# Community Satisfaction Index of Kebon Kosong Sub-District for Enforcement of Health Protocols Carried out by the Civil Service Police Unit of Kemayoran District

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Keywords:     Civil Service Police Unit, Health Protocols, Community Satisfaction Index.

Abstract:     The background of the problem in this study is the high number of positive COVID-19 cases in Kebon Kosong Village compared to other Kelurahan in Kemayoran District. In this context, the performance of the Civil Service Police Unit of Kemayoran District as an enforcement officer of Regional Regulations and Regional Head Regulations, especially in enforcing COVID-19 virus health protocol regulations. To see the quality of performance of the Civil Service Police Unit of Kemayoran District in implementing health protocol regulations, it is necessary to assess public opinion by measuring the Community Satisfaction Index. This study aims to determine the Community Satisfaction Index and identify the factors that affect the satisfaction of the people of Kebon Kosong Village with the Kemayoran District Civil Service Police Unit in implementing health protocol regulations. The research method used is quantitative descriptive research. The results of this study using nine combined elements from Kepmenpan No. 25 of 2004 and Regulation of PAN & RB No. 14 of 2017 showed quite good results with a score of 83.55 with service quality B (Good). The suggestion in the study is the need for an evaluation of all officers of the Civil Service Police Unit of Kemayoran District regarding the provision of handling that does not discriminate or discriminate against the community in class, status, and economy, considering that the element of justice is the lowest element value of the other nine elements.

## 1 INTRODUCTION

The infectious disease *Corona Virus Disease* or known as *COVID-19, which has occurred almost three years since it first infected the city of Wuhan, China, last December 2019,* has become a global problem based on The World Health Organization (WHO) *declared a* pandemic on March 11, 2020. All countries have carried out various efforts to prevent and cut off the transmission of *Covid-19,* although with different levels of effectiveness. Such as South Korea, China, and other countries Singapore's neighbors have been preparing their citizens from the beginning of the first case it found. Some countries, like Sweden, choose measures to reduce the spread of *COVID-19* without lockdowns or large-scale social restrictions (Prasojo et al., 2021).

Unlike when COVID-19 began to spread in various countries, the Indonesian government, especially the Ministry of Health, seemed to ignore the threat of this virus.

Preparedness efforts to anticipate and deal with COVID-19 were not carried out until President Jokowi announced that two citizens tested positive for

COVID-19 for the first time in Indonesia last March 2020 (Hidayati, 2021). Then, a movement was carried out to resolve the rate of COVID-19 transmission by the government by implementing PSBB (Large-Scale et al.) regulations with the issuance of Government Regulation Number 21 of 2020, which discusses the enforcement of the COVID-19 pandemic.

PSBB regulations originating from the central government are then implemented and driven by local governments on their regional situations and needs. In April 2020, the capital city of Jakarta became the first province to implement the PSBB and underwent various adjustments until it became the Implementation of Community Activity Restrictions (PPKM).

Based on data released by the Ministry of Health, the Covid-19 problem in DKI Jakarta reached 1,425,915, followed by West Java province with 1,179,960 cases and Central Java province with 637,982 positive Covid-19 cases. They are making DKI the province with the highest spread rate until 2022 compared to other provinces. Therefore, in the era of the COVID-19 pandemic, many big cities are seen as symbols of business activity and the spread of the virus. (Prasojo

et al., 2020).

As an effort to prevent or break the rope of the spread of COVID-19 in Jakarta with the implementation of PSBB or PPKM, several DKI Jakarta Governor Regulations were made, including Number 33 of 2020, which discusses the actualization of the PSBB as an effort to stop the spread of Covid-19 in DKI Jakarta Province, which was decided in April 2020

1. Number 79 of 2020 discusses the implementation of discipline and enforcement of Health Protocols, which was established on August 19, 2020
2. Number 88 of 2020 discusses the revision of regulation Number 33 concerning the actualization of PSBB as an effort to stop the spread of Corona (Virus Disease, 2019) in DKI Jakarta Province, which was decided in September 2020
3. Number 101 of 2020 discusses revisions to Regulation 79 of 2020 on implementing the rules of conduct and enforcing Health Protocols stipulated on October 9, 2020.

In realizing the proper implementation of PSBB in Jakarta, the government needs a team to enforce health-related laws at the provincial and regency/city levels to enforce regional regulations in related areas. Along with the purpose of regional autonomy, regional governments can regulate and get around regions to carry out government issues that are their authority. In this case, Satpol PP is a related institution assigned as a reinforcement of regional regulations and regional head regulations so that all citizens can implement these regulations.

