowerment of State Apparatus and Indonesian Bureaucratic Reform Number 14 of 2017 underlines the importance of monitoring and evaluating the effectiveness of actions taken based on the findings of community satisfaction surveys in the Probolinggo City public service unit under the Ministry of Public Works and Public Housing. This mechanism not only ensures accountability but also fosters a culture of continuous improvement in public organizations. There must be a mechanism to monitor and evaluate the effectiveness of actions taken based on survey findings. The regulation also provides guidelines on how to prepare community satisfaction surveys, including in terms of data collection, data analysis and reporting survey results. By following the guidelines set out in this regulation, it is hoped that the Probolinggo City Public Works and Spatial Planning Service Public Administration Unit can conduct community satisfaction surveys effectively and efficiently. With this standard, it is hoped that there will be increased transparency, accountability and responsiveness in public services.

At the Probolinggo City Public Works and Spatial Planning Department, the implementation of public service standards is important to ensure that the services provided to the community are in accordance with the established standards. With clear guidelines, it is hoped that better public services will be created that are responsive to community needs. The department provides various services to the community in the area. Some of the services usually provided include the secretariat. Services offered by the secretariat include administrative support, project coordination, communication with stakeholders, and implementation of policies set by the department. Overall, the Secretariat of the Department of Public Works, Spatial Planning, Housing and Settlement Areas of Probolinggo City plays an important role in supporting the operations of the Department of Public Works and Spatial Planning. Their services include administrative support, project coordination, stakeholder communications, and policy implementation to facilitate efficient department functioning.

The second service, namely the water resources sector, covers several main aspects such as evaluation, formulation of work plans, formulation of technical policies, implementation of coordination, facilitation, supervisory duties, as well as other service functions related to water resources management. The next services are in the housing and residential areas sector, the community development sector is responsible for the development and maintenance of road and transportation infrastructure, the work creation sector which includes evaluation of work plans, technical policies, task coordination, technical supervision, licensing, recommendations for official assignments. Other services include UPT for flats and spatial planning.

In Probolinggo City, there is a Mayor's Regulation which regulates rental fees and levies for Public Service Units of the Public Works, Spatial Planning, Housing and Settlement Areas. This Mayor's Regulation aims to regulate rates and conditions related to the use of public facilities provided by the Department of Public Works and Spatial Planning - Residential Area Planning (PUPR-PKP) in the city.

The Mayor's Regulation is Number 30 of 2023 concerning Confirmation of the Implementation of the Duties and Functions of Regional Retribution Management in the Probolinggo Mayor's Regulation concerning the Formation, Position, Organizational Structure, Duties and Functions of Regional Technical Implementation Units within the Probolinggo City Government. The purpose of the Mayor's Regulation which regulates rental fees and user charges is to provide clear guidelines in determining rental rates and user fees for public facility users. Rental rates and levies are fees that must be paid by users of public facilities to use certain services or infrastructure. This rate is usually set by the government or public facilities management body to finance the maintenance, operations and development of these facilities. Example of implementation of rental rates and levies in Probolinggo City. For example, in determining parking rates at a shopping center, factors such as parking location, operating hours, parking capacity and market demand will be the main considerations. The next goal is to ensure that users of public facilities comply with

applicable regulations in their use, increase the efficient and effective use of public facilities and support sustainable urban infrastructure development.

In its implementation, this Mayor's Regulation usually includes provisions such as rental rates or levies, which are fees that must be paid by parties who use public facilities, such as toll roads, parking lots, traditional markets, and so on. This fee aims to finance the maintenance and development of these public facilities. The rental rate itself is a fee that must be paid by the party who rents or uses a property or facility for a certain period of time. Examples are house, office or vehicle rental rates. Meanwhile, levies are a type of regional tax imposed on the use of public facilities or certain services provided by the regional government. Examples of levies are parking fees in public areas, fees for using traditional markets, and the like.

