Survey on the Community Satisfaction Index of Public Services for Provincial Roads: Ahmad Yani Road Section (Pandeglang) and Serang–Pandeglang Road Section (Pandeglang)

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Article Information	ABSTRACT
	This study evaluates community satisfaction with provincial road services on Ahmad Yani (Pandeglang) and Serang–Pandeglang sections. Using a quantitative approach with 384 respondents determined by the Lemeshow formula, data were analyzed through Importance Performance Analysis (IPA) and Customer Satisfaction Index (CSI). Results show that of 18 service indicators, 9 had positive gaps and 9 negative gaps, with 3 attributes in quadrant I (high importance, low satisfaction). The CSI value of 65.75% indicates users are generally satisfied with the services. Practical implications suggest prioritizing road maintenance, improving responsiveness to user needs, and enhancing accessibility for vulnerable groups. These findings provide useful input for local governments in allocating resources, improving service quality, and developing user centered infrastructure innovations. **Keywords:** Community Satisfaction Index, Public Services, Roads

1. INTRODUCTION

Public service is a fundamental element in driving the wheels of government, emphasizing the closeness between the government and the community through service delivery. Law Number 25 of 2009 concerning Public Services, Article 1 paragraph (1), defines public service as an activity or a series of activities aimed at fulfilling service needs in accordance with statutory regulations for every citizen and resident, related to goods, services, and/or administrative services provided by public service providers.

The provision of infrastructure is a vital component in regional development and planning. Adequate infrastructure can support social and economic activities. Basic infrastructure, such as poorly maintained roads, can create accessibility issues for communities living in the area. Infrastructure, often referred to as facilities and utilities, is a crucial factor in determining the direction and future development of a region, as development cannot succeed or run effectively without sufficient infrastructure support. Based on this understanding, infrastructure and facilities refer to the tools or means used to achieve objectives that support collective human activities, enabling people to live comfortably, safely, and move easily within their environment.

One of the public services that requires a survey as a form of evaluation of government-delivered services is the survey on road facility provision, which is conducted to measure the level of public satisfaction with road usage. Therefore, the quality of road

infrastructure provision must be a serious concern for the government. Roads, as one of the key transportation infrastructures, play a crucial role in the development of national life, in fostering national unity and integrity, in strengthening the state's territorial function and community roles, as well as in promoting public welfare.

Roads are an integral part of public services that play a vital role in supporting community mobility and economic activities. Law Number 2 of 2022 concerning the Second Amendment to Law Number 38 of 2004 on Roads, Article 1 paragraph (1), defines a road as land transportation infrastructure that includes all parts of the road, including connecting structures, complementary structures, and facilities designated for traffic, located on the surface of the ground, above ground, underground, and/or water, as well as above the water surface, excluding railways, tramways, and cable roads.

One of the public services that should be evaluated through a survey is the provision of road facilities. The road facility survey is conducted to measure the level of public satisfaction with road services. Therefore, the quality of road provision should be a key concern for the government. In line with this, I intend to conduct a satisfaction survey on provincial road services in the Pandeglang Regency area, specifically Ahmad Yani Street (Pandeglang) and the Serang–Pandeglang road.

There are 20 provincial road sections located within the Pandeglang Regency area, as detailed below:

Table 1
Data on Provincial Road Sections in Pandeglang Regency (Decree No. 620/Kep.16-Huk/2023)

No	Section No	Road Section Name	Length (KM)
1	24	Ujung Tebu - Mandalawangi	6,670
2	56	Jl. Serang - Pandeglang (Pandeglang)	1,519
3	57	Jl. Ahmad Yani (Pandeglang)	1,536
4	58	Jl. Tb Asnawi (Pandeglang)	0,174
5	59	Jl. Abdul Rahim (Pandeglang)	0,137
6	60	Jl. Raya Labuan (Pandeglang)	3,600
7	61	Jl. Widagdo (Pandeglang)	0,290
8	62	Jl. Pandeglang – Rangkasbitung (Pandeglang)	1,815
9	63	Tanjung Lesung - Sumur	25,700
10	64	Mengger - Mandalawangi -Caringin	28,700
11	65	Saketi - Ciandur	0,500
12	66	Picung - Munjul	17,440
13	67	Munjul - Panimbang	20,154
14	68	Ciseukeut - Sobang - Tela	12,350
15	69	Munjul - Cikaluda - Cikeusik	15,990
16	70	Jl. Sudirman (Labuan)	1,600
17	71	Jl. Desa Teluk (Akses PPP Labuan)	0,550
18	73	Saketi - Malingping - Simpang/Saketi - Picung	15,770
19	85	Cimanying - Jiput	6,600
20	86	Sumur - Taman Jaya - Ujung Jaya	24,000