It is stated in Law Number 23 of 2014 concerning the regulation of Satpol PP as government personnel who are given obligations, responsibilities, and authorities based on applicable regulations in carrying out regional and regional head regulations controlling order and peace and protecting the community. More details have been regulated in Government Regulation Number 16 of 2018 regarding Satpol PP, explaining the formation, organization, duties, functions, authorities, human resources, local government obligations, coordination, coaching, supervision, awards, and reporting.

The existence of Civil Service Police Units in regional apparatus is very complex. It is needed in addition to law enforcement in the regions and to support the successful implementation of regional autonomy. As a regulatory law enforcement institution in the region, in this case, it is the regulation of health protocols during *the COVID-19 pandemic* in the DKI Jakarta area. The Civil Service Police Unit is expected to maintain peace and comfort and provide a sense of security for the community during the *Covid-19* pandemic.

To be able to find out the quality of services that have been carried out by the DKI Jakarta Civil Service Police Unit regarding the handling of the health protocol regulation, it is necessary to assess the opinions of the community itself through the measurement of the Community Satisfaction Index from now on referred to as IKM. Based on the Decree of the Minister of State Apparatus Empowerment Number 25 of 2004, which discusses how to measure SMIs in general implemented by the Government Agency Service Unit to determine the ability of services from government apparatus to the community, it is necessary to evaluate the community's response to services by making SMIs.

This service's primary purpose is to provide a sense of satisfaction to the community. This satisfaction can be felt if the services provided are by established operational standards or even better (Fahreza, 2020). In Law of the Republic of Indonesia Number 25 of 2000 regarding the National Development Program (PROPENAS), it is also explained that one of the activities to optimize public services is to create SMIs so that they can become standards for maximizing the performance of public services by government functionaries to the community.

The author wants to know from the Community Satisfaction Index at Satpol PP in implementing health protocol regulations to see the community's image or image about Satpol PP itself where there are opposing views from the community. Like before the *COVID-19* pandemic, many people speculated that the Civil Service Police Unit had no work or that its work was only to displace street vendors. Therefore, the Community Satisfaction Index measurement can show the views or images of the community towards Satpol PP in enforcing health protocol regulations during the *COVID-19 pandemic.*

By taking a case study in the Kebon Kosong Village environmental area, which is one of the areas at the Kelurahan level with the highest COVID-19 virus infection rate, *judging from comparisons with other Kelurahan in Kemayoran District, reaching 5,013 positive COVID-19 cases from* the beginning of *Covid-19* entering Indonesia.

This study aims to identify the community satisfaction index and factors that affect the community of Kebon Kosong Village on the regulation of health protocols carried out by the Kemayoran District Civil Service Police Unit.

## 2 LITERATUR REVIEW

### 2.1 Community Satisfaction Index

A community satisfaction index is a tool or method used to measure the extent to which people's satisfaction or dissatisfaction with various aspects of public services, government programs, or issues related to their well-being and quality of life. This index aims to measure public perceptions and views on the performance of the government or specific institutions and provide information that can be used to improve services and policies that align with the community's needs.

SMIs are organized based on one service unit with another to benefit the community and the government itself. According to Mulyadi, Gedeona, and Adandi (2016) with the availability of data from the implementation of the IKM survey, it is certainly expected to provide existing benefits (Blongkod, 2018), namely:

1. Knowing the gaps and shortcomings of each program element.
2. The performance of implementing public services within the specified time is known.
3. Become a consideration factor for the formation of future program policies.
4. The knowledge of SMIs is integral to the results of program implementation within a specific scope.
5. Creating matches between public service delivery units within the scope of certain governments as an effort to improve service performance.
6. So that the public knows the performance of the program.