In implementing the Mayor's Regulation, there are provisions that must be obeyed by the community. If there is a violation of these provisions, sanctions or consequences will usually be imposed as a means of law enforcement and discipline. The following are several sanctions or consequences such as fines, revocation of permits or administrative sanctions, closure of business premises, criminal law enforcement, written warnings, socialization and guidance, prison and blacklist. With this Mayor's Regulation, it is hoped that public facilities management will be created that is more structured and well organized.

Research on public satisfaction in public services at the Department of Public Works, Spatial Planning, Housing and Settlement Areas of Probolinggo City in terms of William N. Dunn's policy evaluation theory. Dunn's theory emphasizes the importance of evaluating public policies based on their results and impact on society. According to Dunn, evaluation is very important to improve the quality of public services and ensure accountability to the public. Likewise, for public services provided by the Department of Public Works, Spatial Planning, Housing and Settlement Areas of Probolinggo City, assessing community satisfaction is the main indicator of service quality.

According to Dunn, indicators for assessing public satisfaction in the Public Works, Spatial Planning, Housing and Settlement Areas of Probolinggo City are effectiveness, efficiency, adequacy, alignment, responsiveness and accuracy. The effectiveness of public policy evaluation has been measured by looking at the extent to which the policy has had a positive impact as expected. This can be assessed through the level of compliance with policies, improving the quality of public services, efficient use of resources, and the positive impact felt by the community. The positive impact expected from this policy is improving the quality of public services that are more responsive to community needs, increasing transparency in the management of public administration units, as well as increasing community satisfaction with the services provided by the Department of Public Works, Spatial Planning, Housing and Residential Areas of Probolinggo City. By analyzing in depth the public satisfaction survey, performance data of public administration units, as well as feedback from various stakeholders, it is also necessary to pay attention to indicators such as the level of public satisfaction with the services provided, the level of public trust in the transparency and accountability of public administration units, as well as changes positive in public perception of bureaucratic performance after policy implementation.

By carrying out a comprehensive analysis of the budget allocation and resources used in implementing the policy as well as the results or achievements that have been achieved as a result of implementing the policy as well as the results or achievements that have been achieved as a result of implementing the policy. This evaluation was carried out through a community satisfaction survey as a basis for evaluating the efficiency of implementing public policies by the public administration unit of the Public Works, Spatial Planning, Housing and Settlement Areas Department of Probolinggo City. After analyzing the performance of public administration units, the effectiveness of resource allocation, and the impact of implementing these policies on society as a whole, the results showed good.

In analyzing these adequacy indicators, it is necessary to analyze the success indicators that have been stipulated in the regulation. This evaluation is carried out by measuring the level of achievement of the targets set in the policy. Apart from that, it also involves relevant stakeholders to obtain input and feedback regarding the effectiveness of policy implementation. Apart from that, it also assesses the efficiency of resource use in implementing policies, budget and time allocation, and the workforce used in implementing policies. Evaluating resource efficiency has helped determine optimal added value by minimizing resource waste.

This evaluation is carried out objectively without any bias or particular preferences, and is based on valid facts and data and is not influenced by the subjective views of certain individuals or groups. The justice aspect takes into account the various perspectives and interests that exist in society. All parties involved are given the opportunity to express opinions and input regarding the policies being evaluated. Apart from that, the accurate aspect, where the

accuracy of the information and data used in policy evaluation is also crucial. The data used must be reliable and representative so that the results of this evaluation provide an accurate picture of the performance of the policy. The leveling indicators in this study provide more valid results and can be used as a basis for improvement or further development of the policy.

Several key aspects were carried out by researchers in analyzing the responsiveness of the policy to the needs and expectations of the people who were the targets of the policy. Policy responsiveness is the ability of a policy to respond appropriately to the needs, aspirations and hopes of the people who are the targets or aims of the policy. In the context of public policy evaluation, responsiveness is an important indicator for measuring the effectiveness of a policy in achieving the desired goals. In this case, evaluating public policies based on guidelines for preparing community satisfaction surveys can provide a clearer picture of the extent to which a policy is able to meet the expectations and hopes of the community.