Among the 20 provincial road sections in the Pandeglang Regency area, various issues can be found, including road durability, road width, and the safety and comfort of the roads. In particular, the Ahmad Yani Road section (Pandeglang) and the Serang–Pandeglang Road section (Pandeglang) were chosen by the researcher for this study due to their high levels of mobility, as they are located near the urban center. Specifically, the Ahmad Yani Road serves as an example of a dual-lane road and road widening efforts.

2. LITERATURE REVIEW

2.1 Public Services

Public service is a series of activities carried out by government institutions to meet the needs of the community in accordance with established standards. According to Law Number 25 of 2009 on Public Services, public service includes the provision of goods, services, and/or administrative services delivered by public service providers.

2.2 Public Satisfaction

2.2.1 Public Satisfaction in Public Services in Indonesia

Public satisfaction is a key indicator in assessing the quality of public services. According to Law Number 25 of 2009 on Public Services, the state is obliged to serve every citizen and resident in order to fulfill their basic rights and needs within the framework of public services, as mandated by the 1945 Constitution of the Republic of Indonesia. Effective and efficient public services are reflected in the level of public satisfaction with the services provided.

2.2.2 Policies Related to Public Satisfaction

To ensure the achievement of public satisfaction, the Indonesian government has established various policies and regulations, including:

1. Law Number 25 of 2009 on Public Services
   This law serves as the primary legal foundation for the implementation of public services in Indonesia. Its purpose is to provide legal certainty in the relationship between the public and service providers, as well as to improve the quality of services in accordance with the principles of good governance.

2. Minister of Administrative and Bureaucratic Reform Decree Number 14 of 2017 on Guidelines for Conducting Public Satisfaction Surveys, This ministerial decree regulates the implementation of Public Satisfaction Surveys (Survei Kepuasan Masyarakat, SKM) as a tool to measure the quality of public services. Every public service unit is required to conduct the SKM periodically, at least once a year, as a basis for service evaluation and improvement.

3. Minister of Administrative and Bureaucratic Reform Regulation Number 12 of 2017 on Guidelines for Assessing Public Service Performance, This regulation provides guidance in evaluating the performance of public service providers, with a focus on accountability, transparency, and responsiveness to public needs.

2.3 Community Satisfaction Index (IKM)

The Community Satisfaction Index (IKM) is a measurement tool used to assess public perception of the quality of services provided by government institutions. The Minister of Administrative and Bureaucratic Reform Decree Number KEP/25/M.PAN/2/2004 on the General Guidelines for the Preparation of the Community Satisfaction Index defines IKM as data and information regarding the level of public satisfaction obtained through both quantitative and qualitative measurements of public opinion regarding services received from public service providers, by comparing:

a. To identify and assess the performance level of the relevant Public Service Unit; the Community Satisfaction Index reflects the performance of the respective service unit and can serve as a basis for policy formulation aimed at improving the quality of future public services.

b. To determine the comparison between public expectations and actual service delivery by collecting data and information on the level of public satisfaction through quantitative and qualitative measurements of public opinion regarding services received from public service providers.

c. To measure the level of service satisfaction based on the opinions and evaluations of the public regarding the performance of services delivered by public service providers.

d. To identify weaknesses or shortcomings within the Public Service Unit as one of the entities responsible for delivering public services.

e. To evaluate the performance of government officials in delivering services within the relevant Public Service Unit.

f. To provide data and information as a basis for future policy considerations and to encourage healthy competition among service units in their efforts to improve service performance.

g. As a means for the public to supervise and monitor the service performance of Public Service Units.

h. To study and understand all service activities carried out by public service providers within units such as the PPID (Information Management and Documentation Officer), LPSE/ULP (Electronic Procurement Service/Procurement Service Unit), and other related functional departments, as part of fulfilling the needs of service recipients and complying with statutory regulations.