The targets of SMIs, according to the Minister of PAN and Bureaucratic Reform of the Republic of Indonesia Number 14 of 2017, are to:

1. Encourage service delivery to advance the quality of public services.
2. Spurring community participation as service recipients in measuring the performance of the programs provided.
3. Motivate Organizers to present Breakthroughs in providing public services
4. Interpret the value of how satisfied the community is with the program

Written in Kepmen PAN Number 25 of 2004 explains the existence of 14 elements that are significant, reliable, and valid and needed to become IKM measurement standards, including :

1. Service Procedure
The community needs simplicity of the service process flow that the community will receive.
2. Terms of Service
The administrative and technical requirements needed for data collection.
3. Clarity of Service Officers
Certainty and position of personnel performing services, in this case, explanation of their responsibilities.
4. Service Officer Discipline
The sincerity of officers in carrying out their work, especially in terms of working time.
5. Responsibilities of Service Officers
Contains the authority and responsibility of officers in launching service programs.
6. Service Officer Capabilities
The capability of officers in carrying out their role to serve the community.
7. Speed of Service
Accuracy of service based on targeted time.
8. 8. Justice Gets Service Be fair without discrimination.
9. Courtesy and Friendliness of Officers
Relating to the attitude and behavior of personnel as appropriate.
9. 10. Fairness of Service Costs Affordability of the amount of fees that have been determined.
11. Certainty of Service Costs
The suitability of the required costs with the budget.
12. Certainty of Service Schedule
The appropriateness of the time that has been determined in implementing the program.
13. Environmental Comfort
Ensuring comfortable and decent infrastructure and service facilities for the community.
14. Service Security
The level of security systems around the unit area so that the community can feel calm about the risks that may exist during the implementation of the program

Meanwhile, the Minister of PAN and Bureaucratic Reform of the Republic of Indonesia, Number14 of 2017, explains that there are nine elements contained in this regulation, including:

1. Requirement
Requirements that must be met in the management of a type of service, both technical and administrative requirements
2. Systems, Mechanisms, and Procedures
Standardized service procedures for service givers and recipients, including complaints
3. Time To Turnaround
The period required to complete the entire service process of each type of service
4. Fees or Rates
The fee charged to the service recipient in managing and obtaining services from the operator is determined

based on an agreement between the operator and the community

5. Product Specification Type of Service

The results of services provided and received by the stipulated conditions. This service product is the result of each service type specification

6. Competence of Implementers

Abilities that implementers must possess include knowledge, expertise, skills, and experience

7. Executor Behavior

Executive behavior is the attitude of officers in providing services

8. Facilities and Infrastructure

Everything that can be used as a tool in achieving goals and objectives. Infrastructure is everything that is the primary support for the implementation of a process (business, development, project). Means are used for moving objects (computers, machines) and infrastructure for immovable objects (buildings).

9. Handling Complaints, Suggestions, and input on procedures for implementing complaint handling and follow-up

## 2.2 Health Protocol Enforcement

Health protocol regulation is an action taken by authorities or institutions to supervise and regulate the implementation of measures to prevent the spread of diseases, especially infectious diseases such as viral or bacterial diseases or other diseases such as the COVID-19 infectious disease outbreak. This regulation aims to protect public health, prevent the spread of disease, and ensure compliance with established rules.

Health protocols are part of regulations decided by the government, precisely the Ministry of Health, to regulate safety in community activities during the pandemic. The implementation itself has been explained in detail in Kepmenkes Number HK.01.07/MENKES/382/2020, which discusses health regulations in public spaces as an effort to prevent viruses.

## 3 METHODS

This study used a quantitative descriptive research method. This method intends to provide an overview or explanation of a phenomenon scientifically in the form of numbers through data collection, data interpretation, and the results of something under study (Arikunto, 2006).

The sampling technique in this study uses the Accidental Sampling technique, which is based on

selected samples from the most accessible people to reach and access (Santoso & Tjiptono, 2001, pp. 89-90). According to Sugiyono (2004: 77), Accidental Sampling is the determination of samples based on accidents where researchers incisively find people. It can be a sample if the person who meets the main criteria is the Kebon Blank, Kemayoran District community.

Based on the decree of the Minister of State Apparatus Empowerment Number 25 of 2004, the number of samples used as respondents in this study was 150 respondents. In this study, the author uses IKM data analysis techniques that align with the Regulation of the Minister of State Apparatus Empowerment and Bureaucratic Reform Number 14 of 2017 concerning preparing public satisfaction surveys on the programs provided. Each component of the service to be reviewed has the same weighing value as the formula that has been set, as follows :

$$\text{Bobot Nilai Rata-Rata Tertimbang} = \frac{\text{Jumlah Bobot}}{\text{Jumlah Unsur}} = \frac{1}{X} = N$$