Community satisfaction is the result of evaluating or measuring the level of public satisfaction felt by the public regarding the quality of services provided by public service providers. Public satisfaction survey of the public service delivery unit of the Probolinggo City Public Works and Spatial Planning Service (PUPR Service), includes an understanding of the extent to which the needs and expectations of the Probolinggo City community are met by the services provided by the Probolinggo City Public Works, Spatial Planning, Housing and Settlement Areas Department. Community satisfaction is an important indicator in evaluating the effectiveness and quality of public services and as a basis for continuous improvement and development.

Measuring community satisfaction with the Department of Public Works, Spatial Planning, Housing and Residential Areas of Probolinggo City was carried out by conducting observations, interviews and documentation. Data analysis is also carried out to get direct feedback from the public about their experiences in using public services. The results of this measurement provide an overview of the extent to which the community is satisfied with the services provided, as well as showing areas where the Probolinggo City Public Works and Spatial Planning Department can make improvements.

The Probolinggo City Public Works and Spatial Planning Service (Dinas PUPR) is also required to conduct regular surveys to measure public satisfaction with their services. Public satisfaction with public services provided by the Department of Public Works, Spatial Planning, Housing and Settlement Areas of Probolinggo City is stated in Probolinggo City Mayor Regulation Number 10 of 2017. Based on this regulation, this institution is required to conduct regular surveys to measure public satisfaction with their services. The results of this survey must be reported to the Mayor within one month of the survey, and an evaluation must be conducted to identify strengths and weaknesses in service delivery. In addition, the agency must inform the public about the results of the survey, including the methods used to carry it out.

Factors that influence the assessment of public satisfaction with public services provided by the Probolinggo City PUPR Service need to be considered. Public satisfaction with government services is very important to ensure effective governance and meeting community needs. The quality of services provided by the Probolinggo City Public Works and Spatial Planning Department is very important in determining community satisfaction. Aspects of service quality that must be considered include responsiveness, efficiency, reliability and effectiveness, these aspects play an important role in determining public satisfaction. The public expects timely and accurate responses to their questions or requests regarding infrastructure development, land use planning, housing, water resources management, and other areas that fall under the scope of the Probolinggo City Public Works and Spatial Planning Service.

Transparent and clear communication channels between the department and the public are critical to building trust and ensuring that the public is well informed about the services offered, procedures for accessing them, and any updates or changes to policy. Effective communication can increase public perception and satisfaction with the Probolinggo City Public Works and Spatial Planning Department. Ease of access to services provided by the Public Works and Spatial Planning Department of Probolinggo City can have an impact on public satisfaction with the department. Factors such as the physical accessibility of an office location, the choice of online services, the availability of information in multiple languages or formats, and accommodations for individuals with special needs can all influence people's satisfaction levels.

The ability of the Probolinggo City Public Works and Spatial Planning Department to handle complaints, input and suggestions from the public quickly and effectively is very important to maintain a high level of satisfaction among the community. Responsiveness demonstrates a commitment to improving services based on community input

and concerns. Involving communities in decision-making processes regarding infrastructure projects, urban planning initiatives, water resource management strategies, and housing development can contribute to higher levels of satisfaction. Empowering the community to participate in determining policies and projects that have a direct impact on them can increase overall satisfaction with the services of the Probolinggo City Public Works and Spatial Planning Department.

Public satisfaction with the secretariat services of the Department of Public Works, Spatial Planning, Housing and Settlement Areas of Probolinggo City is fairly good, this is proven by the 3 existing services, namely incoming mail management services, outgoing mail management services and fund disbursement services, there is only 1 lowest variable. namely in incoming mail management services, where the variable is the behavior of the implementer. Customer service plays an important role in shaping the reputation and effectiveness of any organization, including government agencies such as the Department of Public Works, Spatial Planning, Housing and Settlement Areas. Greetings and smiles are fundamental elements of positive customer interactions because they convey warmth, respect and concern for visitors. If these simple measures are not taken, it can create a hostile atmosphere and lead to dissatisfaction among those seeking service or assistance.