Furthermore, Minister of Administrative and Bureaucratic Reform Regulation (PermenPAN RB) Number 14 of 2017 provides the latest technical guidelines for conducting community satisfaction surveys on public service delivery, which serves as an important reference in this study.

a. Requirements These are the necessary conditions that must be fulfilled when obtaining a particular service. Requirements may consist of both technical and administrative aspects.

b. Procedures,This indicator refers to the service process that must be followed by both service providers and service recipients. The procedure is particularly important in terms of the simplicity of the service flow and the ease of each stage of service delivery.

c. Service Time, This measures the duration required for the entire service process.

d. Service Cost, Refers to the fees established by agreement. Service cost can be assessed through the fairness of fees, transparency, comparison with similar facilities, patient visit rates, exemptions for underprivileged groups, and other relevant aspects.

e. Service Product Specifications, This refers to the extent to which the provided health service is in accordance with the specifications of the type of service offered.

f. Competence of Service Providers, This reflects the skills of officers, work experience, educational background of medical and non medical staff, as well as their expertise.

g. Behavior of Service Providers, This refers to the attitude and behavior of officers while delivering health services.

2.4 Data Analysis Using Importance Performance Analysis (IPA)

Data processing to determine the road service quality attributes that fall into the priority category is conducted using Importance Performance Analysis (IPA), as previously applied by Martilla and James in Hakim et al. (2023). This analysis compares the expectation value (importance) with the performance or satisfaction value of each service attribute. The steps for calculating Importance–Performance Analysis (IPA) are as follows:

a) Creating a data tabulation of importance and satisfaction levels

b) Calculating the average (mean) values of importance and satisfaction

c) Preparing the mean values to be positioned on the importance–performance matrix and calculating the overall importance and satisfaction as the boundaries in the Cartesian diagram

$X = \Sigma iXi / n$

Source: Hamim as cited in Yana A.A (2018)

Explanation

$$\sum_{1}^{n} iXi = \text{the total average of importance and satisfaction}$$

X = total number of questions

These attributes form a four-quadrant matrix based on the average values of importance and performance. The analysis focuses primarily on importance values, as the main objective of this study is to determine the key or prioritized attributes. Therefore, the IPA matrix emphasizes the X-axis, dividing the matrix into two major quadrants upper and lower. Performance values are used as additional information to evaluate the level of road service.

The following is an explanation of the Cartesian diagram with its four quadrants:

I	II
High Importance, Low Satisfaction	High Importance, High Satisfaction
III	IV
Low Importance, Low Satisfaction	Low Importance, High Satisfaction

Satisfaction

Quadrant I
Attributes in this quadrant are highly crucial and require immediate follow-up actions.

Quadrant II
Attributes in this quadrant are performing well and should be maintained.

Quadrant III
Attributes in this quadrant do not require special attention or priority.

Quadrant IV
Attributes in this quadrant are considered less important; therefore, the government should consider reallocating related resources to other attributes that have a higher priority for improvement.

2.5 Customer Satisfaction Index (CSI) Method Analysis
According to Irawan, as cited in Sinnun, A. (2017), the Customer Satisfaction Index (CSI) method is used to determine the overall level of customer satisfaction using an approach that considers the importance level of the measured service quality attributes. The calculation of service satisfaction is carried out using the following formula:
  a) The first step is to determine the Mean Importance Score (MIS), which is the average importance of each attribute. This value is obtained from the average importance ratings given by each customer.
  $MIS = (\Sigma Yini - 1n)$