To obtain from IKM a weighted average value approach is used with the following formula :

$$\text{IKM} = \frac{\text{Total dari Nilai Persepsi Per Unsur}}{\text{Total Unsur yang Terisi}} \times \text{Nilai Penimbang}$$

To facilitate the understanding of the IKM assessment with a value between 25-100, the assessment results above are converted to a base value of 25, with the formula as follows:

$$\boxed{\text{IKM Unit Pelayanan x 25}}$$

The results of the formula will then be entered in the table as follows:

| Nilai Persepsi | Nilai Interval (NI) | Nilai Interval Konversi (NIK) | Mutu Pelayanan (x) | Kinerja Unit Pelayanan (y) |
|---|---|---|---|---|
| 1 | 1,00 – 2,5996 | 25,00 – 64,99 | D | Tidak Baik |
| 2 | 2,60 – 3,064 | 65,00 – 76,60 | C | Kurang Baik |
| 3 | 3,0644 – 3,532 | 76,61 – 88,30 | B | Baik |
| 4 | 3,5324 – 4,00 | 88,31 – 100,00 | A | Sangat Baik |

Source : Peraturan Menteri Pendayagunaan Aparatur Negara dan Reformasi Birokrasi Nomor 14 Tahun 2017

Figure 1.

## 4 RESULTS AND DISCUSSION

In measuring the Community Satisfaction Index at the Civil Service Police Unit of Kemayoran District on

the legal basis of PAN Decree No. 25 of 2004 and PAN & RB Regulation No. 14 of 2017 as a reference for the preparation of the Community Satisfaction Index and the selection of relevant elements by research needs. Here are nine elements that are considered relevant from the two legal bases of Kepmen PAN No. 25 of 2004 and Regulation of PAN & RB No. 14 of 2017, including:

1. Officer Clarity

Clarity of officers is about the existence or certainty of Satpol PP Kemayoran District officers in enforcing health protocol regulations, such as names, positions, and what kind of authority and responsibility they have in implementing health protocol regulations.

2. System, Mechanisms, and Procedures

Systems, mechanisms, and procedures are also defined as methods of implementation procedures that are standardized for officers to the community, such as maintaining distance in enforcing health protocols, checking body temperature, giving reprimands, and enforcing humanity as a public servant.

3. Officer Discipline

Officer discipline illustrates how sincere officers are in regulating health protocols to end or break the chain of the spread of *COVID-19* in the community.

4. Officer Responsibilities

The responsibility of officers is to describe the responsibility of Satpol PP Kemayoran District officers in implementing health protocols by their authority.

5. Justice

Justice is how to enforce health protocol regulations carried out by Satpol PP Kemayoran District without discrimination or not distinguishing between groups or community status in taking action against people who are caught violating health protocols.

6. Competence or Ability of an Officer: The

Competence or ability of an officer is the aptitude or ability and skill that Mandatory Owned Officer Satpol PP Kemayoran District, which can include Knowledge about COVID-19, including His prevention, his skill in explaining to the community and giving good direction to the community.

7. Officer Conduct

Officer behavior is the attitude and behavior of Satpol PP Kemayoran District officers' efforts to enforce the observance of health protocols to the community with courtesy, friendliness, and mutual respect in its implementation.

8. Facilities and Infrastructure

Facilities can be used to launch or facilitate the achievement of specific goals, while infrastructure supports all types of facilities directly and indirectly. In implementing this health protocol, facilities and infrastructure are needed, such as the use of masks by

predetermined standards, face shields, patrol cars, the provision of good hand washing facilities or in the form of *hand sanitizers*, and body temperature checking devices to be able to carry out the implementation of reasonable health protocol regulations.

9. Handling of Complaints, Suggestions, and Inputs. Handling complaints, suggestions, and inputs is a system manner implementation. Handling complaints and follow-up, such as outbreak emergency response post-COVID-19, has been established.