In the water resources sector, there are four types of services to the community, namely: irrigation canal construction services, flood-free recommendation letter services, bridge construction recommendation services, and site plan approval services. Community satisfaction with services in the water resources sector is classified as good. However, there is still criticism from the public that needs to be reviewed. In irrigation canal construction services, the lowest variable was found, namely the competence of the implementer. Concerns highlighted include standing water that has the potential to become a breeding ground for disease due to improvements to irrigation canals, large amounts of rubbish, and excessive growth of wild plants along the canals.

Stagnant water resulting from irrigation channels that are not properly maintained or renovated poses a significant risk to public health. This creates an ideal environment for the proliferation of disease vectors such as mosquitoes which transmit diseases such as malaria, dengue fever and the Zika virus. In addition, standing water can also attract pests and other insects that can endanger the health of local residents. The presence of excess waste and vegetation in irrigation canals not only impedes water flow but also contributes to environmental degradation. Accumulation of rubbish can cause blockages, worsen flooding during heavy rain, and pollute water bodies. Overgrown vegetation competes with crops for water and nutrients, thereby affecting agricultural productivity in the region.

In the field of housing and residential areas, the Department of Public Works, Spatial Planning, Housing and Residential Areas of Probolinggo City has a service, namely the site plan approval service. This area is considered good but there is still input from the community receiving services. The extended duration of more than 14 days for processing site plan approval indicates inefficiencies in the system. Delays in approvals can impact project schedules and increase overall costs for individuals or organizations seeking to develop property. The large expenses associated with meeting site plan requirements can be a barrier to entry for small developers or individuals seeking to engage in property development projects. High costs can limit the diversity of players in the real estate market and hinder inclusive urban development. The absence of a dedicated channel for submitting complaints or feedback regarding the site plan approval process can cause frustration among stakeholders. Formalized complaint mechanisms are essential to address complaints, improve service delivery, and promote transparency in the housing and settlements sector.

## **5. CONCLUSIONS**

Based on the results of the research analysis, it is known that Public Policy Evaluation is Based on the Regulation of the Minister for Empowerment of State Apparatus and Indonesian Bureaucratic Reform Number 14 of 2017 concerning Guidelines for Preparing Satisfaction Surveys. The community of the Public Administration Unit of the Probolinggo City Public Works and Spatial Planning Service, viewed from William N. Dunn's evaluation theory with indicators of Effectiveness, Efficiency, Adequacy, Alignment, Responsiveness and Accuracy can be categorized as good, this is known, the Public Works, Spatial Planning, Housing Department and the Probolinggo City Residential Area has carried out activities to measure the Community Satisfaction Index for public services carried out in the areas of secretariat, water resources, housing and residential areas, community development, creative works, flats and spatial planning. From these measurements it was concluded that the average value of the community satisfaction

index for the Department of Public Works, Spatial Planning, Housing and Settlement Areas for Probolinggo City was in the good category, but further improvements still needed to be made.

Based on the results of a survey of public satisfaction with the public services of the Department of Public Works, Spatial Planning, Housing and Residential Areas of Probolinggo City, it can be concluded that the majority of respondents were satisfied with the services provided. Factors such as politeness of officers, speed of problem resolution, and availability of information are things that are considered positive by the public.

Suggestions that researchers can give in the future to the Department of Public Works, Spatial Planning, Housing and Areas Probolinggo City settlements need to improve their assessment of service quality by making service delivery standards in each sector in accordance with community needs and facilitating community access so that the quality of service in each sector is maintained. The performance of service elements that have received good and very good ratings continues to be maintained and efforts are made to improve. There is a need for regular evaluation of the implementation of public policies in order to determine the real impact of these policies and enable continuous improvement.

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