Explanation
MIS = Average Importance
ΣYini−1 = Attribute Importance Total
n= Number of Respondents

b) The second step is to calculate the Weighting Factor (WF) for each attribute. This weight represents the percentage of the MIS value of each attribute relative to the total MIS of all attributes, using the following formula:

$$WF = \frac{MISi}{\sum_{1-1}^{p} MISi} \times 100\%$$

Information: WF= Weighting Factor
MIS*i*= total average importance per attribute

$$\sum_{i-1}^{p} MISi = \text{total average importance}$$

c) The third step is to calculate the Mean Satisfaction Score (MSS), which is the average satisfaction for each attribute, using the following formula:

$$MSS = \frac{\sum_{i-1}^{n} xi}{n}$$

Explanation
MSS = Average Satisfaction

$$\sum_{i=1}^{n} xi = 1 = \text{total satisfaction per attribute}$$

n = number of respondents

d) The fourth step is to calculate the Weight Score (WS). This weight is obtained by multiplying the Weighting Factor (WF) by the Mean Satisfaction Score (MSS), using the following formula:
WSi = WFi x MSS

Explanation
WSi = Weight Score
WF = Weighting Factor Per Atribut
MSS = Average Satisfaction per Attribute

e) The fifth step is to calculate the Customer Satisfaction Index (CSI), which is obtained by dividing the Weight Total (WT) by the maximum scale used, then multiplying the result by 100%. The overall level of respondent satisfaction can be determined based on the satisfaction level criteria

$$CSI = \frac{\sum_{I-1}^{P} WSi}{HS} \times 100\%$$

CSI = Indek Kepuasan Pelanggan

$$\sum_{I-1}^{P} WSi = \text{Total } \textit{Weight Score}$$

HS = Skala Maksimum

After obtaining the CSI value, it can then be interpreted using the percentage table below:

Tabel 2: Interval Interpretation

Rentang Skala	Presentase %	Interpretasi
1,00 – 1,75	0 – 25	Very Dissatisfied
1,76 – 2,50	26 – 50	Dissatisfied
2,51 – 3,25	51 – 75	Satisfied
3,26 – 4,00	76 – 100	Very Satisfied

Tabel 3: Interpretation Of Interval Based On PermenPAN No.14 of 2017

Perception Value	IKM Interval Value	IKM Conversion Interval Value	Service Quality	Perception Value
1	1,00-1,75	25-43,75	D	Not Good
2	1,76-2,50	43,76-62,50	C	Less Good
3	2,51-3,25	62,51-81,25	B	Good
4	3,26-4,00	81,26-100,00	A	Excellent

2.6. Road Infrastructure as a Public Service

Roads are an integral part of public services that play a vital role in supporting community mobility and economic activities. Law Number 2 of 2022 concerning the Second Amendment to Law Number 38 of 2004 on Roads, Article 1 paragraph (1), defines a road as land transportation infrastructure that includes all parts of the road, including connecting structures, complementary structures, and facilities designated for traffic, located on the surface of the ground, above ground, underground, and/or water, as well as above the water surface, excluding railways, tramways, and cable roads.

3. RESEARCH METHOD

This study employed a descriptive quantitative approach, as it is suitable for portraying the phenomenon of community satisfaction in an objective and measurable manner. The selection of this method was based on the need to obtain a systematic understanding of road users' perceptions of public service quality, while also allowing for a comparison between expectations and actual service performance.

The research population comprised all users of Ahmad Yani Road (Pandeglang) and Serang Pandeglang Road. The sample was determined using the accidental sampling method, namely respondents who happened to be encountered during the research process and met the criteria as road users. A total of 384 respondents were included, determined using the Lemeshow formula, which is commonly applied in social research with large populations of unknown size. This sample size is considered representative for producing valid estimations of the research population.

The distribution of respondents covered various demographic categories, including gender, age group, educational level, and frequency of road usage. This diversity provides a more comprehensive overview of community satisfaction perceptions. For instance, the productive age group, who use the road more frequently, may have different expectations compared to the elderly. Therefore, the varied distribution of respondents strengthens the validity of the research findings. Data were collected through questionnaires, field observations, documentation, and supporting interviews. The data were analyzed using two main approaches:

1. Importance Performance Analysis (IPA): to map the gap between the level of importance (expectations) and performance (reality) of public services.
2. Customer Satisfaction Index (CSI): to quantitatively measure respondents' satisfaction level in the form of an aggregate index.

4. RESULTS AND ANALYSIS

This study was conducted to measure community satisfaction with provincial road public services, specifically on Ahmad Yani Road and Serang Pandeglang Road in Pandeglang Regency, Banten Province. The main research instrument was a questionnaire consisting of 18 items, analyzed using the Importance Performance Analysis (IPA) and Customer Satisfaction Index (CSI) methods.