Based on the results of research conducted on 150 respondents, both people who have felt the direct handling of Satpol PP officers in Kemayoran District related to the regulation of health protocols and who see how Satpol PP officers are handled in enforcing health protocols. Thus, the Kebon Blank Village Community Satisfaction Index calculation on the regulation of health protocols carried out by the Civil Service Police Unit was obtained by referring to the Regulation of the Minister of State Apparatus Empowerment and Bureaucratic Reform Number 14 of 2017. The following is a presentation of the calculation of the Community Satisfaction Index of the Civil Service Police Unit of Kemayoran District:

| No | Elements | Number of Values | Average Value Per Element | IKM Conversion Value | Weighted Average Value | Quality of Service |
|---|---|---|---|---|---|---|
| 1 | Officer Clarity | 531 | 3,54 | 88,5 | 0,389 | A |
| 2 | Systems, Mechanisms, and Procedure | 493 | 3,28 | 82 | 0,360 | B |
| 3 | Officer Discipline | 506 | 3,37 | 84,25 | 0,370 | B |
| 4 | Officer Responsibilities | 511 | 3,4 | 85 | 0,374 | B |
| 5 | Justice | 468 | 3,12 | 78 | 0,343 | B |
| 6 | Competence or Officer Capabilities | 512 | 3,41 | 85,25 | 0,375 | B |
| 7 | Officer Conduct | 506 | 3,37 | 84,25 | 0,370 | B |
| 8 | Facilities and Infrastructure | 489 | 3,26 | 81,5 | 0,358 | B |
| 9 | Complaint Handling, Suggestions, and Feedback | 551 | 3,67 | 91,75 | 0,403 | A |
| Community Satisfaction Index Value | | | | | | 3,342 |
| Community Satisfaction Index Conversion Value | | | | | | 83,55 |
| Performance and Quality of Service | | | | | | B (Good) |

Source: Questionnaire Data Processing

Figure 2.

By looking at the table above, the value of the Kebon Blank Village Community Satisfaction Index for the regulation of health protocols carried out by Satpol PP Kemayoran District is 3.342, or if you look at the conversion value is 83.55, which means that the performance of the Kemayoran Subdistrict Civil Service Police Unit in regulating health protocols is declared good and this also indicates that the people of Kebon Blank Village are satisfied with the performance that carried out by the Civil Service Police Unit of Kemayoran District in regulating health protocols. Even so, some still consider that the regulation of health protocols carried out by the Civil

Service Police Unit of Kemayoran District is still not good. Therefore, it is necessary to make improvements in elements considered lacking.

The element that has the highest Community Satisfaction Index value is the indicator of handling complaints, suggestions, and inputs, with a value of 3.67 and a conversion value of Community Satisfaction Index of 91.75, which means that the assessment of the performance of the Kemayoran Subdistrict Civil Service Police Unit in handling complaints, suggestions, and input is at the A (Very Good) predicate level and of course this needs to be maintained.

Meanwhile, the element with the lowest value, the Conversion Index Satisfaction Community Satisfaction Index value, indicates fairness compared to other elements with a value of 3.12 Society 78. Although this justice indicator is the lowest than other elements, the assessment of justice indicators is still at a reasonable level so that it can be maintained and, if possible, can be further improved to be able to improve the public image of the Civil Service Police Unit better, especially in justice that does not distinguish groups or community status in cracking down on violations of health protocols.

## 5 CONCLUSION

Based on the results of the research conducted by the author, the author will explain the conclusions in two points as follows:
It can be seen in the results of research on the Kebon Blank Village Community Satisfaction Index on the regulation of health protocols carried out by Satpol PP Kemayoran District using nine relevant elements from the Decree of the Minister of State Apparatus Empowerment Number 25 of 2004 and Regulation of the Minister of State Apparatus Empowerment and Bureaucratic Reform Number 14 of 2017 with a converted IKM score of 83.82. The figure shows that activities are running well in line with the adjusted assessment measures of the Ministerial Regulation utilization of state Apparatus and Bureaucratic reform number 14 of 2017.

Some points are pretty influential from the assessment of the Kebon Blank Village Community Satisfaction Index on the regulation of health protocols carried out by the Kemayoran District Civil Service Police Unit; this can be seen in the element of justice with the lowest IKM score compared to other elements but still included in the B (good) predicate. Therefore, it is appropriate for Satpol PP Kemayoran Sub-district to be the executor of public servants by

maintaining public order and peace to take action or services the community provides evenly and fairly.

## 6 RECOMMENDATIONS

Some suggestions that the author wants to convey to the Regulation of Health Protocols Carried Out by Satpol PP Kemayoran District are as follows:
The control of health protocols carried out by the Civil Service Police Unit of Kemayoran District is classified as good and, in the future, must continue to be maintained to get a good image from the community's point of view.

Justice has the lowest Community Satisfaction Index value compared to other elements. Therefore, there needs to be an evaluation of all Civil Service Police Units related to providing handling that does not discriminate between communities, especially in groups, status, and community economy.

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