The presentation of results begins with the identification of respondent characteristics, with a total of 384 participants. The determination of sample size refers to the guidelines of the Regulation of the Ministry of Administrative and Bureaucratic Reform of the Republic of Indonesia (PermenPAN RB) No. 14 of 2017 concerning Guidelines for Community Satisfaction Surveys of Public Service Units.

Questionnaires were distributed to road users of Ahmad Yani Road (Pandeglang) and Serang–Pandeglang Road (Pandeglang). The sample of 384 respondents was obtained using the Lemeshow formula and classified based on gender, education, occupation, type of vehicle, and frequency of road usage.

4.1 Respondent Characteristics

The respondents in this study were road users who passed through the two road segments that became the objects of the research. A total of 384 respondents were selected using the accidental sampling method. The majority of respondents were individuals in the productive age group (20-45 years old), with backgrounds as students, workers, and public transportation drivers.

4.2 Results of the Importance Performance Analysis (IPA)

The IPA method was used to map the gap between the level of importance (expectation) and the level of satisfaction (perception) of the public toward road services. Of the 18 service indicators measured, the results showed: 9 indicators with a positive gap (expectations met or exceeded), and 9 indicators with a negative gap (expectations not yet met). The stages and results of the Importance Performance Analysis (IPA) are presented in the form of tables and an IPA diagram. The table used is the average item score table, as shown below:

Table 4: GAP Scores Between Importance and Satisfaction Questions

No	Question	Importance	Satisfaction	GAP
1	Quality and smoothness of the road surface	2,57	2,74	0,17
2	Bridge quality	2,54	2,82	0,27
3	Road width provides comfort and a sense of safety	2,49	2,81	0,32
4	Road maintenance quality	2,89	2,59	-0,29
5	Cleanliness of the road surroundings	2,73	2,77	0,04
6	Road is free from obstructions (e.g., illegal parking, street vendors, unauthorized structures)	2,72	2,30	-0,43
7	Road officers carry out repairs and maintenance in accordance with procedures	2,73	2,51	-0,23
8	Roads support faster travel time for community mobility	2,85	2,86	0,01
9	Road officers have properly planned	2,71	2,61	-0,10

	road construction			
10	Officers seriously consider the quality of materials used for road construction/maintenance	2,61	2,47	-0,14
11	Road construction considers user safety aspects	2,66	2,83	0,17
12	Officers provide assurance and certainty regarding road repair timelines	2,73	2,74	0,01
13	Officers provide road repair services according to user needs	3,09	2,60	-0,49
14	Road construction considers fairness for people with disabilities (e.g., guiding blocks), the elderly, and children (e.g., waiting seats for the elderly, pregnant women, children, etc.)	2,92	2,36	-0,55
15	Officer friendliness in handling road user complaints	2,76	2,77	0,01
16	Speed of action in road maintenance and repair	2,73	2,34	-0,39
17	Responsiveness in handling road user complaints	2,73	2,41	-0,32
18	Officers respond quickly to road damage caused by disasters	2,82	2,86	0,04
	average score	0,74	0,63	

Source: Questionnaire Data Processing Results, 2024

Based on the GAP scores from the Importance Performance Analysis (IPA) method applied to the 18 questions, 9 items showed positive values, indicating that the public is satisfied with the provincial road public services on Ahmad Yani Road (Pandeglang) and Serang–Pandeglang Road (Pandeglang). Meanwhile, 9 items showed negative values, indicating that the public is not yet satisfied with these specific aspects of the provincial road services on the same road segments.

Figure 1. Cartesian Diagram
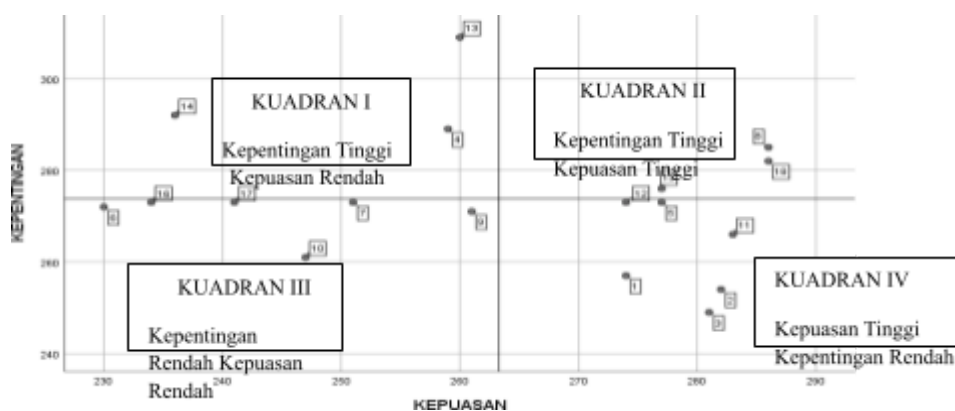
Source: Data Processed Using SPSS Version 26 (2024)

Note:

Quadrant I (High Importance and Low Satisfaction – Must Be Improved):
This quadrant includes items 4, 13, and 14, namely:

1. Quality of road maintenance
2. Officers provide road repair services according to user needs
3. Road construction considers fairness for people with disabilities (e.g., guiding blocks), the elderly, and children (e.g., waiting seats for the elderly, pregnant women, children, etc.)

Quadrant II (High Importance and High Satisfaction Performance Should Be Further Enhanced):
This quadrant includes items 8, 15, and 18, namely:

1. Roads support faster travel time for community mobility
2. Officer friendliness in handling road user complaints
3. Officers respond quickly to road damage caused by disasters

Quadrant III (Low Importance and Low Satisfaction – Requires Evaluation):
This quadrant includes items 6, 7, 9, 10, 16, and 17, namely:
1. Road is free from obstructions (e.g., illegal parking, street vendors, unauthorized structures)
2. Officers carry out road repair and maintenance in accordance with procedures
3. Officers have properly planned road construction
4. Officers seriously consider the quality of materials used in road construction/maintenance
5. Speed of action in road maintenance and repair
6. Responsiveness in handling road user complaints

Quadrant IV (Low Importance and High Satisfaction – Indicates a Satisfaction Surplus):
This quadrant includes items 1, 2, 3, 5, 11, and 12, namely:
1. Quality and smoothness of the road surface
2. Bridge quality
3. Road width provides comfort and a sense of safety
4. Cleanliness of the road surroundings
5. Road construction takes into account the safety aspects of road users
6. Officers provide assurance and certainty regarding road repair timelines

4.3. Results of Customer Satisfaction Index (CSI) Analysis

The Customer Satisfaction Index (CSI) measures the overall level of road user satisfaction.

a) The first step is to determine the Mean Importance Score (MIS), which represents the average importance of each attribute. This value is derived from the average importance assigned by each respondent.

$$MIS = \left(\frac{\sum_{t}^{n} -1\, y^{i}}{n} \right)$$

$$MIS = \frac{987}{384}$$

$$= 2{,}57 \text{ (Up to 18 Questions)}$$

b) The second step is to calculate the Weighting Factor (WF) for each attribute.

$$WF = \frac{MISi}{\sum_{i-1}^{p} MISi} \times 100\%$$

$$WF = \frac{2{,}57}{49{,}28} \times 100\%$$

$$= 0{,}05 \text{ (Up to 18 Questions)}$$

c) The third step is to calculate the Mean Satisfaction Score (MSS), which represents the average satisfaction for each attribute, using the following formula:

$$MSS = \frac{\sum_{i=1}^{n} Xi}{n}$$

$$MSS = \frac{1.053}{384}$$

= 2,74 (Up to 18 Questions)

d) The fourth step is to calculate the Weight Score (WS). This score is obtained by multiplying the Weighting Factor (WF) by the Mean Satisfaction Score (MSS), using the following formula:

$WSi = WFi \times MSS$

$WSi = 0,05 \times 2,74$

= 0,14 (Up to 18 Questions))

e) The fifth step is to calculate the Customer Satisfaction Index (CSI). This is done by dividing the Total Weight Score (WT) by the maximum scale used, and then multiplying the result by 100%. The overall satisfaction level of the respondents can then be interpreted based on the satisfaction level criteria.

$$CSI = \frac{\sum_{i=1}^{p} WSi}{HS} \times 100\%$$

$$CSI = \frac{2,63}{4} \times 100\%$$

= 65,75%

After obtaining the CSI value, it can be interpreted using the percentage table below:

Table 5: Interval Table

Scale Range	Percentage (%)	Interpretation
1,00 – 1,75	0 – 25	Very Dissatisfied
1,76 – 2,50	26 – 50	Dissatisfied
2,51 – 3,25	51 – 75	Satisfied
3,26 – 4,00	76 – 100	Very Satisfied

Source: Widiyoko (2028:110)

Table 6: Interval Interpretation Based on Minister of Administrative and Bureaucratic Reform Regulation (PERMENPAN RB) No. 14 of 2017

Perception Score	IKM Interval Value	IKM Conversion Interval Value	Service Quality	Service Unit Performance
1	1,00-1,75	25-43,75	D	Poor
2	1,76-2,50	43,76-62,50	C	Fair
3	2,51-3,25	62,51-81,25	B	Good
4	3,26-4,00	81,26-100,00	A	Excellent

Source: Harbani Pasolong (2014)

Based on the CSI analysis in the table above, the Community Satisfaction Index for the Provincial Road Services on Ahmad Yani Road (Pandeglang) and Serang–Pandeglang Road (Pandeglang) is 65.75%. This indicates that the public is satisfied with the services provided on these provincial road segments.

Below is the overall result of the Customer Satisfaction Index (CSI) method:

Table 7: Overall Results of the CSI Method

INDIKATOR	MSI	MSS	WF	WS	WT	CSI
1	2,57	2,74	0,05	0,14	2,63	65,75
2	2,54	2,82	0,05	0,15		
3	2,49	2,81	0,05	0,14		
4	2,89	2,59	0,06	0,15		
5	2,73	2,77	0,06	0,15		
6	2,72	2,30	0,06	0,13		
7	2,73	2,51	0,06	0,14		
8	2,85	2,86	0,06	0,17		
9	2,71	2,61	0,06	0,14		
10	2,61	2,47	0,05	0,13		
11	2,66	2,83	0,05	0,15		
12	2,73	2,74	0,06	0,15		
13	3,09	2,60	0,06	0,16		
14	2,92	2,36	0,06	0,14		
15	2,76	2,77	0,06	0,16		
16	2,73	2,34	0,06	0,13		
17	2,73	2,41	0,06	0,13		
18	2,82	2,86	0,06	0,16		
	49,28	47,38		2,63		

Notes:
MIS = Mean Importance Score
MSS = Mean Satisfaction Score

WF = Weighting Factor
WS = Weighted Score
CSI = Customer Satisfaction Index

Based on the open-ended responses provided by the respondents, the general findings are as follows:

a. Please mention the strengths of road service provision on the Ahmad Yani Road segment (Pandeglang) and the Serang–Pandeglang Road segment (Pandeglang) managed by the UPTD PUPR of Banten Province, Pandeglang Region:
   1) Ahmad Yani Road segment is already wide
   2) Ahmad Yani Road segment has guiding blocks for persons with disabilities
   3) Availability of an alternative road

b. Please provide suggestions and input related to road service provision on the Ahmad Yani Road segment (Pandeglang) and the Serang–Pandeglang Road segment (Pandeglang) managed by the UPTD PUPR of Banten Province, Pandeglang Region:
   1) Widening of the Serang–Pandeglang road segment (Pandeglang)
   2) Installation of guiding blocks for persons with disabilities, especially along the Serang–Pandeglang road
   3) Further improvement of road maintenance
   4) Maintenance of drainage systems (culverts)
   5) Installation of street lighting

Final Result:
CSI = 65.75%, which falls into the "Satisfied" category (based on the classification from the Ministry of Administrative and Bureaucratic Reform Regulation PERMENPAN-RB).

Interpretation:
This CSI score indicates that, in general, the public feels fairly satisfied with the service. However, there is significant room for improvement, particularly in terms of road maintenance and safety.

4.4 Field Findings
The results of observations and in-depth interviews support the quantitative findings, with several key insights:
1. Ahmad Yani Road is still partially used as a parking area, causing traffic congestion and reducing the comfort of road users.
2. The sidewalks along Ahmad Yani Road (Pandeglang) are in good condition and already accommodate persons with disabilities; however, pedestrian crossings or zebra crossings are still inadequate.
3. The UPTD PUPR of the Pandeglang Region has made efforts to carry out maintenance, but delays in material supply and weather disturbances remain the main obstacles.

5. CONCLUSION
5.1 Conclusion
Based on the results of the Importance Performance Analysis (IPA) and the Customer Satisfaction Index (CSI), this study concludes that:
1. The level of public satisfaction with the provincial road services on Ahmad Yani Road and the Serang–Pandeglang section falls into the "satisfied" category, with a CSI score of 65.75%. According to the classification of the Ministry of Administrative and

Bureaucratic Reform (PermenPAN-RB), this achievement is categorized as "Good" service quality.

2. Of the 18 indicators assessed, 9 showed a negative GAP, indicating discrepancies between public expectations and actual conditions. The dominant factors requiring attention include the quality of road maintenance, the alignment of services with user needs, and accessibility for persons with disabilities.

3. The IPA quadrant mapping indicates:
   a. Quadrant I (high importance, low satisfaction) contains attributes that require immediate improvement;
   b. Quadrant II (high importance, high satisfaction) reflects achievements that should be maintained;
   c. Quadrant III (low importance, low satisfaction) requires further evaluation;
   d. Quadrant IV (low importance, high satisfaction) represents service advantages that deserve appreciation.

4. Field obstacles still encountered include illegal parking, limited availability of safe pedestrian crossings, and delays in maintenance implementation due to material supply constraints and weather conditions.

5.2 Practical Implications

The findings of this study provide a concrete picture for provincial road service providers to improve the quality of public services. In practice, these results can be used as:

1. A routine evaluation tool in road maintenance planning to ensure more targeted implementation.
2. A guideline for prioritizing resource allocation, enabling improvements to focus on aspects with the greatest influence on public satisfaction.
3. A basis for developing service innovations, particularly in enhancing road user safety, comfort, and accessibility for vulnerable groups such as persons with disabilities.

5.3 Policy Implications

From a policy perspective, this study highlights the importance of:

1. Formulating road service policies based on public satisfaction survey data as a reference for policymaking and budgeting.
2. Integrating IPA and CSI survey results into regional government planning documents (such as the Strategic Plan of the Public Works and Spatial Planning Agency), ensuring that service improvements are not only responsive but also strategic and sustainable.
3. Implementing more systematic public participation mechanisms, such as follow-up surveys, discussion forums, or online complaint channels, to enhance the transparency and accountability of road service providers.

5.4 Research Limitations

This study has several limitations that should be acknowledged. First, the literature review used is still limited and lacks sufficient strength, particularly in incorporating relevant international references. Second, the analysis of the results remains descriptive and does not fully link field findings to public service management theories or previous studies in depth. Third, the conclusions presented do not explicitly emphasize academic or policy contributions. Therefore, future research is expected to enrich the theoretical foundation with international literature, deepen the analysis through comparative approaches or more complex quantitative models, and highlight contributions to the development of public service theory and policy in Indonesia.

5.5 Recommendations
1. Prioritize improving service quality for attributes located in Quadrant I, such as routine and responsive road maintenance, repair services that meet user needs, and the provision of disability friendly facilities, including guiding blocks along all road sections.
2. Strengthen planning and monitoring of road repair implementation to ensure more targeted outcomes and alignment with public expectations, particularly in terms of timely responses to road user complaints.
3. Facilitate the provision of supporting infrastructure, such as safe sidewalks, adequate pedestrian crossings, and proper street lighting, to enhance comfort and safety for road users.
4. Regularly involve community participation through follow-up surveys, road user forums, or direct complaint channels to capture aspirations and continuously evaluate service performance.
5. Policymakers within the UPTD PUPR Pandeglang Region should formulate innovative, data driven strategies oriented toward public satisfaction, using IPA and CSI results as references for decision-making and future budget allocation for provincial road services.

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